



Western Cape Government

DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM

SERVICE DELIVERY IMPROVEMENT PLAN (SDIP)

Service One: Tourist Guide Registration and Monitoring

Service Two: Office of the Consumer Protector

Service Three: Red Tape Reduction Business Support Helpline Service

2023-2025



WE CARE



WE BELONG



WE SERVE

2023-2025

DOCUMENT CONTROL

Document title	Service Delivery Improvement Plan
Creation date	April 2022
Effective date	1 April 2023
Status	FINAL
Version	1
Owner title, name and contact details	Ms C Julies Kayembe Wa Kayembe Director: Strategic and Operational Support 021 483-9000 Cheryl.Julies@westerncape.gov.za
Author title, name and contact details	Ms M Carstens Deputy Director: Strategic Coordination Martie.carstens@westerncape.gov.za Ms P Wyngaard Assistant Director: Strategic Coordination Patricia.Wyngaard@westerncape.gov.za

Contributors	Service 1: Tourist Guide Registration Mr J Stoltz Director: Tourism
	Service 2: Office of the Consumer Protector Mr A Searle Director: Business Regulation
	Service 3: Red Tape Reduction Business Support Helpline Service Ms M Ellis Director: Red Tape Reduction
Editor	
Distribution	
Security classification	

TABLE OF CONTENT

	Page
1. SDIP PREREQUISITES	
SDIP Critical (Key) Services	8
2. BATHO PELE (SERVICE QUALITY) STANDARDS	15
Prerequisites	
Batho Pele Standards (Service Standards)	
3. CHANGE MANAGEMENT PLAN	23
4. MONITORING, REPORTING AND EVALUATION PLANS	27
Monitoring Plan	
Reporting Plan	
Evaluation Plan	

ACRONYMS AND ABBREVIATIONS

DEFINITIONS

APP	Annual Performance Plan
BPIAN	Batho Pele Impact Assessment Network
CATHSSETA	Cultural, Arts, Tourism, Hospitality and Sports Sector Education and Training Authority
CFO	Chief Financial Officer
CSC	Corporate Services Centre
DDG	Deputy Director-General
DEDAT	Department of Economic Development and Tourism
DEPT	Department
DG	Director-General
DPSA	Department of Public Service and Administration
G4J	Growth for Jobs
M&E	Monitoring and Evaluation
MTEC	Medium Term Expenditure Committee
MTSF	Medium Term Strategic Framework
NDP	National Development Plan
NGO'S	Non-Governmental Organisations
OCP	Office of the Consumer Protector
PDI	Process Design and Improvement
PSG	Provincial Strategic Goal
PSP	Provincial Strategic Plan
RTRU	Red Tape Reduction Unit
SDIP	Service Delivery Improvement Plan
SMME	Small Medium and Macro Enterprises
SOP	Standard Operating Procedure
TGR	Tour Guide Registration
WCG	Western Cape Government

OFFICIAL SIGN OFF

It is hereby certified that this Service Delivery Improvement Plan:

- Was developed by the management of the Department of Economic Development and Tourism under the guidance of the Executive Authority (Ms Mireille Wenger)
- Was prepared in line with the current Strategic Plan (2020-2025) and the Annual Performance Plan (2023/2024) of the Department of Economic Development and Tourism.
- Is compiled with the latest available information from departmental business units and public entities.

Coordinated by:



Cheryl Julies Kayembe Wa Kayembe

Director: Strategic and Operational Support

DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM

Date:

Recommended by:



Jacques Stoltz (Mar 28, 2023 08:46 GMT+2)

Jacques Stoltz

Service Manager: Tourist Guide Registration and Monitoring

DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM

Date:



Ilse van Schalkwyk

Chief Director: Sector Support

DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM

Date:



Michelle Ellis

Service Manager: Red Tape Reduction Business Support Helpline Service

DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM

Date:



Fayruz Dharsey

Acting Chief Director: Integrated Economic Development Services

DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM

Date:



[ASearle \(Mar 28, 2023 11:36 GMT+2\)](#)

Ashley Searle

Service Manager: Office of the Consumer Protector

DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM

Date:



Rashid Toefy
Deputy Director General: Economic Operations
DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM
Date:



Mymoena Abrahams
Chief Financial Officer
DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM
Date:

Approved by:



Mr Velile Dube
Head of Department
DEPARTMENT OF ECONOMIC DEVELOPMENT AND TOURISM
Date:

Authorised by:



Ms Mireille Wenger
Executive Authority
FINANCE AND ECONOMIC OPPORTUNITIES
Date:

