



DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2004



western cape • intshona koloni • wes-kaap





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VRYWARING

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INKCAZO ELANDULA IBANGO

Inguqulelo yesiNgesi yale Ngxelo yoNyaka ithathwa njengeyona isebenza ngokusesikweni. ISebe alinakuba namfanelo, ngokomthetho, ngazo naziphi na iziphoso ezingathi zibe khona ngexesha lenguqulelo yezinye iilwimi.

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MS K MQULWANA
MINISTER OF SOCIAL SERVICES AND POVERTY ALLEVIATION

In accordance with section 40 (1) d of the Public Finance Management Act, 1999; the Public Service Act, 1994 (as amended) and the National Treasury Regulations, I hereby submit the Department of Social Services and Poverty Alleviation Annual Report on financial statements, performance indicators and departmental activities for the 2003/04 financial year.

MS VL PETERSEN
HEAD OF DEPARTMENT



PART ONE

GENERAL INFORMATION

1.1 INTRODUCTION BY THE HEAD OF DEPARTMENT

During the 2003/04 financial year, the department was faced with many challenges as well as opportunities. These included the restructuring of the Head Office in compliance with the cost-centre approach; to promote the values of good governance within the department; alignment of departmental interventions to the broader goals of the Province; transformation of social service delivery; and lastly, ensuring that the department continues to render services as per departmental mandate.

Organisational restructuring included a process of job evaluations, competency assessments, and matching and placing of staff. This restructuring resulted in a realignment of programme structures. This process model for service delivery was perceived to strategically position the department as opposed to the functional model that perpetuated the silo effect of service delivery. Shortcomings in the way we monitor performance has been addressed through the implementation of a Monitoring and Evaluation Directorate. A monitoring and evaluation tool was developed that contributed to good governance by ensuring the effectiveness and efficiency of social service delivery within the department as well as funded organizations.



To further promote good governance, the department implemented various control and risk management measures to reinforce its commitment to combating fraud and corruption. It continues to face the challenge of fostering an ethical culture both internally and externally. Social Security fraud was the greatest contributing factor to the alleged fraud cases reported to or detected by the Department during this reporting period. 937 cases that has emanated from previous financial years were outsourced to three independent forensic companies. Their preliminary investigations determined 866 alleged fraud cases with an estimated value of R1 434 768, 84 were reported to the department. The department had incurred losses estimated at R2 201 814, 94. The ongoing investigations in this period resulted in 49 cases being

reported to the SAPS with the monetary value of R250 675, 42. During this time, the Auditor General made specific recommendations to the improvement of controls relating to the social grant application process.

The department contributed to and participated in the Provincial Growth and Development Summit held in September 2003. This added impetus to the adoption and integration of the priorities identified in the ikapa Elihlumayo Strategy.

Accessibility was increased by working towards the establishment of two additional district offices (Caledon and Guguletu), five multi-purpose centers and a second secure care center in Clanwilliam.

The department was challenged to decrease the deficit that resulted from a sharp increase in disability grants and child support grants. This brought about tremendous pressure on the resources of the depart-



PART ONE GENERAL INFORMATION

ment. As a result, austerity measures were put in place to reduce expenditure, and the department stayed within budget. The department's continued commitment to the facilitation of a safety net for the province is dependant on adequate resource provisioning. It thus requires innovative measures to ensure that service delivery is not hampered.

The department thus continues with its commitment to its vision of a self-reliant society and facilitating a social safety net for the poor, the vulnerable and those with special needs, in a developmental manner.

1.2 MINISTRY OF SOCIAL SERVICES AND POVERTY ALLEVIATION

The Minister engaged in a number of initiatives to ensure that the department achieved its 2003/04 strategic goals and to ensure that the activities of the department are aligned with the objectives of Ikapa Elihlumayo.

To ensure that social service delivery is accessible and appropriate, the Minister initiated a farm dweller campaign that was launched in De Doorns. This led to the establishment of a toll-free number to report difficulties with government services and led to complaints and problems being addressed with national departments, provincial departments as well as non-government organizations. A considerable amount of issues raised were pertaining to social security issues.

Together with the National Minister of Social Development, Minister Zola Skweyiya, he launched the International Year of the Family in Delft in March. This was a national initiative with approximately 18 000 people in attendance representative of the Western Cape communities. It served as a platform for the commencement of a three-year programme to support families, with an emphasis on moral regeneration. In addition, he also opened the Clanwilliam Secure Care Centre,

Furthermore his participation in the Cabinet imbizo resulted in him initiating the departmental imbizo processes where 14 district offices and approximately 10 000 community people have been engaged in a consultative process to ensure that government and community work together in constructive partnerships.

One of the most significant achievements of the minister was a 2-day conference that was held in Worcester in May 2003 with all 30 local authorities in the province. Its aim was to forge closer synergy and strategic alignment between the department and these 30 local authorities. It culminated in the signing of a Memorandum of Understanding aimed at promoting integrated service delivery between the department and local authorities. This forging provided impetus for the strategic objective of integrating social services with Integrated Development Plans in accordance with the iKapa Elihlumayo strategy.

In addition, the Minister commenced with the process of a poverty strategy for the province that culminated in a provincial Poverty Summit during March 2004 to accelerate the development of an Integrated Poverty Reduction Strategy for the province. A regional poverty summit was also held in the West Coast. The



PART ONE

GENERAL INFORMATION

Minister's commitment to poverty alleviation resulted in him visiting Cuba in November in pursuit of sustainable poverty alleviation and development strategies.

Furthermore, the minister initiated a disaster summit held during August at Peninsula Technikon. The aim was to institute prevention and mitigation measures to alleviate the impact of disasters in the informal settlements.

Hence the department is challenged to accelerate and sustain initiatives undertaken in this period, whilst also exploring opportunities that will inform and give effect to our vision of creating a self-reliant society.

1.3 MISSION STATEMENT

The vision and mission of the Department informed the strategic direction.

Vision

A self-reliant society

Mission

To provide a social safety net for the poor, the vulnerable, and those with special needs in a developmental manner.

The three core functions of the Department is :

- 1 Delivering Social Welfare Services in a developmental manner
- 2 Providing a Social Security Safety Net
- 3 Poverty Alleviation

In order to facilitate implementation of the strategic plans, the department also performed the following support functions:

- 1 The management of effective social services research, marketing and communication and strategic planning
- 2 The rendering of customer services as part of the monitoring and evaluation of district offices and facilities
- 3 The management of finances and administration
- 4 The management of human resources and
- 5 The rendering of an internal control function

1.4 LEGISLATIVE MANDATE

The work of the department is prescribed by a number of legislative mandates that governs its existence and operations. The following is a list of core mandates in this regard.



PART ONE GENERAL INFORMATION

TABLE 1: LIST OF LEGISLATIVE MANDATES

ACT	DESCRIPTION
Aged Person's Act, Act 81 of 1967	The Act provides for the protection and welfare of older persons, for the establishment and registration of facilities providing accommodation and care to older persons.
National Welfare Act, Act 100 of 1978	The Act provides for the registration of welfare organizations on regional basis; the establishment, functions and operations of regional welfare boards; and the establishment of a national Welfare Board.
Child Care Act, Act 74 of 1983	As amended the Act, 1983, provides for the establishment of children's courts and the appointment of commissioners of child welfare, for the protection and welfare of children, for the adoption of children and for the establishment of facilities for the care and the treatment of children.
Adoption Matters Amendment Act 56 of 1998	The Act amended the Child Care Act, 1983 to simplify the granting of legal representation for children in Children's Court proceedings; to provide for the rights of natural fathers where adoption of their children born out of wedlock has been proposed and for certain notice to be given to amend the Natural Fathers of Children born Out of Wedlock Act, 1997, to consolidate the law on adoption under the Child Care Act, 1983; and to amend the Births and Deaths Registration Act, 1992, to afford a father of a child born out of wedlock the opportunity to record his acknowledgement of paternity and his particulars in the birth registration of the child.
Probation Services Act 1991, Act 116 of 1991	The Act provides for the establishment and implementation of programmes aimed at the combating of crime and for the rendering of assistance to and treatment of persons involved in crime.
Social Assistance Act, Act 59 of 1992	The Act provides for the rendering of social assistance to national councils and welfare organizations. The Act was amended in 1994 to further regulate allocation of grants and financial awards to persons and bodies.
Welfare Laws Amendment Act 1997, Act 106 of 1997	The Act amended the Social Assistance Act, 1992 in order to provide for uniformity of, equality of access to, and effective regulation of social assistance throughout the Republic, to introduce the child support grant, do away with capitation grants, to abolish maintenance grants subject to the phasing out of existing maintenance grants, to provide for the delegation of certain powers, and extend the application of the provisions of the Act to all areas in the Republic.



PART ONE

GENERAL INFORMATION

ACT	DESCRIPTION
Public Service Act 1994	The Act provides for the organizing and administration of the public service of the country, the regulation of the conditions of employment, terms of office, discipline, retirement and discharge of members of the public service, and matters connected therewith.
Public Finance Management Act 1999, Act no 1 of 1999	The Act provides for the organizing and administration of the public service of the country, the regulations of the conditions of employment, terms of office, discipline, retirement and discharge of members of the public service, and matters connected therewith.
Prevention and Treatment of Drug Dependency Act 1992, Act 20 of 1992	As amended the Act provides for the establishment of a Central Drug Authority, the establishment of programmes for the prevention and treatment of drug dependency, the establishment of treatment centres and hostels, the registration of institutions as treatment centres and hostels and the committal of persons to and their detention, treatment and training in treatment centres.



PART TWO PROGRAMME PERFORMANCE

2. INTRODUCTION

During the period under review, the department was reflected as Vote 7 on the provincial budget.

2.1 AIM OF THE VOTE

The aim of the department is to facilitate a social safety net for the poor, vulnerable and those with special needs in a developmental manner.

