



**Western Cape
Government**

PROVINCIAL TREASURY
SERVICE DELIVERY IMPROVEMENT PLAN (SDIP):

*Service One: External Bursary Programme – Improving the
Administration of the Bursary Programme*

2023-2025



WE CARE



WE BELONG



WE SERVE

Revised by the Branch: Programme 1: Strategic Operational Management Support Directorate – Strategic Management Support Services
Participation: D: Service Delivery Satisfaction Assessment & Improvement: DPSA

Date of revision: 16 November 2022

2022/23 (PERIOD)

DOCUMENT CONTROL

Document title	Service Delivery Improvement Plan
Creation date	October 2022
Effective date	01 April 2023
Status	Draft
Version	1
Owner title, name and contact details	Provincial Treasury (PT): Sub Directorate : Corporate Services and Relations Management Deputy Director: Brandon Damons, Tel: 021 483 6127; E-mail: Brandon.Damons@westerncape.gov.za
Author title, name and contact details	Provincial Treasury (PT): Directorate Strategic and Operational Management Support BPIAN Coordinator: Naadia Ismail; Tel: 021 483 8683; E-mail: Naadia.Ismail@westerncape.gov.za Organisation Development <ul style="list-style-type: none"> Assistant Director/s, Mr B Opperman, Tel: 021 466 9505, E-mail: Brian.Opperman@westerncape.gov.za Batho Pele/Service Delivery Improvement
Contributors	Provincial Treasury (PT): Sub Directorate : Corporate Services and Relations Management Deputy Director: Brandon Damons, Tel: 021 483 6127; E-mail: Brandon.Damons@westerncape.gov.za Provincial Treasury (PT): Directorate Strategic and Operational Management Support BPIAN Coordinator: Naadia Ismail; Tel: 021 483 8683; E-mail: Naadia.Ismail@westerncape.gov.za Organisation Development

	Deputy Director, Mr N De Kock, Tel: 021-4669557, E-mail: Neil.DeKock@westerncape.gov.za (Deputy Director: Process Design and Improvement)
	Assistant Director/s, Mr B Opperman, Tel: 021 466 9505, E-mail: Brian.Opperman@westerncape.gov.za (Batho Pele/Service Delivery Improvement Coordinator -Quality Assurance)
Editor	Assistant Director/s, Mr B Opperman, Tel: 021 466 9505, E-mail: Brian.Opperman@westerncape.gov.za
Distribution	<p>Sub-Directorate: Corporate Services and Relations Management</p> <p>Directorate: Strategic and Operational Management Support</p> <p>Directorate: Process Design and Improvement</p> <p>Deputy Director-General: People Management; Superintendent-General: Corporate Services Centre; Director-General and Premier</p> <p>Minister of Public Service and Administration</p> <p>Department of Public Service and Administration</p>
Security classification	Open Source

TABLE OF CONTENT

CHAPTER

PAGE

Acronyms.....5

Official Sign-off.....6

Official Sign-off **cont**.....7

Annexure A: Summary of the SDIP Template.....8

Prerequisites.....8

Summary of the SDIP critical (key) Services.....9

Service 1 Batho Pele principles & set standards.....10

Service 2 Batho Pele principles & set standards.....11

Service 2 Batho Pele principles & set standards **cont**.....12

Summary of the improvement of Batho Pele (Service Quality) Standards.....13

Prerequisites.....14

Summary of Batho Pele standards.....14

Change management plan - Service 1.....14

Monitoring, reporting and reporting evaluation plan.....15

Change management plan - Service 2.....16

Monitoring, reporting and evaluation plans.....16

Monitoring, reporting and evaluation plans **cont**.....17

ACRONYMS AND ABBREVIATIONS

List of Abbreviations/Acronyms/Definitions

APP	Annual Performance Plan
DG	Director General
DoIP	Department of the Premier
DPSA	Department of Public Service and Administration
LGBO	Local Government Budget Office
MERO	Municipal economic Review and Outlook
NSG	National School of Governance
POE	Performance of Evidence
PSR	Public Service Regulations
PT	Provincial Treasury
PT Notice	Provincial Treasury Notice
SDI	Service Delivery Improvement
SDIP	Service Delivery Improvement Plan
SOP	Standard Operating Procedure
WCG	Western Cape Government

OFFICIAL SIGN OFF

It is hereby certified that this Service Delivery Improvement Plan:

- Was developed in collaboration between representatives from the Business Unit; Directorate Strategic and Operational Management Support within Provincial Treasury and Directorate Process Design and Improvement (Department of the Premier) within the Corporate Service Centre.
- Was prepared in line with the current Strategic Plan (2020-2025) and the Annual Performance Plan (2023/24) of the Provincial Treasury.
- Is compiled with the latest available information from Departmental Business Unit and related statutory sources.