1. SUMMARY OF THE SDIP FRONTLINE SERVICE DELIVERY DEPARTMENT: ECONOMIC DEVELOPMENT AND TOURISM

PREREQUISITES	
A. Attach/Send a link of the Departmental Strategic plan, Service Delivery Model, Set Norms & Standards and the Service Standards for all services offered by the Department	<p><i>AIM: Identify service offering of the departments which outlines quality and quantity of the department</i></p> <p>https://www.westerncape.gov.za/dept/edat</p> <p>https://www.westerncape.gov.za/dept/edat/documents/plans/2020</p> <p><i>See attached Growth for Jobs (G4J) Strategic Framework</i></p>
<p>B. Frontline Service Delivery Departments: <i>Identify Key Services Through synthesis of internal and External analysis of departmental Service Delivery</i> <i>Aim: to identify service Delivery weaknesses within your department or agencies or public entities providing services on behalf of the department</i></p>	
<p>2. Oversight Departments: N/A List SDI focus areas identified through synthesis of internal and external analysis of departmental service delivery (Attach the integrated results and other documents required in the SDI Directive and Template as POE)</p> <p><i>AIM: to identify service delivery weaknesses within the department and across a Province/SOE/ Public Entities/sectors/clusters</i></p>	
SUMMARY OF THE SDIP CRITICAL (KEY) SERVICES	
<p>The Service Delivery Improvement Plan (SDIP, 2023-2025) is informed and guided by the Provincial Strategic Plan (2019-2024) which is aligned with the National Development Plan 2030, as well as the Department of Economic Development and Tourism's Five-Year Strategic Plan and Annual Performance Plan 2023/24.</p>	
<p>Areas identified as service delivery weaknesses or gaps are discussed in the Supporting Document in the attached link.</p>	
<p>See attached Supporting Document</p>	
<p>Service 1: Registration of Tourist Guides and Monitoring in the Province as per the Tourism Act 3 of 2014 To provide for the efficient registration and regulation of tourist guides.</p>	

Service 2: Office of the Consumer Protector within the Western Cape by virtue of the provisions of provincial and national legislation

To develop, implement and promote measures that ensure the rights and interests of all consumers.

OCP's education interventions will therefore target various consumer groups, including the youth, elderly people, women, and persons with disabilities, geared toward their greater participation as advanced by the South African Economic Reconstruction and Recovery Plan. These educational interventions will be spread across the entire Province with a bias towards the vulnerable citizen.

Service 3: Red Tape Reduction Business Support Helpline Service

To ensure an effective and efficient Business Support Helpline service to receive requests from businesses for assistance in the business environment by reducing the regulatory burden on businesses through improved legislation, processes, and communication.

C. KEY SERVICES

AIM: identify service delivery improvement interventions

NUMBER OF SDI KEY SERVICES (BASED ON DEPARTMENT'S RESOURCE CAPABILITY & COMPETENCIES)	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT-SPECIFIC SET STANDARD	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
Service 1: Registration and Monitoring of Tourist Guides in the Province as per the Tourism Act 3 of 2014	Number of Tourist Guides developed to ensure a professional and sustainable tourist guiding subsector that is highly competent.	100 Tourist Guides are developed to ensure a professional and sustainable tourist guiding subsector that is highly competent.	35 Tourist Guides developed to ensure a professional and sustainable tourist guiding subsector that is highly competent.	200 Tourist Guides developed to ensure a professional and sustainable tourist guiding subsector that is highly competent: Year 1: 100 Year 2: 100	Signed Database reflecting new or renewing tourist guide's status as relates to priority groups eg: gender, age, town of residence (to collect information on spatial spread of services offered).
	Number of individuals	1 000 Individuals registered as Tourist Guides	697 Individuals registered as tourist guides	2 400 Individuals registered as tourist guides	Database of Registered Tourist Guides in the Province as per the

	registered as Tourist Guides			Year 1: 1 200 Year 2: 1 200	Tourism Act 3 of 2014 reflecting statuses as relating to priority groups such gender and age.
	Number of Inspections conducted to ensure compliance in terms of regulating a sustainable tourist guiding sub-sector	125 Inspections conducted to ensure compliance in terms of regulating a sustainable tourist guiding sub-sector	72 individuals/tourist guides inspected	400 individuals/tourist guides inspected Year 1: 200 Year 2: 200	Signed database of individuals and businesses inspected Signed inspection/incident report
	Percentage of tourist guides who are satisfied with the registration process	75% of registered tourist guides are satisfied with the registration process.	New indicator	Percentage of tourist guides who are satisfied with the registration process: Year 1: 75% Year 2: 75%	Signed satisfaction survey reports where applicable with supporting electronic survey results.
NUMBER OF SDI KEY SERVICES (BASED ON DEPARTMENT'S RESOURCE CAPABILITY & COMPETENCIES)	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT-SPECIFIC SET STANDARD	BASELINE: YEAR	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
Service 2: Providing Consumer Protection services within the Western Cape by virtue of the provisions of provincial and national legislation	Number of Consumer Education interventions conducted	300 Consumer Education Interventions conducted	292 Consumer Education interventions conducted	700 Consumer Education Interventions conducted Year 1: 300 Year 2: 400	An approved report summarizing the consumer education interventions conducted signed by Service Manager Database approved by programme manager

					<p>reflecting at least the following fields date of intervention, type of intervention, target audience, intervention topic, contact person, contact number, venue address/town, no. of attendees, priority groups such as women, youth and disabled persons.</p> <p>Evidence to substantiate the validity of interventions listed in report may include:</p> <p>Workshops</p> <ul style="list-style-type: none"> • Signed attendance registers • MS Teams presentation • Copy of presentation • Ms Teams attendance register and/or • Screenshot of attendees <p>Radio talk shows</p> <ul style="list-style-type: none"> • A radio script signed by the programme manager
--	--	--	--	--	---