TABLE A : VOTED FUNDS

APPROPRIATION	MAIN APPROPRIATION	ADJUSTED APPROPRIATION	ACTUAL AMOUNT SPENT	UNDER EXPENDITURE
	R3 762 824 000	R3 887 784 000	R377 062 7000	R117 157 000
RESPONSIBLE MINISTER	Minister of Social Services and Poverty Alleviation: Mr Marius Fransman			
ADMINISTERING DEPARTMENT	Department of Social Services and Poverty Alleviation			
ACCOUNTING OFFICER	Superintendent-General of Department of Social Services and Poverty Alleviation: Ms Virginia Petersen			

2.2 SUMMARY OF PROGRAMMES

The activities of the Department of Social Services and Poverty Alleviation are organized in the following five programmes:

- Programme 1 : Administration
- Programme 2 : Social Assistance Grants
- Programme 3: Social Welfare Services
- Programme 4: Development and Support Services
- Programme 5: Population Development and Demographic Trends

2.3 OVERVIEW OF THE SERVICE DELIVERY ENVIRONMENT IN 2003/04

The department was continually challenged to address the poverty that is evident in our communities within the constraints of its available resources.

The department continued to provide poverty alleviation initiatives in the form of social relief to communities in distress. In this period 22 143 households were provided with emergency relief while food supplements to 3 165 HIV positive patients were provided. However the department also had to explore pro-active and sustainable initiatives to meet its vision of creating a self-reliant society and intensified its focus on poverty reduction.



PART TWO

PROGRAMME PERFORMANCE

To this end, the department held a Poverty Indaba in this period to accelerate the development of an Integrated Poverty Reduction Strategy for the province that will promote inter-sectoral collaboration, public participation and planning. These strategies are fundamental to the success of Ikapa Elihlumayo as it strives to improve the quality of life of the poor, whilst contributing to the development of the economy.

The department's response to dealing with the effects of HIV/Aids included approving projects in respect of HIV/Aids programmes to the value of R5 234 632 to 47 non-governmental organizations. The main focus of this funding was on awareness raising and advocacy initiatives in respect of the impact of the pandemic on youth, children and families; training and capacity building of both caregivers and volunteers that forms part of civil society's contribution; partnership/ inter-sectoral collaboration with other stakeholders; as well as creating accessible services and programmes for children infected and affected by the pandemic.

The department embarked on an extensive marketing campaign to raise awareness of the extension of the child support grants. A task team was established to fast track the processing of all new applications to alleviate the pressures experienced at district office level. Several measures to tighten controls in the social security application process were implemented that included a project to identify beneficiaries who had access to other financial forms of assistance; an awareness-raising project of the unlawfulness of using their grant as a guarantee to obtain loans as well as other Socpen related projects. Of importance too is the identification of nodal areas to accelerate the registration of beneficiaries. This largely contributed to a level of customer satisfaction.

The department provided the communities with a voice to articulate their social welfare needs that also granted an opportunity to showcase their services through the Imbizo processes that took place throughout the province.

The department entered into service level agreements with service delivery partners for the rendering of social welfare services to vulnerable groups such as children, the youth and older persons. These agreements were targeted in amongst others, Sustainable Rural Development Programmes and Urban Renewal Programme areas.

2.4 OVERVIEW OF THE ORGANISATIONAL ENVIRONMENT IN 2003/04

Head office commenced with a restructuring process in accordance with Resolution 7 of 2002. This resulted in an opportunity to re-design the head office in accordance with a process model as part of the first phase of evolving to a cost –centre approach. The new structure was implemented in September 2003.

This new structure provided for the establishment of a quality assurance unit that continues to give effect to good governance in the department and funded organizations through monitoring and evaluating the effectiveness and efficiency of social service delivery within the province. As a result of the new structure, job evaluation, competency assessments and matching and placement of staff took places.

An ongoing challenge was to continue focusing on aligning our workforce appropriately with our strategic objectives of implementing the employment equity plan. Despite efforts to give effect to aspects of the plan



PART TWO PROGRAMME PERFORMANCE

like increasing disability representation, we have not succeeded in doing so. Even though labour law dictates were practiced, our African representation constitutes only 17,4% of our staff complement as opposed to 19% that was envisaged.

The department experienced a significant growth in beneficiary numbers from approximately 457 605 to approximately 511 345 while the staff establishment remained the same. A pro-active approach in dealing with this situation included the appointment of a further 98 contract workers to assist the district offices.

A continuing challenge is the combating of fraud and corruption. Social security fraud was the greatest contributing factor to the large number reported or detected by the department during this period. The department has implemented various control and risk management measures to reinforce its commitment to combating fraud and corruption.

2.5 OVERVIEW OF THE KEY POLICY DEVELOPMENTS IN 2003/04

The department has made significant strides towards the realization of its strategic objectives and ultimately its vision and mission statement. Key policy developments facilitated the department's continued drive towards its vision:

- 2.5.1 The draft Bill on the Commissioner for Children was submitted to Cabinet for finalization.
- 2.5.2 The draft Bill on the Ministerial Advisory Council is awaiting certification by the department of Legal Services before it can be submitted to Cabinet for finalization.
- 2.5.3 A draft conceptual framework was completed and staff was put in place to deal with the departmental line function responsibility in respect of poverty.
- 2.5.4 A consultant was appointed to start the work on transformation of service delivery partners. A monitoring and evaluation tool was developed and piloted with a sample of 40 organisations. Organisations were required to enter into agreements with the department regarding the transformation changes to be effected.
- 2.5.5 The department costed the implementation of the Child Justice Bill in respect of its services and responsibilities. However, the Bill still awaits finalization.
- 2.5.6 The Older Persons Bill represents a new developmental approach to ageing and will replace the Aged Persons Act, 1967. Cabinet approved the draft bill during July 2003.
- 2.5.7 Development of a retention strategy for social workers. The recommendations were accepted and await implementation guidelines.
- 2.5.8 A phased approach in implementing the extension of the child support grant to children up to 14 years of age was agreed upon. Children under the age of 9 years qualified for this benefit in the 2003/04 financial year. Children under the age of 11-years will qualify in the 2004/05 financial year and children under the age of 14 years in the 2005/06 financial year.
- 2.5.9 The Portfolio Committee for Social Development approved the South African Social Security Agency Bill during October 2003. Its main aim is to ensure the effective management and control of the delivery of benefit administration and payment services through the establishment of the SA Social Security Agency.



PART TWO

PROGRAMME PERFORMANCE

- 2.5.10 The Portfolio Committee for Social Development approved the Social Assistance Bill during October 2003. This bill is intended to replace the Social Assistance Act, 1992. It aims to create a legal framework for the South African Social Security Agency to give effect to the provisioning of social assistance.
- 2.5.11 In terms of the Disaster Management Act, 2002 (Act 57 of 2002) the Directorate: Social Security submitted a draft policy discussion document on the department's responsibility with regard to disasters and the co-operative governance with other stakeholders inclusive of municipalities. A component for the management of disasters was established within the Directorate Social Security.
- 2.5.12 The Policy on Financial Awards to non-government organisations redefines the funding relationship between government and the non-government sector. It was approved by MINMEC in February 2004, with an anticipated implementation date of 1 April 2005. Whereas the previous strategy looks only at social workers salaries, this policy looks more broadly at the funding of services.
- 2.5.13 The Provincial Tender Board was abolished with effect from 1 January 2004 and departments had to develop their own Accounting Officer's Framework in terms of section 38 (1) (a)(iii) and (iv), (b) and (d) of the PFMA (Act No.1 of 1999).

2.6 PROGRESS WITH REALISATION OF STRATEGIC GOALS

The Department of Social Services and Poverty Alleviation engaged in a number of developmental initiatives to give effect to the following strategic goals.

2.6.1 Social services are integrated

This strategic goal encourages the concept of working in synergy as part of an integrated intra- and inter-departmental provincial government team. Working in this integrated fashion allows a panoramic view of the province to ensure effective service delivery. The department faces many challenges in meeting the needs of the broader social welfare community. We have to acknowledge that we cannot do it alone and this requires close interaction with appropriate role-players such as local authorities, public and private entities.

The department has already negotiated a broad partnership framework with municipalities throughout the province. A one-day conference was hosted by the department with municipalities to foster better co-operative governance on several issues e.g. disasters, the establishment and utilization of multi-purpose centers, research, youth development and the utilization of halls for grants.

During the period under review head office has restructured in compliance with organisational development principles of the province. This is aligned towards a cost-center approach on district office level by 31 March 2006. This approach facilitates the rendering of services in an integrated manner.



PART TWO PROGRAMME PERFORMANCE

2.6.2 Social services are accessible

Accessibility of social service delivery has been improved to ensure that services are closest to where the needs are. This has been implemented through working towards the establishment of Caledon and Guguletu district offices and five new multi-purpose centers. Seven new pay points for social security were established and the counter services were increased from 170 to 200. Improvements at 90 pay points to the value of R856 098,94 were undertaken to ensure that services to beneficiaries are more physically accessible and appropriate.

2.6.3 Appropriate /Adequate social services

The department has embarked on an extensive Imbizo programme to engage in a consultative process with communities to determine what the real welfare and developmental needs of communities are and identifying areas of greatest need in the province. Approximately 10 000 people have been engaged in this process.

The department's focus ensures the provision of a social safety net and service delivery programmes that are adequate and of a standard appropriate with people's needs. A range of interventions that contributed to achieving this strategic goal were 548 910 beneficiaries (including children) paid on a monthly basis; sustainable strategies to deal with vulnerable groups such as the elderly (intergenerational activities and elder abuse prevention); young children and youth (Provincial Plan of Action for Children in place) as well as victims of violence (safety beds for emergency admission); substance abuse on children and youth (additional programme implemented; training of educators and community workers); initiatives relating to the provincial HIV/Aids strategy and the Provincial Poverty Alleviation Strategy.

2.6.4 Quality social services of a high standard

The delivery of quality social services of a high standard is evident through the implementation of norms and standards at district offices and facilities that are measured through regular monitoring and assessments at points of service delivery.

Compliance measures led to the identification of 866 alleged fraud cases and highlighted the department's commitment to tighten its control and intolerance towards corruption.

Customer service opinion survey indicated 82% customer satisfaction that expresses their satisfaction with pension payouts, the accessibility of this service in terms of the improvements at pay points and the time period in payment of grants.