Coordinated by:

Naadia Ismail; SDIP Coordinator
Director: Strategic and Operational Management Support

Recommended by:

Brandon Damons: Programme Manager
Sub Directorate: Corporate Services and Relations Management

Approved by:

David Savage
Accounting Officer: Provincial Treasury

Authorised by:

Mireille Wenger
Executive Authority: Provincial Treasury

1. SUMMARY OF THE SDIP TEMPLATE FOR FRONTLINE SERVICE DELIVERY DEPARTMENTS:

PREREQUISITES						
<p>A. Attach/Send a link of the Departmental Strategic plan, Recovery Plan, Service Delivery Model, Set Norms & Standards and the Service Standards for all services offered by the Department</p> <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/provincial-treasury/resource-library</p>						
<p>B. 1. Frontline/ Service Delivery departments:</p> <p>Identify the Key services through synthesis of internal and external analysis of departmental service delivery (Attach/Send a link of the integrated complaints/ Queries/ Enquiries/Litigation/ Poor performing service reports and/or Satisfaction survey results and any other documents required in the SDI Directive and Template as POE)</p> <p><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:</p> <p>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>						
<p>Service 1: External Bursary Programme – Improving the Administration of the Bursary Programme</p> <p>This critical (key) service was not identified through synthesis of internal and external analysis of departmental service delivery but informed by the Western Cape Government's Strategic Plan. Areas identified as service delivery weaknesses or gaps are discussed in attached discussion document.</p>						
SUMMARY OF THE SDIP CRITICAL (KEY) SERVICES						
<p>C. Populate the table below</p> <p><i>AIM: identify service delivery improvement interventions</i></p>						
NUMBER OF SDI KEY SERVICES (BASED ON DEPARTMENT'S RESOURCE CAPABILITY & COMPETENCIES)	KEY INDICATORS (KPI)	PERFORMANCE	DEPARTMENT SPECIFIC SET STANDARD	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVINDENCE
KEY SERVICE 1: EXTERNAL BURSARY PROGRAMME – IMPROVING THE ADMINISTRATION OF THE BURSARY PROGRAMME	<ul style="list-style-type: none"> Number of external bursary campaigns facilitated for the external bursary programme. 		<ul style="list-style-type: none"> 8 of bursary campaign on relevant social media platforms annually. 	<ul style="list-style-type: none"> 5 Bursary advertisement campaigns. 	<ul style="list-style-type: none"> 10 Bursary advertisement campaigns held over the 2-year period. 	Posted advert on social media platforms.

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:	Percentage of professionalism and dignified treatment to potential and existing bursars.	100% professionalism and dignified treatment to potential and existing bursars.	100% professionalism and dignified treatment.	100% completion of Ethics in the Sector Course Completed	Certificate of Completion
	Number of signed Bursary Service Charters developed.	1 signed Bursary Service Charters developed per annum.	0	2 Signed Service Charters over the 2-year period.	Signed Service Charter
2) WORKING ENVIRONMENT STANDARDS:	Number of centralised bursary system Implementation	1 centralised bursary system implemented over 2-year period.	0	1 centralised bursary system implemented over 2-year period.	Project Implementation report, minutes of project team engagements.
3) ACCESS STANDARDS:	Number of consultations to be conducted within the schools and university venues and facilities to promote access to potential bursars.	2 consultations at a central access point that are easily reachable by potential bursars such Schools, University and District Offices.	0	4 Consultations for the two year period	Survey questionnaire / Agendas, Invitations, presentation, attendance register, pictures where applicable, Article/s (PT Notice).
4) INFORMATION STANDARDS:	Number of advocacy campaigned undertaken on ICT platforms (e.g. social media platforms)	External Bursary programmes advert posted on 8 social media platform (namely; PT Website, Facebook, YouTube, Twitter and LinkedIn).	External Bursary Advert advocated on 5 social media platforms.	External Bursary Advert posted on 10 social media platforms (including external platforms).	Posted advert on social media platforms. Search Optimisation report (SEO) Tracking of hit on social media platforms
5) REDRESS STANDARDS:	Percentage of Complaints/bursary enquiries addressed via PT Bursary mailbox	75% of Complainants will receive an automated response acknowledging receipt of their complain/enquiry. Complaints will investigate and responded to within 72 hours.	0%	80% of all complaints and enquiries resolved within 72 hours	Automated register
6) CONSULTATION STANDARDS:	Number of engagements held with stakeholders	4 Quarterly consultation with stakeholders annually.	Quarterly consultation with stakeholders	8 Quarterly Consultations held over the 2-year period. .	Invites, Agendas, minutes, presentation, attendance registers.
	Number of survey conducted to Solicit view and input from bursary holders/ interns .	1 survey conducted annually.	1 survey conducted annually.	2 Annual surveys and or questionnaires over the 2-year period.	Surveys and or questionnaires
7) OPENNESS & TRANSPARENCY STANDARDS:	Number of relevant policy documents related to the External Bursary published on the Departments website.	Publishment of 4 relevant policy documents related to the External Bursary on the Departments website.	0	5 Publications of relevant policy documents related to the external bursary programme.	Policy documents accessible on the PT Website