					<ul style="list-style-type: none"> • Invitation to participate in the talks how from a radio station or organization • Proof of payment or signed cost estimate from corporate communication for the radio talk show
	Percentage of Consumer complaints resolved within 90 days	85% of Consumer complaints resolved within 90 days (Demand led output and cannot be accurately pre-determined)	93% of Consumer complaints resolved within 90 days	85% Complaints resolved and attended to within 90 days Year 1: 80 % Year 2: 85%	Signed and electronic database of cases being reported as resolved within 90 calendar days, with minimum fields including, case reference number, name and surname of consumer, date case was received, date case was resolved, category of complaint, name of business and status of the complaint (received and resolved with town/district/geographic al location of consumer, age of consumer (youth supported), persons with disabilities, gender, race).

NUMBER OF SDI KEY SERVICES (BASED ON DEPARTMENT'S RESOURCE CAPABILITY & COMPETENCIES)	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT-SPECIFIC SET STANDARD	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
Service 3: Red Tape Reduction Business Support Helpline Service	% of Red Tape Reduction Helpline business support cases resolved	85% of Red Tape Reduction Helpline business support cases resolved (Demand led output and cannot be accurately pre-determined)	85% of Red Tape Reduction Helpline business support cases resolved	85% of Red Tape Reduction Helpline business support cases resolved: Year 1: 80% Year 2: 85%	A signed database of cases resolved in hard copy and electronic format. Minimum database fields to include: <ul style="list-style-type: none"> • Case reference number (unique identifier) • Case date of receipt • Case status (in-progress/closed) • Client name and surname • Client contact number • Client email • Client location (municipality and suburb) • Channel through which the enquiry was received • Nature (i.e. category/sub-category) of the enquiry received

					<ul style="list-style-type: none"> • Name of the official to whom to enquiry was assigned and • Priority groups in terms of Gender of the citizen logging the complaint.
--	--	--	--	--	---

2. SUMMARY ON THE IMPROVEMENT OF BATHO PELE (SERVICE QUALITY) STANDARDS

PREREQUISITES	
A. Attachment/link to the analyzed Batho Pele standards based on complaints/ other performance measures <i>AIM: Identify the status of the quality of services</i> <i>See attached supporting document</i>	
B. Attachment/link to the problem analysis conducted <i>AIM: to identify the weaknesses on the quality of services provided with a department/ institution</i> <i>See attached supporting document</i>	
C. Attachment/link to the identified interventions <i>AIM: identify quality of service delivery improvement interventions</i> <i>See attached support document</i>	
SUMMARY OF BATHO PELE STANDARDS	
D. Batho Pele Standards Departments shall identify the applicable indicators as outlined in the guidelines in order for them to improve the quality of services they provide.	

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
1) PROFESSIONAL STANDARDS - PUBLIC SERVANTS:	% of Induction/orientation provided to newly appointed officials	100% Induction/orientation of all newly appointed officials	70% Induction/Orientation provided to newly appointed officials	100% improvement with induction/orientation provided to new officials over the two-year period	Training/induction database for review period
2) WORKING ENVIRONMENT STANDARDS:	Number of Occupational Health and Safety (OHS) inspections conducted to ensure a safe working environment for officials at offices as per OHS regulations	1 x OHS inspections at offices as per conducted to ensure a safe working environment for officials at offices as per OHS standards	1x OHS inspections conducted at premises per annum HIRA report outcome 2020	2 x OHS inspections conducted at premises per annum 1x HIRA report	Internal OHS report HIRA report
	% OHS Officials appointed on all floors on DEDAT Premises as per OHS regulations	100% % of OHS Officials appointed on all floors on DEDAT Premises as per OHS regulations	80% of OHS Officials appointed on all floors on DEDAT Premises as per OHS regulations	100% of OHS Officials appointed on all floors on DEDAT Premises as per OHS regulations	OHS Appointment Letters Training database
	% of officials (where applicable) equipped to perform their duties in new hybrid way of working	80 % of officials (where applicable) equipped to perform their duties in the new hybrid way of working	75% officials (where applicable) equipped to perform their duties in the new hybrid way of working	100% of officials (where applicable) equipped to perform their duties in the new hybrid way of working	HOD instruction and approval on working arrangements
3) ACCESS STANDARDS:	% Access to DEDAT premises daily	100% access to DEDAT buildings and premises	100% access to DEDAT buildings and premises	100% of DEDAT buildings and premises are	Service Charter

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
	<p>between and premises are equipped for all people and people with disabilities in line with the Batho Pele requirements</p> <p>% Visible Wayfinding and Signage Boards are installed and visible in all departmental offices and are, legible and written in 3 official languages of the Province</p>	<p>daily between 7am and 5pm</p> <p>Visible Wayfinding and Signage Boards are installed in all departmental offices and are 100% legible and written in 3 official languages of the Province</p>	<p>daily between 7am and 4 pm</p> <p>Visible Wayfinding and Signage Boards are installed in all departmental offices and are 100% legible and written in 3 official languages of the Province</p>	<p>equipped for all people and people with disabilities daily between 7am and 5pm in line with the Batho Pele requirements</p> <p>Visible wayfinding and Signage Boards are installed on all departmental offices and are 100% legible and written in 3 official languages of the Province</p>	<p>Wayfinding signage on all floors</p>