2.6.5 Resources support service delivery

The department focuses on effectively utilizing its available resources towards improving the quality of services rendered to the public. During the period under review the department initiated a skills audit aimed at ascertaining the nature and level of skills available and also highlight training needs and areas of development. To ensure a cost-effective and efficient service, the department continued with initiatives that ensured that its organizational support systems remain effective.



PART TWO PROGRAMME PERFORMANCE

Interventions included the implementation of an improved management system to rid the department of its 'lost file' syndrome and initiating the upgrading of the department's toll-free help-line for more effective functioning.

2.7 EXPENDITURE BY PROGRAMME:

TABLE B : DEPARTMENTAL RECEIPTS

	2000/01 ACTUAL	2001/2 ACTUAL	2002/03 ACTUAL	2003/04 TARGET	2003/04 ACTUAL	% DEVIATION FROM TARGET
Tax revenue						
Non-tax revenue					176	
Sales of goods and services other than capital assets	5511	2412	1935	760	73	42,2
Sales of capital assets (Capital Revenue)						
Interest	3 282	4 753	6 300	6 337	6095	
Financial transactions					11868	
TOTAL DEPARTMENTAL RECEIPTS	5 511	5 694	6 688	7 060	18 212	52,8

The department experienced budget constraints with the increase in beneficiaries, especially in terms of the child support grant and disability grants. These increases resulted in less funds being available for other services.

The department received an amount of R95 055 000 as a conditional grant from the national Department of Social Development. The conditional grants received were allocated to the child support extension grants, HIV/Aids programmes and food relief grants.



PART TWO PROGRAMME PERFORMANCE

TABLE C DEPARTMENTAL PAYMENTS

PROGRAMMES	VOTED FOR 2003/04	ROLL-OVERS AND ADJUSTMENTS	VIREMENT	TOTAL VOTED	ACTUAL EXPENDITURE	VARIANCE
Prog 1	255 284	(19 350)	(1 332)	234 602	220 470	14 132
Prog 2	3 210 128	113 814	-	3 323 942	3 225 392	98 550
Prog 3	249 597	22 963	741	273 301	271 041	2 260
Prog 4	42 815	9 734	229	52 778	50 785	1 993
Prog 5	5 000	(2 201)	362	3 161	2 939	222
TOTAL	3 762 824	124 960	-	3 887 784	3 770 627	117 157

The unspent funds for the 2003/04 financial year amount to R117 157 000.

2.8. PROGRAMME PERFORMANCE

2.8.1 PROGRAMME 1: ADMINISTRATION

2.8.1.1 AIM

To conduct the overall management of the Department (Public Service Act of 1994, Public Finance Management Act, 1999).

PROGRAMME DESCRIPTION:

Office of the MEC

Management and administration of the Office of the Member of the Executive Council (MEC).

Provincial management services

Provides for the overall provincial management and administration of the provincial department.

Regional/district management

The overall management and administration of the region/district.

Facility institutional management

The overall management of public social welfare institutions such as places of safety, secure care and rehabilitation centers.

2.8.1.2 MEASURABLE OBJECTIVES

See tables 2, 3, 4 and 5



PART TWO

PROGRAMME PERFORMANCE

2.8.1.3 SERVICE DELIVERY ACHIEVEMENTS

In this programme, accessibility of social service delivery has been increased through working towards the establishment of Caledon and Guguletu district offices. Head office has successfully undergone an organizational restructuring as part of the move towards a cost center approach.

The child support grant uptake was slower than the envisaged amount as a result of beneficiaries not being in receipt of valid birth certificates. Towards the end of the reporting period, the Department of Home Affairs services were integrated with the application process and the number of applications was increased. Another factor that contributed to this slow uptake was child support grant applications that were not processed and therefore not reflected on the statistics for this financial year.

Social security fraud was the greatest contributing factor to the large number of alleged fraud cases reported to or detected by the department. Various control and risk management measures to reinforce its commitment to combating fraud and corruption were put in place.

2.8.1.4 SERVICE DELIVERY AGAINST PERFORMANCE TARGETS

TABLE 2

MEASURABLE OBJECTIVES: SUB-PROGRAMME 1.1 OFFICE OF THE PROVINCIAL MINISTER				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
1. The Department delivers developmental social welfare services to the poor, vulnerable and those with special needs.	1.1.Promote integrated service delivery. 1.2.Promote accessibility of service. 1.3 Promote appropriate/ adequate services. 1.4 Promote quality service of a high standard. 1.5 Promote resources that support delivery	<ul style="list-style-type: none"> · To provide (in line with the service standards that are set) the child support grant to all qualifying children according to the following targets: · 312 000 children under the age of 7 years; · 163 622 children under the age of 14 years eligible for the extension of the child support grant. 	<ul style="list-style-type: none"> · 2 853 655 children under the age of 7 years in receipt of the child support grant. · 48 456 children between the ages of 7 and under 9 years old in receipt of the child support grant. 	<ul style="list-style-type: none"> · CSG (0-6) 216 662 children per month x 12 months · CSG (7-9) 47 891 children



PART TWO PROGRAMME PERFORMANCE

TABLE 3

MEASURABLE OBJECTIVES: SUB-PROGRAMME 1.2 PROVINCIAL MANAGEMENT SERVICES				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
An annual budget for the department by mid December 2003 that is aligned to the strategic plan of the department.	<ol style="list-style-type: none"> 1. Develop strategic plan. 2. Cost strategic plan. 3. Submit budget requests based on strategic plan. 	<p>Budget complies with the standards set by the National Treasury procedures.</p> <p>Budget Statement 2</p> <p>December annually</p>	100%	<p>The department submitted a strategic plan on time as requested by the Provincial Treasury. Due to the fact that the strategic plan is submitted after the budget allocation to the department was already approved, the strategic plan was based on the budget allocation, and not visa versa. Budget requests based on the strategic plan will only be realised when the timeframes in the budget cycle is changed accordingly.</p>
Broadening of the procurement base to include previously disadvantaged individuals through implementation of Supply Chain Management processes as from 1 April 2003.	<ol style="list-style-type: none"> 1. Creation of a new sub-directorate staff establishment. 2. Training of officials in supply chain management. 3. Implementation of supply chain management at head office, 14 district offices and 8 institutions. 	<p>Adherence to national and provincial norms and standards as contained in Treasury Regulations and Provincial Treasury Instructions.</p> <p>Head Office, 14 district offices and 8 institutions</p> <p>6 months</p>		<ol style="list-style-type: none"> 1. Supply Chain Management Unit was established at Head Office. 2.No training took place due to the non-finalisation and implementation of the Accounting Officer's Framework. supply chain management could not be implemented at the 14 District Offices and 8 Institutions as a result of the restructuring of the department.



PART TWO

PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
				3.The department adhered to the prescribed procedure and regulations as contained in the National Treasury Regulation and Provincial Treasury Instructions.
The department measures performance through compliance testing, quality assurance, monitoring and evaluation on an annual basis.	The department has designed a risk model by March 2004.	The risk assessment complies with the prescriptions of the statutory mandates of the departments based on the committee of Sponsoring Organisation of the Treadway Commission framework	<p>One risk assessment on the strategic plan and all operational plans</p> <p>Finalise the risk assessment model</p>	<p>Risk assessment on strategic plan completed and handed to Treasury Internal Audit for verification. Assessment on operational plan not completed due to an instruction from Treasury. Internal Audit: function to be outsourced to a consortium. Due to delays in the tender/ Criteria process, consortium could not provide risk plan timeously before 31 March 2004.</p> <p>Risk assessment model for "Payment of pensions and grants" (Pipeline process) completed and piloted. Models on other processes incomplete; on an instruction from Treasury; Internal Audit. Function was outsourced. Since November 2003 involved in tender process/ criteria for</p>



PART TWO PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
				consortium. Due to delays in the tender/ criteria process, consortium could not provide risk modules timeously before 31 March 2004.
The department measures performance through compliance testing, quality assurance, monitoring and evaluation on an annual basis.	The department ensures adequate control measures by conducting a range of compliance tests on an annual basis.	One compliance test will be conducted annually both internally and externally	Internally: Compliance testing will be conducted twice per annum at each district office and institution. Externally: Compliance testing will be conducted once a year at red flag prioritized welfare agencies.	Management decision to focus on actual focus areas in social security rather than full-scale internal compliance test. Projects: disability grant assessment at 14 district offices. Child support grant assessment project at 8 district offices. Second half of year focused on post auditing function. Could not materialize due to other pressing operational demands (post auditing). However with the new head office structure, Directorate: Monitoring and Evaluation assessed 160 non-government organisations for the year.
The department measures performance through compliance testing, quality assurance, monitoring and evaluation on an annual basis.	1. The department investigates all reported and detected cases of alleged fraud and other irregularities.	To investigate at least 40% or 100 cases per year (whichever is the highest)	Investigate 40% or 100 all new cases of alleged fraud and irregularities.	<ul style="list-style-type: none"> • 866 alleged fraud cases with an estimated value of R1 434 768,84 were reported to the department. • 49 cases from previous financial years



PART TWO

PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
	<p>2. The department procures forensic audit services to investigate cases of alleged fraud and other irregularities that are in excess of 40% and that involve syndicates and other similar complex cases.</p>	<p>All cases of alleged fraud and other irregularities are finalized.</p>		<p>were reported to SAPS with a monetary value of R 250,675.42</p> <ul style="list-style-type: none"> • 937 cases that has emanated from the previous financial years were outsourced to 3 forensic companies. • The department is currently implementing recommendations made by the forensic companies <p>All cases involving officials reported to this unit were referred to Forensic audit services. Monthly reporting sessions was established between Forensic Audit and the department. Existing cases were outsourced to three forensic auditing companies for finalisation. All cases reported to the SAPS is currently in the various stages of the legal process.</p>