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
8) SERVICE STANDARDS	Percentage of set Service Standards in place within the department/programme	Service Schedule in place, containing 100% set Service Standards for the department/programme.	Service Schedule in place, containing 100% set Service Standards for the department /programme.	Service Schedule in place, containing 100% set Service Standards for the department.	Link to Published Service Schedule and Service Charter
9) VALUE FOR MONEY	Percentage of planned/approved bursary budget utilised during financial year	100% of bursary budget utilized to effect bursary payments (tuition, registrations costs & textbook costs)	100% of bursary budget utilized to effect bursary payments (tuition, registrations costs & textbook costs)	100% of bursary budget utilized to effect bursary payments (tuition, registrations costs & textbook costs)	Bursary Budget Report

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	Refer to Attachment (Part B)
B. Attachment/link to the problem analysis conducted	Refer to Attachment (Part B)
C. Attachment/link to the identified interventions	Refer to Attachment (Part B)
SUMMARY OF THE BATHO PELE STANDARDS	
D. Populate the table below	
Departments shall identify the applicable indicators as outlined in the guidelines in order for them to improve on the quality of services they provide.	

3. CHANGE MANAGEMENT PLAN – SERVICE 1				
	KEY PERFORMANCE INDICATORS (KPI)	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
IDENTIFIED STAKEHOLDER CONSULTATION:	Number of engagements held with stakeholders	4 Quarterly consultation with stakeholders	8 Quarterly Consultations held over the 2-year period. .	Invites, Agendas, minutes, presentation, attendance registers.
COMMUNICATION MEASURES REQUIRED:	Number of advocacy campaigned undertaken on ICT platforms (e.g. social media platforms)	External Bursary Advert advocated on 5 social media platforms.	External Bursary Advert posted on 10 social media platforms (including external platforms).	Posted advert on social media platforms. Search Optimisation report (SEO) Tracking of hit on social media platforms
INTERVENTIONS REQUIRED (INTERNALLY AND EXTERNALLY):	Number of engagements held with Stakeholders to improve relations annually.	0	2 engagement for the next 2 years	Meeting Appointments, Minutes of Stakeholder Consultation Engagements Attendance Registers and Communication Plan
INTERVENTIONS REQUIRED EXTERNALLY:	Number of survey conducted to Solicit view and input from bursary holders/ interns .	1 survey conducted annually.	2 Annual surveys and or questionnaires over the 2-year period.	Surveys and or questionnaires

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 Progress (implementation) reporting conducted and deliberated at on at Management meetings to ensure gaps are identified and addressed and intervention is monitored. Progress Report and Assessment submitted to DPSA annually 				
REPORTING PLAN:	<ul style="list-style-type: none"> Reporting, Monitoring and Evaluation Plan in place to accurately report on progress. Reporting and Assessment submitted to DPSA annually The reporting to be conducted on a monthly (end of month) quarterly and annually. Set targets to be assessed. Causes of concerns and gaps will be highlighted, deliberated, and resolved in order to ensure improved performance. The Annual progress reporting to be approved by the DG, and Premier for submission be submitted to the Department of Public Service and Administration (DPSA). 				
EVALUATION PLAN:	IMPACT ASSESSMENT MEASURES				
	KEY INDICATORS (KPI)	PERFORMANCE	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
SATISFACTION MEASURES:	<ul style="list-style-type: none"> Percentage of citizens satisfied with identified (key) services 	<ul style="list-style-type: none"> 50% satisfied citizens with identified (key) services 	<ul style="list-style-type: none"> 80% satisfied citizens with identified (key) services 	<ul style="list-style-type: none"> 80% satisfied citizens with identified (key) services 	<ul style="list-style-type: none"> Customer Satisfaction Survey Report
ECONOMY MEASURES:	<ul style="list-style-type: none"> Percentage of functions implementation on centralised bursary system 	<ul style="list-style-type: none"> 50% of automated function implemented on system 	<ul style="list-style-type: none"> 80% of the functioned implemented on the system 	<ul style="list-style-type: none"> 80% of the functioned implemented on the system 	<ul style="list-style-type: none"> Functionality report
EFFICIENCY MEASURES:	<ul style="list-style-type: none"> Percentage of budget allocation spent for advertisement campaign to increase access of bursary opportunity. 	<ul style="list-style-type: none"> 100% campaign budget spent 	<ul style="list-style-type: none"> 100% campaign budget spent 	<ul style="list-style-type: none"> 100% campaign budget spent 	<ul style="list-style-type: none"> Budget report
EFFECTIVENESS MEASURES:	<ul style="list-style-type: none"> Number of campaigns launched timeously 	<ul style="list-style-type: none"> 1 campaigned launched 	<ul style="list-style-type: none"> 2 campaigns launched. 	<ul style="list-style-type: none"> 2 campaigns launched. 	<ul style="list-style-type: none"> Advertisement on social media Report of overall applications received