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
4) INFORMATION STANDARDS:	Number of Information sources available to citizens	<p>Information sources available to citizens through:</p> <p>1x Annual Report printed in the 3 official languages of the Province)</p> <p>1x Annual performance Plan available in 3 official Languages of the province</p> <p>1x Citizens report in the 3 official languages of the Province</p> <p>1x Service Charter displayed at Reception of departmental service areas</p>	<p>Information sources available to citizens through:</p> <p>1x Annual Report available in the 3 official languages of the Province)</p> <p>1x Annual performance Plan available in 3 Officials Languages of the province</p> <p>1x Citizens report in the 3 official languages of the Province</p> <p>1x Service Charter displayed at Reception of departmental service areas</p>	<p>Information sources available to citizens through:</p> <p>Year 1: 1 x Annual Report Year 2: 1x Annual Report</p> <p>Year 1: 1x Annual Performance Plan Year 2: 1 x Annual Performance Plan</p> <p>Year 1: 1x Citizens Report Year 2: 1x Citizens Report</p> <p>Year 1: 1x Service Charter Year2: 1x Service Charter</p>	<p>Annual Report</p> <p>Annual Performance Plan</p> <p>Citizens report</p> <p>Service Charter - Departmental website</p> <p>Active tollfree telephone helplines where applicable</p> <p>Accessible e-mail and tollfree numbers/helplines</p> <p>PAIA manuals in the 3 official languages</p> <p>POPIA Notice</p> <p>Above documents are available on the departmental website: https://www.westerncape.gov.za/dept/edat</p> <p>Available at : https://www.westerncape.gov.za/dept/edat</p>

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
		<p>1x PAIA Manual in the 3 official Languages of the Province, published on departmental website</p> <p>Maintained Departmental website,</p> <p>Operational Toll-free telephone helplines, emails and/or websites for identified improvement services within the department</p>	<p>1x PAIA Manual in the 3 official Languages of the Province, published on departmental website</p> <p>Maintained Departmental website</p> <p>Operational Toll-free telephone helplines, emails and/or websites identified improvement services within the department</p>	<p>1x PAIA Manual in the 3 official Languages of the Province, published on departmental website:</p> <p>Year 1: 1x manual</p> <p>Year 2: 1x manual</p> <p>Maintained Departmental website for 2-year reporting period</p> <p>Operational Toll-free telephone helplines. email and/or websites for identified improvement services within the department</p>	<p>https://www.westerncape.gov.za/red-tape-reduction/redtape@westerncape.gov.za</p> <p>0800 007081</p> <p>Consumer.protector@westerncape.gov.za</p>
5) REDRESS STANDARDS:	% of Complaints/ Queries acknowledged within 48 hours and resolved within 90 days	<p>85% of Complaints/Queries acknowledged within 48 hours and resolved within 90 days through:</p> <ul style="list-style-type: none"> Red tape Reduction the 	<p>80 % Complaints/Queries acknowledged within 48 hours and resolved within 90 days through:</p> <ul style="list-style-type: none"> Red tape Reduction the Business Support 	<p>85% of Complaints/Queries acknowledged within 48 hours and resolved within 90 days through:</p> <ul style="list-style-type: none"> Red tape Reduction the Business Support 	<p>Satisfaction surveys, reports, databases, Annual Report Electronic Database/ Register/ Helpline Systems Registered and monitored through</p>

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
		<p>Business Support Helpline Service via emails, website, referrals via WCG officials including the Minister's office for the RTRU;</p> <ul style="list-style-type: none"> Office of the Consumer Protector within 90 days of the date of receipt via dedicated email/walk-in centres or telephonically or in writing 	<p>Helpline Service via emails, website, referrals via WCG officials including the Minister's office for the RTRU;</p> <ul style="list-style-type: none"> Office of the Consumer Protector within 90 days of the date of receipt via dedicated email/walk-in centres or telephonically or in writing 	<p>Helpline Service via emails, website, referrals via WCG officials including the Minister's office for the RTRU;</p> <ul style="list-style-type: none"> Office of the Consumer Protector within 90 days of the date of receipt via dedicated email/walk-in centres or telephonically or in writing <p>Year 1: 80% Year 2: 85%</p>	<p>an electronic Database/ Register/ Helpline Systems, Annual Report, Monthly case reports.</p>
6) CONSULTATION STANDARDS:	<p>Consultation through:</p> <p>Number of Customer satisfaction surveys conducted for citizen-oriented Services</p>	<p>Consultation through:</p> <p>Customer Care satisfaction surveys per annum for identified citizen-centric service delivery improvement services:</p> <ul style="list-style-type: none"> Red Tape Reduction Unit x 6 Tour Guide Registration Office Ongoing satisfaction survey 	<p>Consultation through:</p> <p>1x Customer Care satisfaction survey per annum for identified citizen-centric service delivery improvement services:</p> <ul style="list-style-type: none"> Red Tape Reduction Unit x 6 Tour Guide Registration Office Ongoing satisfaction surveys 	<p>Consultation through:</p> <p>12 x Customer Care satisfaction surveys per annum for one of the identified citizen-centric service delivery improvement services:</p> <p>Year 1: x 6 Year 2: x 6</p> <p>Tour Guide Registration Office ongoing satisfaction surveys throughout reporting period</p>	<p>Customer Satisfaction survey results/reports</p> <p>Survey results/reports</p>