PART TWO PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
The workforce is aligned to achieve the strategic objectives of the department.	<ol style="list-style-type: none"> 1. Develop and implement a human resource plan. 2. The employment equity plan is implemented. 3. Develop and implement a skills development plan. 4. Develop and implement job and competency profiling system. 	Human resource plan and profiles aligned with strategic direction of department.	<p>Human resource plan geared towards achievement of cost centre management approach and transformation agenda.</p> <p>Job and competency profiles developed for all occupational categories.</p> <p>Improve disability representation by 10 people.</p> <p>African representation constitutes 19% of staff complement.</p>	<p>Job and competency profiles have been completed with Organisational Development.</p> <p>Disability representation has not increased.</p> <p>African representation constitutes 17,4 % of staff complement as at 31 April 2004.</p>
The department is aligned towards a cost centre approach at district office level by 31 March 2006	<ol style="list-style-type: none"> 1. Finalise an approved organisational structure for the head office in line with a cost centre approach on district level. 2. Finalise an approved organisational structure for district offices and institutions. 3. Phased implementation of the new organisational structure. 4. District office managers must manage resources in line with the cost centre approach. 	<p>Cabinet approval for head office, 14 district offices, and 8 institutions</p> <p>Restructuring complies with organisational development principles of the province</p>	<p>Head office structure is implemented.</p> <p>District office and institutions structures are finalized.</p>	<p>Head Office structure has been implemented.</p> <p>district office structures in process of being finalised by Organisational Development Directorate.</p> <p>Currently in negotiations with organised labour.</p>



PART TWO

PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
The department annually assesses the Integrated Development Plans of all local authorities	<ol style="list-style-type: none"> 1. Assess reports 2. Develop framework for improved alignment between departmental strategic plan and integrated development plans. 	30 assessment reports submitted within the prescribed time frames and done according to the prescripts supplied by the Department of Local Government	30 reports	<p>-The Department of Local Government decided on an alternative process of Integrated Development Plan assessments that did not necessitate this department's input on a provincial level.</p> <p>-A system was put in place where district office managers were tasked with the responsibility to interact with local authorities in their areas of operation to align their district office plans with local Integrated Development Plans.</p> <p>-The restructuring process at head office hindered development of a framework. The staff component was vacant for approximately 6 months.</p>
A comprehensive communication and marketing strategy is in place for the department	<ol style="list-style-type: none"> 1. Extract themes/messages from strategic plan. 2. Develop appropriate communication and marketing mechanisms. 3. Implement the strategy 	<p>Communication and marketing plan as part of the strategic and business plan</p> <p>Number of articles, radio shows, events, promotions, exhibitions, etc.</p> <p>Calendar of events scheduled</p>	Final draft	<p>-A communication and marketing protocol was developed, distributed and implemented.</p> <p>-The unit provided a strategic communication and marketing support to the Minister, the Head of Department, head office, district offices</p>



PART TWO PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
	4. Monitor and evaluate	Feedback received		<p>This included Welfare Month, Child Protection month, Imbizo processes at 14 district offices, the Rapport's 'Doen en Deel' Campaign, Farm Dweller campaign and launch of 14 day toll-free helpline for farm dwellers, grant increase roll-out, opening of the Caledon and Guguletu district offices, opening of Clanwilliam Secure Care facility for youth; opening of Beaufort West and Khayelitsha Multi-purpose centers, the launch of the International Year of the Family, the Poverty Summit as well as the Murraysburg tour for older people. They also designed and distributed branded and promotional items as well as pamphlets and posters for events such as the farm dwellers campaign, Caledon district office opening, Welfare Month, Aids posters, the Covenant pamphlets, disability brochures and promotional material, beaded badges and mugs for the older persons tour.</p>



PART TWO PROGRAMME PERFORMANCE

TABLE 4

MEASURABLE OBJECTIVES: SUB-PROGRAMME 1.3 DISTRICT MANAGEMENT				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
Accessibility of social service delivery is improved through 11 additional points of service delivery closest to where the needs are and in line with the cost centre approach.	<ol style="list-style-type: none"> 1. Establishment of Caledon and Gugulethu district offices during 2003/04. 2. Local offices are established in Bellville and Wynberg regions (Delft and Fish Hoek) by 31/03/04 3. Establishment of four service points in the districts of Kraaifontein, Beaufort West, Laingsburg & Khayelitsha by 31/03/04. 4. Establishment of three After – hours assessment centres for young persons in conflict with the law at Khayelitsha, Bredasdorp and Grabouw by 31/03/04 	<p>Two operational District offices, two local offices,</p> <p>Four service points, three after hours assessment centres</p>	<p>Caledon district office</p> <p>Gugulethu district office</p> <p>Service points in Kraaifontein, Beaufort West, Laingsburg and Khayelitsha</p> <p>Three functional assessment centres in Khayelitsha, Bredasdorp and Grabouw</p> <p>Staff establishments are in line with the human resource management framework of the department</p>	<p>Caledon and Gugulethu district offices have been established</p> <p>Service points and functional assessment centers have not yet been established.</p> <p>Staff establishment has been completed</p> <p>The organizational Development Directorate is currently consulting with the unions.</p>



PART TWO PROGRAMME PERFORMANCE

TABLE 5

MEASURABLE OBJECTIVES: SUB-PROGRAMME 1.3 DISTRICT MANAGEMENT				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
1. A strategy for the cost-effective utilization of departmental institutions in line with the cost-centre approach has been developed by 31 March 2004	<ol style="list-style-type: none"> 1. Appointment of consultant to evaluate cost-effectiveness of current institutions 2. Development of overarching strategy for institutions. 3. Commission a combined work study report (three reports available based on strategy) 	<p>Cabinet approval for a new organizational structure for institutions.</p> <p>One consultant report accepted by management</p> <p>One approved work study report</p>	<p>Consultant's report available</p> <p>Work study report finalized</p>	<p>The terms of reference for appointment of the consultant was approved and the consultant was appointed. At the end of the period under discussion, the consultant was midway through the assessment. Only once the final report is tabled and the recommendations are considered, can the overarching strategy be developed and the work-study report be commissioned in the new financial year.</p>
2. Institutional infrastructure increases through the establishment of an additional secure care facility in Clanwilliam	<ol style="list-style-type: none"> 1. Finalise tender procedures 2. Service Level Agreement finalized and signed 3. Monitoring of service as per service level agreement 	<p>Service Level Agreement complies with Inter-Ministerial Committee on Youth in Conflict with the Law Policy minimum standards</p> <p>One secure care facility</p> <p>Two progress reports</p>	<p>Eight institutions (own)</p> <p>Two service level agreements (privatized- Horizon and Clanwilliam)</p>	<p>Eight institutions (own)</p> <p>Two service level agreements</p> <p>Due to some delays in the building of the Clanwilliam Secure Care facility, the facility is expected to be functional only by September 2004.</p>



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PROGRAMME PERFORMANCE

2.8.1.5 USE OF APPROPRIATED FUNDS

TABLE D: FUNDS ALLOCATED TO SUB-PROGRAMMES AND ACTUAL EXPENDITURE(R MILLION)

PROGRAMME 1 ADMINISTRATION	VOTED FOR 2003/ 04	ROLL- OVERS AND ADJUST- MENTS	VIREMENT	TOTAL VOTED	ACTUAL EXPENDI- TURE	VARIANCE
Office of the Provincial Minister	2952	-	139	3091	2922	169
Provincial Management Services	63545	(13 297)	8 359	5 8607	54 895	3 712
Regional District Management	122 734	(3 053)	(1 238)	118 443	109 729	8 714
Facilities/Institution management	66 053	(3000)	(8 592)	54 461	52 924	1 537

2.8.2 PROGRAMME 2: Social Assistance Grants

2.8.2.1 AIM

To provide for the disbursement and administration of social assistance grants in terms of the Social Assistance Act, 1992 and the determination of grant trends.

PROGRAMME DESCRIPTION:

Administration

Management and support to the activities.

Old Age

Payment of social grants to older persons, in terms of the Social Assistance Act, 1992, payable to women 60 years and older and men 65 years and older.

War Veterans

Payment of grants to older persons who served in the First and/or Second World War or the Korean War.

Disability

Payment of grants to disable persons, in terms of the Social Assistance Act, payable to persons over the age of 18 years and who are medically diagnosed as being disabled.

Grants-in-aid

Payment of grants to persons who are in receipt of Old Age, Disability and War Veterans grants who are unable to care for themselves in terms of the Social Assistance Act, 1992.

Foster Care

Payable to legal foster parents of children under the age of 18 years, in terms of the Social Assistance Act, 1992.



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Care Dependency Grants

Payable to parents and caregivers of disabled children under the age of 18 years, who require full time care in the home.

Child Support Grant (0-6)

Payable to primary care givers of children under the age of seven years.

Child Support Grant: Extension (7-9)

Payable to primary care givers under the age of 10 years.

Relief of Distress

Temporary provision of financial assistance in material or non-material form to persons who experience socioeconomic distress in terms of the Social Assistance Act, 1992.

2.8.2.2 MEASURABLE OBJECTIVES

See tables 6,7

2.8.2.3 SERVICE DELIVERY ACHIEVEMENTS

Accessibility of social service delivery was further enhanced through the addition of 30 new service points that increased the number from 170 to 200. Furthermore its physical accessibility, appropriateness and quality of services were improved through the improvement of 90 pay points. This was endorsed through a customer opinion survey where customers expressed their satisfaction. In this programme the focus was on ensuring the provision of social assistance and relief to beneficiaries.