Photo: Annexure A

Tuesday, 16 May 2023 2:00 AM

1. SUMMARY OF THE SDIP TEMPLATE FOR FRONTLINE SERVICE DELIVERY DEPARTMENTS

PREREQUISITES						
A. Attach/Send a link of the Departmental Strategic plan, Recovery Plan, Service Delivery Model, Set Norms & Standards and the Service Standards for all services offered by the Department https://www.westerncape.gov.za/provincial-treasury/resources-library						
B. 1. Frontline/ Service Delivery departments: Identify the Key services through synthesis of internal and external analysis of departmental service delivery (Attach/Send a link of the integrated complaints/ Queries/ Enquiries/Litigation/ Poor performing service reports and/or Satisfaction survey results and any other documents required in the SDI Directive and Template as POE) <i>AIM: to identify service delivery weaknesses within your department or agencies or public entities providing services on behalf of the department</i>						
2. Oversight Departments: 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) Service 1: External Bursary Programme – Improving the Administration of the Bursary Programme This critical (key) service was not identified through synthesis of internal and external analysis of departmental service delivery but informed by the Western Cape Government's Strategic Plan. Areas identified as service delivery weaknesses or gaps are discussed in attached discussion document.						
SUMMARY OF THE SDIP CRITICAL (KEY) SERVICES						
C. Populate the table below <i>AIM: identify service delivery improvement interventions</i>						
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 TARGET	SDIP CYCLE	PORTFOLIO OF EVIDENCE
KEY SERVICE 1: EXTERNAL BURSARY PROGRAMME – IMPROVING THE ADMINISTRATION OF THE BURSARY PROGRAMME	Number of external bursary campaigns facilitated for the external bursary programme.	1 Bursary campaign facilitated.	1 Bursary campaign facilitated annually.	2 Bursary campaigns facilitated over the 2-year period.		Campaigns/events material (social media posting, online advertisement, newspaper advertisement etc.), approved submissions and supporting.
KEY SERVICE 1: EXTERNAL BURSARY PROGRAMME – IMPROVING THE ADMINISTRATION OF THE BURSARY PROGRAMME	Number of external bursary campaigns facilitated for the external bursary programme.	8 bursary campaign on relevant social media platforms annually.	5 Bursary advertisement campaigns.	10 Bursary advertisement campaigns held over the 2-year period.		Posted advert on social media platforms.

Signature
16.5.23




Correspondence Number	WCG-2023-03-14-0702402
File Plan Number	PTR/21/9/2

Department	PT
Recipient Office	Strategic Management Support Services
Recipient Office Assignee	Gadija Davids

Subject	Bursary Erratum: External Bursary Programme 2023/24 – 2024/25		
Correspondence Source	Internal	Due Date	2023-05-26

#	Dept.	Recommender	Instruction Type	Signature and date
1.	PT	N Ismail Director: Strategic and Operational Management Support	Recommended/Not recommended	

#	Dept.	Approver	Instruction Type	Signature and date
2.	PT	David Savage Head Of Department	Approved/Not Approved	 16.5.2023

Special Instructions:

Memo

To : Mr. D Savage – Head of Department
From : Ms. N Ismail: Director – SOMS
cc : Mr. B Damons, Mr E Josephs
Date : 16 May 2023
Re : **Bursary Erratum: External Bursary Programme 2023/24 – 2024/25**

Dear Mr. Savage

I hereby wish to advise on an erratum on the Service Delivery Improvement Plan for the External Bursary Programme signed on 23 March 2023.

Having consulted with the Department of the Premiere (DotP), we were advised that an erratum signed by the Head Official is required to affect the change on the system.

The erratum is reflected in Part C – Overall service delivery improvement intervention, in the attached Annexure A. It accurately reflects the Department's specific service set standard as **8** bursary campaigns as opposed to **1** bursary campaign.

Regards

NAADIA ISMAIL
DIRECTOR: STRATEGIC AND OPERATIONAL MANAGEMENT SUPPORT