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
	<p>% Operational / toll-free call centre/helpline services for identified service delivery improvement services</p> <p>Number of Media engagements for two of the identified citizen-centric service delivery improvement services</p> <p>Number of Outreach interventions for one of the identified citizen-centric services: Office of the Consumer Protector</p>	<p>100% Operational toll-free call centre / helpline services for identified service delivery improvement services</p> <p>4x Media engagements for two of the identified citizen-centric service delivery improvement services:</p> <ul style="list-style-type: none"> Tourist Guide Registration Service x 2 Office of the Consumer Protector x2 <p>4 x Outreach interventions for one of the identified citizen-centric services: Office of the Consumer Protector</p>	<p>100% Operational /toll-free call centre / helpline service for identified service delivery improvement services</p> <p>2x Media engagements for two of the identified citizen-centric service delivery improvement services:</p> <ul style="list-style-type: none"> Tourist Guide Registration Service x 1 Office of the Consumer Protector x1 <p>2 x Outreach intervention for one of the identified citizen-centric services: Office of the Consumer Protector</p>	<p>100% Operational / toll-free call centre / helpline service for identified service delivery improvement services for the 2-year reporting period</p> <p>4x Media engagements for two of the identified citizen-centric service delivery improvement services:</p> <p>Year 1: 2 per service Year 2: 2 per service</p> <p>4 x Outreach interventions for one of the identified citizen-centric services: Office of the Consumer Protector: Year1: x 2 Year 2: x 2</p>	<p>021 483 2690/9008 Registrar.registrar@westerncape.gov.za Tourismsafety@westerncape.gov.za 0800 007081 Consumer.protector@westerncape.gov.za redtape@westerncape.gov.za; https://www.westerncape.gov.za/red-tape-reduction/</p> <p>Schedule of events/engagements Copy of radio script and/or advertisement</p> <p>Schedule of engagements Attendance Registers</p>

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
7) OPENNESS & TRANSPARENCY STANDARDS:	OPENNESS & TRANSPARENCY THROUGH: Number of information sources available/accessible to the citizens	OPENNESS & TRANSPARENCY THROUGH: X4 Information resources available/accessible to citizens: 5 Year Strategic Plan x1 Annual report x1 Annual Performance Plan x1 Citizens report x1	OPENNESS & TRANSPARENCY THROUGH: x 4 Information resources available/accessible to citizens 5 Year Strategic Plan x1 Annual report x1 Annual Performance Plan x1 Citizens reportx1	OPENNESS & TRANSPARENCY THROUGH: x 4 Information resources available/accessible to citizens per reporting year 5 Year Strategic Plan x1 Annual report, Annual x1 Performance Plan x1 Citizens report x1	5 Year Strategic Plan, Annual report, Annual Performance Plan and Citizens Report accessible on the departmental website
8) SERVICE STANDARDS	Percentage of set Service Standards in place within the department for all service improvement services within the department	Service Charter with 100% set standards informed by Business Process mapping/SOP's Service Charters displayed at all department service stations	Service Charter with 100% set standards for identified citizen-centric services within the department Service Charter displayed at all departmental service stations	Service Charter with 100% set standards for identified citizen-centric services within the department Service Charter displayed at all departmental service stations	Service Standards Schedule Service Charter Business Process Maps /SOPS
9) VALUE FOR MONEY	% of facilities available at no costs to citizens satisfaction	100% of facilities available at no costs to citizens satisfaction: Clients obtained useful and useable information at no cost. The Business Support	100% of facilities available at no costs to citizens satisfaction: Clients obtained useful and useable information at no cost. The Business Support Helpline is a free	100% of facilities available at no costs to citizens satisfaction: Clients obtained useful and useable information at no cost. The Business Support Helpline is a free	Call Centre Reports Monthly Case reports

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
		<p>Helpline is a free service for citizens in the Western Cape. In addition, the website provides free easily downloadable support information that is relevant for businesses</p> <p>Consumer Education Interventions at no cost to citizens through Information session</p> <ul style="list-style-type: none"> • Education programmes • Financial literacy workshops • Community outreach engagements • Joint stakeholder campaigns • Radio Engagements 	<p>service for citizens in the Western Cape. In addition, the website provides free easily downloadable support information that is relevant for businesses</p> <p>Consumer Education Interventions at no cost to citizens through Information session</p> <ul style="list-style-type: none"> • Education programmes • Financial literacy workshops • Community outreach engagements • Joint stakeholder campaigns • Radio Engagements 	<p>service for citizens in the Western Cape. In addition, the website provides free easily downloadable support information that is relevant for businesses</p> <p>Consumer Education Interventions at no cost to citizens through Information session</p> <ul style="list-style-type: none"> • Education programmes • Financial literacy workshops • Community outreach engagements • Joint stakeholder campaigns • Radio Engagements 	
3. CHANGE MANAGEMENT PLAN					
3.1 CHANGE MANAGEMENT PLAN: SERVICE 1: TOUR GUIDE REGISTRATION					
	KEY PERFORMANCE INDICATORS (KPI)	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE	