2.8.2.4 SERVICE DELIVERY AGAINST PERFORMANCE TARGETS

TABLE 6

MEASURABLE OBJECTIVES: SUB-PROGRAMME 2.1 ADMINISTRATION				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
1. The Department improves the accessibility of social assistance to eligible beneficiaries through the establishment of 30 additional counter services, helpdesks and ensuring a customer-friendly service.	1. Counter services have increased from 170 to 200 with the assistance of 49 additional contract staff.	· An additional 30 counter services had to be established to increase accessibility to services rendered by the department and improved customer satisfaction at pay points.	· 200 service points	· 30 additional counter services have been implemented. In total services are rendered at 200 service points



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PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
	2. The 300 pay points were evaluated and improved to be more user friendly and safer	<ul style="list-style-type: none"> 13 criteria as contained in the dashboard 	<ul style="list-style-type: none"> Improvement of pay points to meet the 13 dashboard criteria. 	<ul style="list-style-type: none"> Improvements at 90 pay points to the value of R856 098.94. The improvement includes providing additional chairs, building wheel-chair ramps, renovation of buildings, strengthening security by erecting fencing and gates.
	3. A customer friendly protocol was implemented and improved at all 300 social security pay points.	<ul style="list-style-type: none"> Customer Delight Index questionnaire on a quarterly basis. 	<ul style="list-style-type: none"> 80% Customer satisfaction 	<ul style="list-style-type: none"> 82.1% Western Cape customer satisfaction
	4. Services at helpdesks were improved by providing additional training to 30 helpdesk workers.	<ul style="list-style-type: none"> Monthly helpdesk statistics. 	<ul style="list-style-type: none"> More people make use of the Helpdesks. Helpdesk enquiries resolved within the payment cycle. 	<ul style="list-style-type: none"> Effectiveness of the helpdesk resulted in 59 261 enquiries received at the helpdesk of which 54 689 were completed and 4563 referred to district offices for completion.
	5. The department implemented a plan to accelerate the registration of Social Security grants in the following nodal areas: Khayelitsha, Beaufort West, Atlantis, Paarl, Mitchells Plain and Nyanga.	<ul style="list-style-type: none"> Five (5) nodal areas were targeted for acceleration of the registration of beneficiaries. Monthly new application statistics and Socpen pay out information. 	<ul style="list-style-type: none"> Increased new applications in nodal areas. 	<ul style="list-style-type: none"> Beaufort West – 4 820 Khayelitsha – 15 250 Mitchells Plain - 8 000 Atlantis – 5 773 Paarl – 13 186 Athlone – 30 689



PART TWO PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
		<ul style="list-style-type: none"> Applications and enquiries to be completed within 25 working days (except in respect of disability grants) 		
2. Management of the payment agent service level agreement to ensure that the right money is paid to the right beneficiary at the right time.	<ol style="list-style-type: none"> Ensure sufficient budgetary provision. Arrange for the monthly transfer of payouts to pay out contractors. Monitor and evaluate agreements with payment contractors 	<ul style="list-style-type: none"> An average of 560 00 beneficiaries per month are paid out by four payment agencies according to a pre-determined payment schedule. Monitor compliance as per main agreements and service level agreements 	<ul style="list-style-type: none"> 560 00 beneficiaries per month. 95% satisfaction Monthly meetings with ALLPAY on: Provincial management meetings Steering Committee (bi-monthly) Area Forums 	<ul style="list-style-type: none"> Average of 548 910 beneficiaries (includes children) paid on monthly basis. No delays in the transfer of funds to the pay out contractors (98% satisfaction). Monthly meetings with ALLPAY on: Provincial management meetings Steering Committee (bi-monthly) Area Forums
3. The Department has shifted from social assistance to an integrated social development strategy to reduce dependency on social assistance with special emphasis on disability grants	<ol style="list-style-type: none"> The department trains a third of its beneficiaries per annum in terms of better financial management. Program to divert disability grant beneficiaries to participate in poverty alleviation projects piloted in two districts. 	187 00 beneficiaries per annum to be capacitated to reduced dependency on social assistance	<ul style="list-style-type: none"> 60% of beneficiaries targeted for better financial management Disability grant beneficiaries participate in two projects. 	<ul style="list-style-type: none"> No pilot projects were launched



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TABLE 7

MEASURABLE OBJECTIVES: SUB-PROGRAMME		<ul style="list-style-type: none"> 2.2 OLD AGE 2.3 WAR VETERANS 2.4 DISABILITY 2.5 GRANTS-IN-AID 2.6 FOSTER CARE 2.7 CARE DEPENDENCY 2.8 CHILD SUPPORT GRANT(0-6) 2.9 CHILD SUPPORT GRANT: Extension (7-14) 2.10 RELIEF OF DISTRESS 		
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
1. Social Assistance is provided to an average of 560 000 beneficiaries per month in the Province.	<ul style="list-style-type: none"> 1. Deal with policy and training issues in respect of the Social Assistance Act. 2. Perform systems administrator functions in respect of the Social Pension System in the Western Cape. 3. Deal with social assistance finance issues. 	<p>The Department provides social assistance to qualifying beneficiaries to alleviate poverty. These applications for social assistance are processed within 25 working days (except disability grants). Social assistance are provided for the following categories:</p> <ul style="list-style-type: none"> - Child and Family Care average 225 321 beneficiaries per month - Care of the aged average 156 713 beneficiaries per month - Care of the disabled average 119 501 beneficiaries per month 	<ul style="list-style-type: none"> - Child and Family Care beneficiaries 300 149 - Care of the aged beneficiaries 154 920 - Care of the disabled beneficiaries 134 849 	<p>Average for financial year.</p> <ul style="list-style-type: none"> - Foster Care- 22 475 - Care dependency - 5 980 - CSG (0-6) - 211 940 - CSG (7-9) - 27 594 - Old age - 157 056 - War Veterans - 1 089 - Disability - 122 776



PART TWO PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
2. The Department manages disasters when it occurs and participates in implementing preventive measures in collaboration with local authorities and other stakeholders	1. Provision of social relief to qualifying individuals and families in terms of the Social Assistance Act, 1992 as amended. 2. Collaboration with local authorities and other stakeholders	<ul style="list-style-type: none"> · Social Relief is provided through the payment of a maximum of R740 per individual family and R170 per child. · For disasters a maximum of R700 per household may be paid. · Approximately 6000 individuals could be assisted. · All applications must be processed within 25 working days. 	6000 beneficiaries per annum	3 726 households benefited from social relief.

2.8.2.5 USE OF APPROPRIATED FUNDS

TABLE E: FUNDS ALLOCATED TO SUB-PROGRAMMES AND ACTUAL EXPENDITURE (R MILLION)

PROGRAMME 2: SOCIAL ASSISTANCE GRANTS	VOTED FOR 2003/04	ROLL-OVERS AND ADJUSTMENTS	VIREMENT	TOTAL VOTED	ACTUAL EXPENDITURE	VARIANCE
Administration	87 896	57 048	876	145 820	109 676	36 144
Old age	1 303 685	-	(6 812)	1 296 872	1 288 777	8 095
War veterans	8 532	330	-	8 862	8 817	45
Disability	1 047 575	73 000	1 125 979	1 125 979	1 125 979	-
Grant in Aid	6034	(6 000)	-	34	6	28
Foster Care	139 170	5 000	12	144 182	144 170	-
Care Dependency	56 627	-	-	56 627	52 238	4 389
CSG (0-6)	499 390	(30 330)	-	469 060	431 010	38 050
CSG (7-14)	57 355	14 766	-	72 121	60 322	11 799
Social Relief	3 864	-	521	4 385	4 385	-



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PROGRAMME PERFORMANCE

2.8.3 PROGRAMME 3 : Social Welfare Services

2.8.3.1 AIM

To provide effective and quality welfare services to poor and vulnerable individuals and communities by facilitating policies, funding, guidance and support to Non-Profit Organisations (NPO's) and other social welfare service providers.

PROGRAMME DESCRIPTION

Administration

Overall management and support.

Treatment and Prevention of substance abuse

To facilitate policies, programmes, services and facilities for rehabilitation and prevention of incidents of people affected by substance abuse.

Care of the Aged

To facilitate policies, programmes, services and facilities to provide for policies and legislation, social protection programmes to uphold and promote the well-being and rights of older persons.

Crime Prevention, rehabilitation and victim empowerment

To facilitate policies, programmes, services and facilities to provide for policies and legislation and social protection programmes.

Service to the disabled

To facilitate policies, programmes, services and facilities to facilitate economic empowerment and uphold the rights of disabled persons living with disabilities.

Child and youth care and protection

Policies, programmes, services and facilities to provide for policies and legislation, youth protection programmes to uphold and promote the well being and the rights of youth.

2.8.3.2 MEASURABLE OBJECTIVES

See tables 8-13

2.8.3.3 SERVICE DELIVERY ACHIEVEMENTS

In this programme the focus was on the promotion of services that are appropriate, integrated and of a high quality through a range of interventions targeting vulnerable groups. These interventions included intergenerational activities; prevention of elderly abuse; safety beds; funded shelters for women and children; funded early childhood development centers. The Provincial Plan of Action for Children was also operationalised.





PART TWO PROGRAMME PERFORMANCE

2.8.3.4 SERVICE DELIVERY AGAINST PERFORMANCE TARGET

TABLE 8

MEASURABLE OBJECTIVES: SUB-PROGRAMME 3.1 ADMINISTRATION				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
1. Initiate transformation process to ensure the equitable distribution of resources by social service delivery partners to areas of greatest need and highest priority	1. Audit of current distribution of services delivered by social service delivery partners 2. Conduct situational analysis on current service delivery of partners per district office area of operation 3. Develop migration plan based on outcome of situational analysis 4. Enter into service level agreement based on migration plan 5. Monitor implementation	Social service delivery reaches the intended target group measured through a customer opinion survey Approximately 1 300 social service delivery partners 32 organisations per month assessed	Pilot 32 organisations between April and May 2003	109 organisations assessed during the period under review
2. Civil participation structure are in place by July 2004	1. The policy in respect of local and district transformation committees is revised by April 2004.	Policy with respect to district and local transformation committees revised by April 2004	One policy document One manual One advisory structure 14 District transformation committees	Revised district and local transformation policy is available. Interim structure in place and had 2 meetings with MEC.



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PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
	2. The manual in respect of local and district transformation committees is formulated by July 2004. 3. A regulatory framework for a ministerial advisory structure is in place by April 2003.	Operational manual for district and local transformation committees formulated Regulatory framework for a ministerial advisory structure in place by April 2003 14 district transformation committees		Operational manual has been formulated and is available. Regulatory framework to Ministerial Advisory Committee Bill has been forwarded to legal services and awaits certification.

TABLE 9

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
Extending the services rendered to vulnerable groups through a programme to deal with the effects of substance on children and youth	1. Call for service/ business plan. 2. Approve plan 3. Conclude service level agreement 4. Maintain current programmes in line with transformation process.	Service level agreement entered into for provision of a programme dealing with substance abuse. Four treatment centers	Four centres One additional programme Service level concluded	One additional Programme implemented: Contract signed with service provider; substance abuse training programme commenced. Service level agreement entered into. 20 participants from local NGOs and district office selected for training programme. 24 educators and two community workers from eight schools trained. 12 health care professionals trained. four centres currently being funded



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TABLE 10

MEASURABLE OBJECTIVES: CARE OF THE AGED				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
Department ensures adequate and appropriate service delivery to vulnerable groups such as older persons.	<ol style="list-style-type: none"> 1. A strategy to deal with elder abuse is implemented by 31/03/04 2. A strategy to promote intergenerational activities by 31/03/04. 3. An assisted living programme is in place for older persons by 31/03/04. 	<p>One strategy to deal with elder abuse implemented</p> <p>A strategy to deal with intergenerational activities in place.</p> <p>Assisted living programme in place for older persons</p> <p>Abuse is responded to within 24 hours</p> <p>141 residential care facilities</p>	<p>Three additional programmes.</p> <p>One intergenerational strategy.</p> <p>One assisted Living programme</p> <p>24 Hours response on abuse.</p> <p>139 homes for the aged</p> <p>173 service centers</p>	<p>Three additional programmes:</p> <ol style="list-style-type: none"> 1. Social Development month programmes covering 8270 persons during which intergenerational activities took place. 2. Oudtshoorn district has implemented forum for older persons that meets monthly and focuses on perpetrators of elder abuse 3. Murraysburg district has a partnership between civil society organizations focusing on elder abuse <p>139 homes funded</p> <p>173 service centers funded</p> <p>One assisted Living programme funded</p>



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PROGRAMME PERFORMANCE

TABLE 11

MEASURABLE OBJECTIVES 3.4. CRIME PREVENTION, REHABILITATION AND VICTIM EMPOWERMENT				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
Department has programmes aimed at providing a caring response to victims as well as preventative measures	1. A provincial victim empowerment programme is implemented to give effect to the national crime prevention strategy and the Victim Charter by 2003.	Stakeholders deliver services aimed at community care and protection in Paarl in an integrated manner One Interdepartmental Victim empowerment programme Committee	One additional crime prevention programme	15 shelters for adults Phase one of 24-hour victimology center completed. Centre launched in Paarl in 2003.
	2. A one-stop child justice centre is established in the Metropole by 2004.	One Child Justice Centre		20 safe beds for emergency admission for older persons who are abused has been made available across the Province
	3. The community care and protection model in Paarl is evaluated by April 2006.			Formalization of the community care and protection plan in Paarl District
	4. The intensive family support project is implemented in Van Rhyndorp from April 2003.	30 families strengthened Family Strengthening programme in Van Rhyndorp	One additional family strengthening programme in Van Rhyndorp	
	5. A programme aimed at an effective emergency response to victims of violence is piloted.	One emergency response pilot	One emergency response pilot Eight shelters for women	Eight shelters for women are funded 15 shelters for adults are funded



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TABLE 12

MEASURABLE OBJECTIVE : SUB-PROGRAMME 3.5 SERVICES TO THE DISABLED				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
The strategy for the transformation of protective workshops is rolled out as of April 2003	<ol style="list-style-type: none"> 1. Complete the operational manual for protective workshops. 2. Capacity building in collaboration with strategic partners. 3. Consult options for low functioning workers who cannot effectively be included in business units. 	<p>43 protective workshops</p> <p>100% of the protective workshops function according to a business model.</p> <p>36 homes for disabled</p>	<p>43 protective workshops function according to business model</p> <p>36 homes for disabled</p>	<p>A brochure marketing the products and services of protective workshops produced, launched and distributed</p> <p>A Task Team has been established and drawn up an implementation plan and developed terms of reference for appointment of service provider who will research the idea of a cooperative model as a means for moving sector towards functioning according to a business model.</p>

TABLE 13

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
1. Department supports and initiates policies and programmes aimed at caring, protecting and developing young children and youth	1. A provincial programme of action for children (PPA) is implemented to ensure compliance with the United Nations Convention on the rights of the child and African Charter by 2003.	<p>One Interdepartmental committee in place</p> <p>Two progress reports</p> <p>One Commissioner for Children's Bill</p> <p>Four meetings per year</p>	Four Meetings and two progress reports on Provincial Plan of Action for Children (PPA)	<p>Provincial plan of action for children in place and meets at least four times a year.</p> <p>A strategic plan was drawn up and implemented</p>



PART TWO PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
	2. The Commissioner for Children's Bill is promulgated in 2003.			All provincial departments forming part of Provincial plan of action for children provide progress reports on quarterly basis
			Commissioner for Children's Bill submitted to Provincial Cabinet	Commissioner for children's Bill was submitted to Cabinet, and awaiting approval.
			40 children's homes	39 children's homes funded
			640 Early Childhood Development centers	640 early childhood development centers funded
			55 afterschool care centers	55 after school care centers funded
			18 shelters	18 shelters funded

2.8.3.5 USE OF APPROPRIATED FUNDS

TABLE F: FUNDS ALLOCATED TO SUB-PROGRAMMES AND ACTUAL EXPENDITURE(R MILLION)

PROGRAMME 3: SOCIAL WELFARE SERVICES	VOTED FOR 2003/04	ROLL-OVERS AND ADJUSTMENTS	VIREMENT	TOTAL VOTED	ACTUAL EXPENDITURE	VARIANCE
Administration	8 190	431	(1 021)	7 600	6 287	1313
Treatment and prevention of substance abuse	7 468	500	-	7968	7968	-
Care of the Aged	95 632	-	971	96 603	96 603	-
Crime prevention, rehabilitation and victim empowerment	11 693	12 911	(4073)	20 531	19 584	947
Services to the disabled	24 135	1 200	700	26 035	26 035	-
Child and youth care and protection	102 479	7 921	4 164	114 564	114 564	-



PART TWO

PROGRAMME PERFORMANCE

2.8.4 PROGRAMME 4: Development and Support Services

2.8.4.1 AIM: To contribute towards an enabling environment in which communities and civil society organizations can be mobilized to participate in social development processes.

PROGRAMME DESCRIPTION

Administration

Overall management and support.

Youth development

To facilitate programmes, services and facilities for child and youth protection and development to uphold and promote the well-being and the rights of young children and the youth.

HIV/AIDS

To provide for integrated services, particularly to women, children, youth affected and infected by HIV/Aids through home/community- based care and support services.

Poverty Alleviation

To reduce poverty through sustainable development programmes with an overall aim of increasing self-reliance of targeted pockets of poverty and the improved social cohesion of specific demographic groups, particularly those vulnerable to the conditions associated with poverty.

To contribute to the Ikapa elihumayo growth and development strategy.

Food relief grant

To provide food relief to vulnerable individuals and households.

NPO and welfare organization development

To facilitate the enhancement of general institutional capacity of non-profit organizations and other civil society providers in order for these institutions to participate in social development.

Where gaps are identified emerging organizations will be assisted to give effect to the Government's agenda.

2.8.4.2 MEASURABLE OBJECTIVES

See tables 14-19

2.8.4.3 SERVICE DELIVERY ACHIEVEMENTS

In this programme the focus was on ensuring that services are integrated, appropriate and of a high quality. This was achieved through a youth leadership programme aimed at moral regeneration; the establishment and operationalising of a Provincial Coordinating Structure for Poverty Alleviation; funded projects dealing with HIV/Aids and provision of food relief. Working towards the establishment of five new multi-purpose centers was a move towards sustainable and pro-active initiatives towards the department's vision of creating a self-reliant society.



PART TWO

PROGRAMME PERFORMANCE

2.8.4.4 SERVICE DELIVERY AGAINST PERFORMANCE TARGETS

TABLE 14

MEASURABLE OBJECTIVES: SUBPROGRAMME 4.1 ADMINISTRATION				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
Overall management and support for the programme	Location of Poverty Directorate within the Department as part of head office restructuring	In accordance with organizational development principles one work study report	Work study report implemented Appointments finalised	Although the initial intention was to locate the poverty directorate in the department, a re-assessment of its transversal nature indicated that for the interim, the poverty function rather than the directorate should be placed in the department. This was done and progress in this regard is provided in Table 17, Sub-programme 4.4.



PART TWO PROGRAMME PERFORMANCE

TABLE 15

MEASURABLE OBJECTIVES: SUBPROGRAMME 4.2 YOUTH DEVELOPMENT				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
1. Department supports programme aimed at providing community based care for youth in conflict with the law	<ol style="list-style-type: none"> 1. Call for proposals. 2. Assess business plans. 3. Enter into service level agreement. 4. Implement programme 5. Monitor and evaluate service in accordance with service level agreement. 	Home based care programme for approximately 20 young persons	<p>Develop specifications</p> <p>Enter into service level agreement</p>	<p>Intended programme could not be realized due to legal constraints.</p> <p>Instead, the home-based supervision programme to all districts were extended.</p> <p>Seven additional assistant probation officers appointed and 14 additional probation officers appointed.</p>
2. Department supports a programme aimed at youth leadership in community development as part of the moral regeneration strategy	<ol style="list-style-type: none"> 1. Call for proposals. 2. Assess business plans. 3. Enter into service level agreement. 4. Implement programme. 5. Monitor and evaluate service in accordance with service level agreement. 	One life-skills programme for youth	<p>Develop specifications</p> <p>Enter into service level agreement</p>	<p>Youth Speak Out programme designed and implemented targeting 120 youth.</p> <p>South African Youth Council enabled to develop youth strategy for poverty alleviation as part of Provincial Anti-Poverty Conference in March 2004.</p> <p>Specifications developed for youth programme</p> <p>Service level agreements finalized and Phase 1 implemented.</p>