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
IDENTIFIED STAKEHOLDER CONSULTATION:	Number of Stakeholder Engagements during the implementation of the SDIP over the year/period reporting	Stakeholder Engagements over the reporting period: 1 per year	Stakeholder Engagements over the reporting period: 2 per year	Minutes of Stakeholder Engagements Attendance Registers Invitations from Stakeholders Presentations	
COMMUNICATION MEASURES REQUIRED:	Number of Communications mediums used during the implementation of the SDIP over the year/period reporting	2 x Communication Mediums used: Quarterly consultations with industry association Electronic newsletter	4 x Communication mediums over the reporting period: Quarterly Consultations with industry associations Workshops Electronic newsletter Social Media	Attendance Registers Minutes of meetings Eloqua campaign reports Social Media content	
INTERVENTIONS REQUIRED INTERNALLY:	Number of feedback sessions required from officials/stakeholders	2 x Feedback sessions/interventions with officials /stakeholders	4 x Feedback sessions with officials/stakeholders per year: Interventions conducted could be presentations and workshops Year 1: 2 Year 2: 2	Emails, interdepartmental communication messages, Meeting notes Improved service standards	
INTERVENTIONS REQUIRED EXTERNALLY:	Number of customer satisfaction surveys	1 x customer satisfaction Surveys	4 x customer Satisfaction Surveys Year 1: 2 Year 2: 2	Electronic survey results Improved Service Standards Updated process maps	

3.2 CHANGE MANAGEMENT PLAN: SERVICE 2: Office of the Consumer Protector

	KEY PERFORMANCE INDICATORS (KPI)	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
--	----------------------------------	------------------	---------------------------	-----------------------

IDENTIFIED STAKEHOLDER CONSULTATION:	Number of Stakeholder Engagements during the implementation of the SDIP over the year/period reporting	2x Stakeholder Engagements per Year: NGO's Government Departments Local Authorities	4x Stakeholder engagements Year 1: 2 Year 2: 2	Minutes of Stakeholder eengagements Attendance Registers Planned schedule of activities
COMMUNICATION MEASURES REQUIRED:	Number of Communications mediums/measures used during the implementation of the SDIP over the year/period reporting	4 x Communication mediums/measures Information sessions workshops Learning networks Consultation workshops	5 x Communication mediums per year over the reporting period: Information sessions workshops Learning networks Consultation workshops Print and Social media	Attendance Registers Minutes of meetings Social Media content
INTERVENTIONS REQUIRED INTERNALLY:	Number of feedback sessions/interventions with officials/stakeholders	2 x Feedback sessions/interventions with officials/stakeholders Feedback sessions/interventions which may include information sessions and presentations	4 Feedback sessions/interventions with officials/stakeholders per year: Feedback interventions could be presentations and workshops Year 1: 2 Year 2: 2	Emails, interdepartmental communication messages, Meeting notes Improved service standards
INTERVENTIONS REQUIRED EXTERNALLY:	Number of customer feedback outreach interventions	2 x customer feedback outreach intervention	4 x customer feedback outreach interventions Year 1: 2 Year 2: 2	Feedback reports Improved Service Standards Updated process maps

3.3 CHANGE MANAGEMENT PLAN: SERVICE 3 : Red Tape Reduction Business Support Helpline Service

	KEY PERFORMANCE INDICATORS (KPI)	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
IDENTIFIED STAKEHOLDER CONSULTATION:	Number of Stakeholder Engagements during the implementation of the SDIP over the year/period reporting	1x Stakeholder Engagements per Annum	2 x Stakeholder Engagements per annum: Year 1: 1	Minutes of Stakeholder Engagements Attendance Registers

			Year 2: 1	
COMMUNICATION MEASURES REQUIRED:	Number of Communications mediums/measures used during the implementation of the SDIP over the year/period reporting	4 x Workshops and presentations Learning networks Consultation workshops Print and other media	5 x Communication mediums over the reporting period: Information sessions workshops Learning networks Consultation workshops Print and Social media	Attendance Registers Minutes of meetings Social media Content Proof of social media citing communication and medium
INTERVENTIONS REQUIRED INTERNALLY:	Number of feedback sessions/interventions with officials/stakeholders	2 x Feedback sessions/interventions with officials/stakeholders Feedback sessions/interventions which may include information sessions and presentations	4 Feedback sessions/interventions with officials/stakeholders per year: Feedback interventions could be presentations and workshops: Year 1: 2 Year 2: 2	Emails, interdepartmental communication messages, Meeting notes Improved service standards
INTERVENTIONS REQUIRED EXTERNALLY:	Number of customer satisfaction surveys	6 x customer satisfaction Survey	6 x customer Satisfaction Surveys Year 1: 6 Year 2: 6	Survey Results/Reports Improved Service Standards Updated process maps