PART TWO

PROGRAMME PERFORMANCE

TABLE 16

MEASURABLE OBJECTIVES: SUBPROGRAMME 4.3 HIV/AIDS				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
1. A provincial HIV/AIDS strategy is implemented to give effect to the national and provincial plan for children infected and affected by HIV/AIDS	1. Co- ordinate the implementation of the integrated plan for children infected and affected by HIV/AIDS in the province. 2. Monitor the implementation of national pilot projects and provincial programmes. 3. Co- ordinate capacity building/ training on HIV/AIDS for district staff in respect of national funding. 4. Monitor compliance with conditions of contract. 5. Develop a support programme for caregivers of infected and affected children.	One committee meeting every 6 weeks One coordinator Quarterly and monthly reports accepted and reflect progress.	Eight provincial meetings Four district forum meetings 12 financial progress reports Four output progress reports One coordinator appointed.	Eight provincial meetings Four district forum meetings 12 financial progress reports Four output progress reports Two coordinators and one administration officer appointed. Co-ordinating mechanisms instituted at both provincial and regional levels and functional administrative systems to mentor and monitor community-based programmes implemented Capacity building and training for district coordinators mainstreamed as part of quarterly consultations 150 Home and community-based carers recruited and supported. 47 community-based organizations supported financially



PART TWO PROGRAMME PERFORMANCE

TABLE 17

MEASURABLE OBJECTIVES: SUB-PROGRAMME 4.4 POVERTY ALLEVIATION				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
1 An integrated provincial poverty alleviation strategy has been developed by 31 March 2004.	<ol style="list-style-type: none"> 1. Conduct policy analysis and gap analysis 2. Reach consensus on definition of poverty and indicators 3. Poverty mapping 4. Establish a provincial coordinating structure 5. Develop a communication strategy 6. Write policy 7. Develop a monitoring system 	<p>Existing structure representative of civil society, business, government (particularly local government and faith based organizations).</p> <p>Policy supports provincial poverty profile.</p> <p>Communication strategy</p> <p>Research reports</p> <p>Provincial poverty map</p>	<p>Research report available</p> <p>Indicators available</p> <p>Poverty Map designed</p> <p>Advocacy strategy documents</p> <p>Monitoring system designed</p>	<ul style="list-style-type: none"> - Gap analysis completed - Definition of poverty has been included in draft strategy - 50% of poverty maps completed. - Provincial Coordinating Structure has been established and is operational. - Communication strategy delayed until Cabinet approves the draft strategy - A draft policy strategy is in place - Monitoring and evaluation tool is in place. Ongoing fine-tuning to make it contextually specific.
2 Facilitation of proactive integrated delivery as it relates to the Provincial poverty alleviation strategy	<ol style="list-style-type: none"> 1. Resource audit, gap analysis, best practice research and feasibility studies 2. Design advocacy strategy 3. Special programme development 	<p>Policy and programme planning document</p> <p>Monitoring and evaluation tool available</p> <p>Research reports</p> <p>Service level agreements</p>	<p>Appropriate policies, focused programmes ready for implementation</p>	<ul style="list-style-type: none"> - Funding transferred in respect of 59 programmes supporting the interim poverty alleviation strategy - Reporting requirements met



PART TWO

PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
	4. Develop implementation frameworks 5. Monitoring and evaluation systems 6. Communication and marketing 7. The National Poverty Relief Programme is implemented through funding of the following products: - One rural food production cluster - Three HIV/Aids community-based institutional structures - Two pilot urban renewal initiatives for youth - Four women's production companies or co-ops - Four dual purpose community-based centers that focus on craft 8. A safety net programme for former State Maintenance Grant Beneficiaries is implemented.	Number of special events, information sheets, newspaper articles Food security project for 100 households 500 young persons per urban renewal project 100 women in each of the four production companies 50 children in the dual purpose centres 80% women enrolled and complete training programme (SMG) 20% of participants generate own income (SMG) Programme meets communities' and stakeholders' needs Programme is adequately resourced for effectiveness Programme scope, with time and quality effectively managed Integrated Poverty Reduction policy submitted and populated Appropriate policies, focused programmes ready for implementation	12 input monitoring reports Four outcome monitoring reports One final impact evaluation report (SMG)	- food security to 800 households - 570 HIV/Aids beneficiaries - Urban youth initiatives involved 1819 beneficiaries - 218 women involved in cooperatives - 400 beneficiaries benefiting from dual purpose centers.



PART TWO PROGRAMME PERFORMANCE

TABLE 18

MEASURABLE OBJECTIVES: SUB-PROGRAMME 4.5 FOOD RELIEF GRANT				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
An emergency food relief programme is implemented in Scientific and Industrial Research (CSIR) identified areas and Integrated Sustainable Rural Development Programme (ISRDP) and Urban Renewal Programme (URP) nodal areas.	<ol style="list-style-type: none"> The establishment of food production units in each of 15 designated areas. Strengthening the impact of medical treatment through improved nutritional status and counseling. Establishment of local food provisioning centres. 	Increased food security in 15 identified priority areas;	R20m 19 000 identified households to be provided with emergency food relief. 12 soup kitchens to be expanded and established. Food supplements to be provided to 3000 HIV positive patients	22 143 households provided with emergency food relief; 17 soup kitchens expanded and established Food supplements provided to 3165 HIV positive patients

TABLE 19

SUBPROGRAMME 4.6 NPO & WELFARE ORGANISATION DEVELOPMENT				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
The department ensures community development through supporting programmes aimed at community regeneration	<ol style="list-style-type: none"> Five new multi-purpose centers are established to promote the one stop service concept by 31/ 03/ 04: Khayelitsha, Beaufort-West, Laingburg, Vredendal, Riversdal. 	<p>Five new facilities commissioned</p> <p>Role of development workers clarified</p> <p>One plan for strengthening advice office and volunteers</p>	<p>17 multipurpose centers</p> <p>1 advice office strengthening plan approved</p>	<p>17 multipurpose centers (five new facilities commissioned and launched; 12 existing receive ongoing support)</p> <p>Position paper has been developed for further consultation before finalization.</p>



PART TWO PROGRAMME PERFORMANCE

SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
	<p>2. Development of a communication framework and job design to clarify and establish the role of development workers within the department and with the local authority by June 2003.</p> <p>3. Develop a plan to build the capacity and strengthen the work of advice offices and volunteers by 31 March 2004.</p> <p>4. Assisting social service emerging organizations and institutions in line with the departmental transformation agenda.</p>	Emerging organizations and institutions comply with Public Finance Management Act (PFMA) prescripts		<p>One advice office strengthening plan approved and funded.</p> <p>Eight advice offices in rural areas benefit from this partnership.</p>

2.8.4.5 USE OF APPROPRIATED FUNDS

TABLE G: FUNDS ALLOCATED TO SUB-PROGRAMMES AND ACTUAL EXPENDITURE(R MILLION)

PROGRAMME 3: SOCIAL WELFARE SERVICES	VOTED FOR 2003/04	ROLL-OVERS AND ADJUSTMENTS	VIREMENT	TOTAL VOTED	ACTUAL EXPENDITURE	VARIANCE
Administration	2 260	(1043)	94	1 311	417	894
Youth Development	500	2 000	(18)	2 482	2 367	115
HIV/Aids	5 462	-	-	5 462	5 406	56
Poverty Alleviation	10 881	5 277	-	16 158	15 983	175
Food Relief	20 034	-	-	20 034	19 950	84
Non-Profit & Welfare Organisations	3 678	3 500	153	6 331	6 662	669



PART TWO PROGRAMME PERFORMANCE

2.8.5 Programme 5: Population Development and Demographic Trends

2.8.5.1 AIM

To provide the necessary demographic and interpretive capacity to all provincial departments, but specifically to provincial departments of social development at both the provincial and local levels of government in terms of the population development policies, social development service needs (social security and social welfare service demographic and population trends) and general government policies.

PROGRAMME DESCRIPTION:

Administration

Overall management and support

Population Research and demography

To manage population and development and social research, in support of policy and programme development, both for the implementation of the national population policy and other programmes of the Department of Social Services and Poverty Alleviation.

Capacity building

Develop means to assist government departments to enhance their capacity and expertise in analyzing the linkages between demographic variables and different line function policies and programmes.

2.8.5.2 MEASURABLE OBJECTIVES

See tables 20-22

2.8.5.3 SERVICE DELIVERY ACHIEVEMENTS

Through this programme a number of research initiatives were undertaken such as Geographic Information System representation of social service infrastructure, audit of Early Childhood Development Centres, and social security beneficiary profile. This served to promote equitable distribution of services and ensure that services are appropriate.

2.8.5.4 SERVICE DELIVERY AGAINST PERFORMANCE TARGETS

TABLE 20

MEASURABLE OBJECTIVES: SUB-PROGRAMME 5.1 ADMINISTRATION				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
A departmental Research coordinating committee is in place by June 2003.	1. Obtain nominations from each directorate. 2. Convene quarterly to determine population and research needs.	One committee meeting quarterly Quarterly meetings Minutes of meetings	Four meetings	Only one meeting took place as a result of the restructuring of the department.



PART TWO

PROGRAMME PERFORMANCE

TABLE 21

MEASURABLE OBJECTIVES: SUB-PROGRAMMES 5.2 POPULATION DEVELOPMENT AND DEMOGRAPHIC TRENDS				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
Implementation of the provincial population research programme that entails commissioning two research projects, producing seven internal research reports and 14 socio-demographic profiles	<ol style="list-style-type: none"> Commissioning population research: <ul style="list-style-type: none"> - Projection model - Migration study Undertaking own population research Producing community profiles of 14 district offices based on 2001 Census 	<p>Nine research projects implemented</p> <p>Research projects have commenced according to schedule and results/reports are published.</p> <p>Reports are in line with Census 2001 results</p>	<p>Two Commissioned research reports</p> <p>Seven internal research reports</p> <p>14 district office profiles</p>	<p>One commissioned research report: social security beneficiary profile</p> <p>Seven Internal research reports</p> <p>14 district office profiles</p> <p>18 ad hoc community profiles</p>
Produce 12 research reports that will provide base-line data for departmental programmes and projects.	<p>Undertake the following research projects:</p> <ol style="list-style-type: none"> Transformation project Geographic Information System (GIS) representation of social service infrastructure Audit of early childhood development centers Social Security beneficiary profile Community development workers 	<p>Completing five existing projects and implementing seven new research projects.</p>	<p>Conclude five existing projects</p> <p>Commence seven new projects</p>	<p>Five existing projects completed</p> <p>Seven new projects completed</p>



PART TWO PROGRAMME PERFORMANCE

TABLE 22

MEASURABLE OBJECTIVES: SUB- PROGRAMME 5.3 CAPACITY BUILDING				
SUB-PROGRAMME	OUTPUT	OUTPUT PERFORMANCE MEASURE/ SERVICE DELIVERY INDICATORS	ACTUAL PERFORMANCE AGAINST TARGET	
			TARGET	ACTUAL
Implementation of the provincial population advocacy programme that entails the dissemination of relevant population-based and demographic information to stakeholders at eight workshops and the development and hosting of two population based activities.	<ol style="list-style-type: none"> 1. World population day workshop: State of SA Population Report. 2. UNPA poster competition 3. Schools programme 4. PAWC/ASSA population projection roll-out programme 5. Census 2001 results awareness 	<p>Hosting eight workshops to disseminate information and 12 population-based advocacy activities.</p> <p>Participation, feedback and response.</p>	<p>Eight workshops</p> <p>Two population-based activities</p>	Census 2001 results were only released in February 2004, therefore these activities were deferred to 2004/05
The commissioning of an audit to determine the extent of implementation of the training and capacity development principles contained in the Population Policy for South Africa and the capacity development training of staff.	<ol style="list-style-type: none"> 1. Provincial Population capacity building and development programme 2. Capacitating own staff 	<p>One commissioned project</p> <p>Two staff members attend training</p> <p>Completion of review audit</p> <p>Number of certificates conferred</p>	Capacity audit completed	Audit of directorate and district offices completed.