4. MONITORING, REPORTING AND EVALUATION PLANS

MONITORING PLAN:	<ul style="list-style-type: none"> Implementation of the SDIP will be monitored through quarterly and annual reporting Consolidated monitoring reports will be compiled for presentation and discussion at Management meetings to ensure that areas of intervention are identified and are addressed. Progress Report and Assessment tool to be submitted to DPSA annually 				
REPORTING PLAN:	<ul style="list-style-type: none"> Quarterly reporting by service managers for submission to DDGs/Head of Department on progress quarterly The reports provide information on the quarterly performance against set targets, reasons for deviation where targets were not achieved as well as plans/actions to ensure improved performance. The Annual progress reports will be approved by the Branch Heads, HOD and MEC for submission via the Department of the Premier to be submitted to the Department of Public Service and Administration (DPSA) as required. 				
EVALUATION PLAN:	IMPACT ASSESSMENT MEASURES				
	KEY PERFORMANCE INDICATORS (KPI)	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE	
SATISFACTION MEASURES:	% satisfaction levels for all services for the service citizen-centric service level improvement services as Identified	75 % Satisfaction level for all services	85% satisfaction level	Customer Satisfaction Surveys	
ECONOMY MEASURES:	<u>Service 1: Tour Guide Registration</u> Number of renewals per year at minimum costs to citizens	Once every 3 years	Once every 3 years	Tourism Act, No. 3 of 2014. Electronic Database	
	<u>Service 2: Office of the Consumer Protector</u> Number of Consumer Education Interventions at no cost to citizens	200 Consumer Education interventions inclusive of <ul style="list-style-type: none"> Information session 	700 x Consumer Education Interventions inclusive of: <ul style="list-style-type: none"> Information session 	Annual Performance Plan Annual Report	

		<ul style="list-style-type: none"> • Education programmes • Financial literacy workshops • Community outreach engagements • Joint stakeholder campaigns 	<ul style="list-style-type: none"> • Education programmes • Financial literacy workshops • Community outreach engagements • Joint stakeholder campaigns • Radio Engagements 	
	<u>Service 3: Red Tape Reduction Business Support Helpline Service</u> % of cases resolved at no cost to citizens	85% of Red Tape Reduction business support cases resolved	85% of Red Tape Reduction business support cases resolved	Business Support Helpline Service Case Management report / Electronic database
EFFICIENCY MEASURES:	<u>Service 1 : Registration of Tour Guides</u> % Improvement in service delivery processes through modernized automated systems	30% Improvement in service delivery processes and turnaround times	30% mapped and redesigned processes that lead to 5% improved service delivery processes and turnaround times	Business Process Improvements Business Process Maps Survey Results
	<u>Service 2: Office of the Consumer Protector</u> % Improved service delivery processes through modernized automated systems	30% Improvement in service delivery processes and turnaround times	30% mapped and redesigned processes (SOP) that lead to a 5% improvement to current resolution rate of cases received and logged	Business Process Improvements Business Process Maps
	<u>Service 3: Red Tape Reduction Business Support Helpline Service</u> % Improved service delivery processes through modernized automated systems	30% Improved service delivery processes and turnaround times	30% mapped and redesigned processes (SOP) that lead to a 5% improvement to current resolution rate of cases received and logged	Business Process Improvements Business Process Maps Workshop of process improvements with staff (presentation)

EFFECTIVENESS MEASURES:	<u>Service 1: Registration of Tour Guides and Monitoring</u> % of Tourist Guides registered within 21 days as a result of improved processes for registration, renewal of licenses and compliance in terms of regulating a sustainable tourist guiding sub-sector or as per the Registration of Tourist Guides in the Province, the tourist guiding sector in South Africa as governed by the National Tourism Act 3 of 2014	75% of tourist guides registered within 21 days	75 % of tourist guides registered within 21 days over two-year reporting period	Annual Performance Plan Annual Report Case management reports where applicable
	<u>Service 2: Office of the Consumer Protector</u> % Reduction in the number of Consumer Complaints logged	5% Reduction in number of consumer complaints logged	5% Reduction in number of consumer complaints logged	Annual Performance Plan Annual Report
	<u>Service 3: Red Tape Reduction Business Support Helpline Service</u> % Improvement in the case resolution management through Ease of doing business in the Western Cape by Removing blockages through the reduction of red tape.	5% Improvement in the current resolution rate of cases logged	5% Improvement in the current resolution rate of cases logged to 85% over the reporting period	Annual Performance Plan Annual Report Case management reports where applicable












WC DEDAT SDIP 202325 final


Final Audit Report

2023-03-31

Created:	2023-03-27
By:	Chesne Prinsloo (chesne.prinsloo@westerncape.gov.za)
Status:	Signed
Transaction ID:	CBJCHBCAABAAWVwBtH0GzOy49IkddUli98r5BSSWAe7I

"WC DEDAT SDIP 202325 final" History

-  Document created by Chesne Prinsloo (chesne.prinsloo@westerncape.gov.za)
2023-03-27 - 12:26:05 PM GMT
-  Document emailed to cheryl.julies@westerncape.gov.za for signature
2023-03-27 - 12:34:17 PM GMT
-  Email sent to patricia.wyngaard@westerncape.gov.za bounced and could not be delivered
2023-03-27 - 12:34:20 PM GMT
-  Email viewed by cheryl.julies@westerncape.gov.za
2023-03-28 - 5:36:54 AM GMT
-  Signer cheryl.julies@westerncape.gov.za entered name at signing as Cheryl Julies
2023-03-28 - 6:36:09 AM GMT
-  Document e-signed by Cheryl Julies (cheryl.julies@westerncape.gov.za)
Signature Date: 2023-03-28 - 6:36:11 AM GMT - Time Source: server
-  Document emailed to jacques.stoltz@westerncape.gov.za for signature
2023-03-28 - 6:36:14 AM GMT
-  Email viewed by jacques.stoltz@westerncape.gov.za
2023-03-28 - 6:45:52 AM GMT
-  Signer jacques.stoltz@westerncape.gov.za entered name at signing as Jacques Stoltz
2023-03-28 - 6:46:41 AM GMT
-  Document e-signed by Jacques Stoltz (jacques.stoltz@westerncape.gov.za)
Signature Date: 2023-03-28 - 6:46:43 AM GMT - Time Source: server
-  Document emailed to Ilse van Schalkwyk (ilse.vanschalkwyk@westerncape.gov.za) for signature
2023-03-28 - 6:46:45 AM GMT

 Email viewed by Ilse van Schalkwyk (ilse.vanschalkwyk@westerncape.gov.za)


2023-03-28 - 8:55:45 AM GMT

 Document e-signed by Ilse van Schalkwyk (ilse.vanschalkwyk@westerncape.gov.za)

Signature Date: 2023-03-28 - 8:56:27 AM GMT - Time Source: server

 Document emailed to Michelle Ellis (michelle.ellis@westerncape.gov.za) for signature

2023-03-28 - 8:56:29 AM GMT

 Email viewed by Michelle Ellis (michelle.ellis@westerncape.gov.za)


2023-03-28 - 9:07:39 AM GMT

 Document e-signed by Michelle Ellis (michelle.ellis@westerncape.gov.za)

Signature Date: 2023-03-28 - 9:25:50 AM GMT - Time Source: server

 Document emailed to Fayruz Dharsey (fayruz.dharsey@westerncape.gov.za) for signature

2023-03-28 - 9:25:51 AM GMT

 Email viewed by Fayruz Dharsey (fayruz.dharsey@westerncape.gov.za)

2023-03-28 - 9:27:13 AM GMT

 Document e-signed by Fayruz Dharsey (fayruz.dharsey@westerncape.gov.za)

Signature Date: 2023-03-28 - 9:34:34 AM GMT - Time Source: server

 Document emailed to ashley.searle@westerncape.gov.za for signature


2023-03-28 - 9:34:35 AM GMT

 Email viewed by ashley.searle@westerncape.gov.za

2023-03-28 - 9:35:26 AM GMT

 Signer ashley.searle@westerncape.gov.za entered name at signing as ASearle


2023-03-28 - 9:36:28 AM GMT

 Document e-signed by ASearle (ashley.searle@westerncape.gov.za)

Signature Date: 2023-03-28 - 9:36:30 AM GMT - Time Source: server

 Document emailed to Rashid Toefy (rashid.toefy@westerncape.gov.za) for signature

2023-03-28 - 9:36:32 AM GMT

 Email viewed by Rashid Toefy (rashid.toefy@westerncape.gov.za)












2023-03-29 - 7:47:59 AM GMT

 Document e-signed by Rashid Toefy (rashid.toefy@westerncape.gov.za)

Signature Date: 2023-03-29 - 7:53:53 AM GMT - Time Source: server

 Document emailed to Mymoena Abrahams (mymoena.abrahams@westerncape.gov.za) for signature

2023-03-29 - 7:53:54 AM GMT

-  Email viewed by Mymoena Abrahams (mymoena.abrahams@westerncape.gov.za)
2023-03-29 - 11:47:45 AM GMT
-  Document e-signed by Mymoena Abrahams (mymoena.abrahams@westerncape.gov.za)
Signature Date: 2023-03-29 - 11:48:01 AM GMT - Time Source: server
-  Document emailed to velile.dube@westerncape.gov.za for signature
2023-03-29 - 11:48:03 AM GMT
-  Email viewed by velile.dube@westerncape.gov.za
2023-03-30 - 12:10:39 PM GMT
-  Signer velile.dube@westerncape.gov.za entered name at signing as Velile Dube
2023-03-30 - 1:04:53 PM GMT
-  Document e-signed by Velile Dube (velile.dube@westerncape.gov.za)
Signature Date: 2023-03-30 - 1:04:55 PM GMT - Time Source: server
-  Document emailed to mireille.wenger@westerncape.gov.za for signature
2023-03-30 - 1:04:56 PM GMT
-  Email viewed by mireille.wenger@westerncape.gov.za
2023-03-31 - 6:07:17 AM GMT
-  Signer mireille.wenger@westerncape.gov.za entered name at signing as Mireille Wenger
2023-03-31 - 9:52:24 AM GMT
-  Document e-signed by Mireille Wenger (mireille.wenger@westerncape.gov.za)
Signature Date: 2023-03-31 - 9:52:26 AM GMT - Time Source: server
-  Agreement completed.
2023-03-31 - 9:52:26 AM GMT

Names and email addresses are entered into the Acrobat Sign service by Acrobat Sign users and are unverified unless otherwise noted.