PART TWO

PROGRAMME PERFORMANCE

2.8.5.5 FUNDS ALLOCATED TO SUB-PROGRAMMES AND ACTUAL EXPENDITURE (R MILLION)

TABLE H

PROGRAMME 5: POPULATION DEVELOPMENT AND DEMO- GRAPHIC TRENDS	VOTED FOR 2003/04	ROLL-OVERS AND ADJUST- MENTS	VIREMENT	TOTAL VOTED	ACTUAL EXPENDI- TURE	VARIANCE
Administration	561	-	320	881	850	31
Population research and Development	4 389	(2 201)	92	2 280	2 089	191
Capacity Building	50	-	(50)	-	-	-



PART THREE

REPORT OF THE AUDIT COMMITTEE

REPORT OF THE AUDIT COMMITTEE ON THE DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION (VOTE 7) FOR THE FINANCIAL YEAR ENDED 31 MARCH 2004

3 INTRODUCTION

We are pleased to present our report for the above-mentioned financial year.

3.1 APPOINTMENT OF AUDIT COMMITTEES

A Centralised Audit Committee was appointed on 23 June 2003 for the period 01 April 2003 to 31 March 2005 by Cabinet Resolution 75/2003 dated 30 April 2003. This was followed by the establishment of independent Audit Committees for the departments of Health, Education and Social Services and Poverty Alleviation. In the case of the Department of Social Services and Poverty Alleviation, meetings of the new committee, consisting of Prof Pieter le Roux, Ms Amelia Jones, Ms Mpumie Plaatjie and Mr Juan Smith took place at three occasions during May and August 2004. A fifth member that was nominated to the committee did not accept the appointment. The committee wishes to point out that it was not possible to continuously monitor progress since it only became operative subsequent to the end of the financial year under review. Furthermore it must stress the need to find an external member or members with auditing experience.

The Audit Committee for Social Services and Poverty Alleviation met both separately and together with the other Audit Committees, to develop and adopt a transversal Audit Charter and to deal with organizational and training matters.

3.2 AUDIT COMMITTEE RESPONSIBILITY

The Audit Committee reports that it has met thrice to consider its charter and to evaluate the reports it has received. The Audit Committee wishes to report that it has regulated its affairs and has discharged its responsibilities to the best of its abilities in terms of the Audit Charter it adopted and the PFMA, except that it did not address internal audit issues as envisaged in its Charter and the PFMA, due to the suspension of Internal Audit activity in 2003 (Provincial Treasury Circular No. 25/2003).

3.3 FORENSIC INVESTIGATIONS

The Audit Committee has received a report from the Forensic Investigations Unit. Although this unit is specifically tasked with investigations of complaints against officials, it has also investigated during the year under review alleged irregularities in poverty alleviation projects, which have been launched by other departments, and were transferred to the department of Social Services and Poverty Alleviation. The Forensic Investigations Unit recommended stricter control by the department over expenditure of funds by project managers. The Committee wishes to support this recommendation, and also the department's establishment of a Monitoring and Evaluation Unit.



PART THREE

REPORT OF THE AUDIT COMMITTEE

In addition the Audit Committee noted that the staff of the Forensic Investigations Unit is to be expanded in order to enable it to deal more expeditiously with the pending cases against officials and it wishes to express its support for this expansion.

3.4 EFFECTIVENESS OF INTERNAL CONTROL

The system of internal control relating to asset management could not be effectively implemented. The transversal "LOGIS" system was not able to do this, and the department did not get permission from the Treasury to purchase an alternative system. As a result compliance with prescribed policies and procedures were lacking. The intention to implement additional "LOGIS" modules serving as an asset register, has been noted. The Audit Committee wishes to stress that it is essential that an operational system be established expeditiously.

The Audit Committee notes with concern that during the year under review, no internal audit work was performed in the department. Internal audit plans for 2003/ 2004 were suspended in 2003 in terms of a decision of Top Management and the Executive (Cabinet), The Sihluma Sonke Consortium appointed on a three-year rollout plan for internal audit services, has focused internal audit resources in the first year (2004/2005) on the three major departments, which thus will include the Department of Social Services and Poverty Alleviation.

In view of the above, this Audit Committee has had to rely largely on the audit work and the opinions of the Office of the Auditor-General.

The investigation into corruption by beneficiaries is the responsibility of the Chief Financial Officer of the Department. The committee took note of problems in implementing successful prosecutions against beneficiaries and wishes to support the request by the Chief Financial Officer that a person with legal background should be appointed to assist with this task.

The committee noted that the risk assessment for the department has now been completed, but that this was done after the end of the year under review.

3.5 EVALUATION OF FINANCIAL STATEMENTS

The Audit Committee has:

- 1 Reviewed and discussed with the Auditor-General and the Accounting Officer the audited annual financial statements to be included in the annual report;
- 2 Reviewed the Auditor-General's management letters and the responses thereto;
- 3 Reviewed the Auditor-General's report.

The Audit Committee concurs and accepts the conclusions of the Auditor-General on the annual financial statements and is of the opinion that the audited annual financial statements be accepted and read together with the report of the Auditor-General.



PART THREE

REPORT OF THE AUDIT COMMITTEE

The Audit Committee shares the concern about the overpayment of R17 million to beneficiaries. It was noted that this problem is particularly difficult to control given the shortcomings of the existing Socpen system. The Audit Committee further wishes to commend the department's success with the new pipeline system reported by the Auditor-General, but takes note of the concern of the Auditor-General that there are weaknesses in the internal control over grant payments, especially those applied for prior to November 2003. It is noted that the social security function will be taken over by a National Agency. The committee expresses concern about the possibility of doing this effectively within the time frame proposed.

The Audit Committee notices with concern that although management has introduced policies and procedures with regard to the certification of pay sheets, these policies have not been complied to in 17% of the cases investigated.

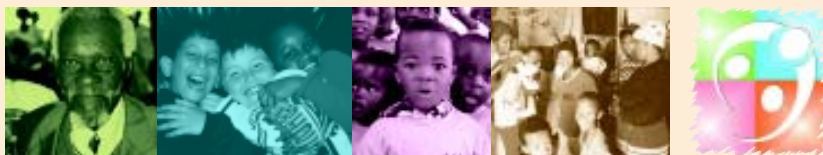
3.6 APPRECIATION

The Audit Committee wishes to express its appreciation to Mr Charles Clacher of the Provincial Treasury, Officials of the Department, the Auditor-General and the Sihluma Sonke Consortium for their assistance and co-operation in compiling this report.

(P J du Pré le Roux)

CHAIRPERSON OF THE AUDIT COMMITTEE OF THE PROVINCIAL COMMITTEE FOR THE DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION

Date: 5 August 2004



PART FOUR ANNUAL FINANCIAL STATEMENTS

4.1 MANAGEMENT REPORT AND APPROVAL FOR THE YEAR ENDED 31 MARCH 2004

Report by the Accounting Officer to the Executive Authority and the Western Cape Provincial Parliament.

4.1.1. GENERAL REVIEW OF THE STATE OF FINANCIAL AFFAIRS

POLICY DECISIONS

The following policy decisions were made:

- The qualifying age for the Child Support Grant was extended to all children under the age of nine (9) years with effect from 1 April 2003. A target of 48 456 children was set by the national Department of Social Development and the province succeeded in reaching the set target. A further extension will be phased in over the next two financial years to eventually reach all children under the age of 14 years. The department conducted extensive marketing of this grant type, to inform the public thereof.
- The Bills for the establishment of a National Social Security Agency and accompanying Social Assistance legislation were tabled in Parliament.
- In terms of the Disaster Management Act, 2002 (Act 57 of 2002) the Directorate: Social Security submitted a draft policy discussion document on the department's responsibility with regard to disasters and the co-operative governance with other stakeholders inclusive of municipalities. A component for the management of disasters was established within the Directorate: Social Security.
- The Remuneration and Retention Strategy for Social Workers: In terms of this policy decision the salary levels of social workers will be increased. This is part of a retention strategy whilst also recognising the professional work done by specialist social workers that are not managers.
- The Policy on Financial Awards to NGO's redefines the funding relationship between government and the NGO sector. It was approved by MINMEC in February 2004, with an anticipated implementation date of 1 April 2005. Whereas the previous strategy looks only at social workers salaries, this policy looks more broadly at the funding of services.
- The enactment of the Child Justice Bill will have both personnel and financial implications for the department. This forms part of the investigation into the department's district offices that are currently in progress.
- Further policies like the migration plan have to be strengthened in order to under grid the department's transformation agenda:
 - 1 Restructuring and the impact thereof
 - 2 Mainstreaming of the poverty function
 - 3 Transformation
 - 4 Own facilities – to review the management, operations and services at eight residential facilities in order to ensure appropriate, efficient and cost effective service delivery.
 - 5 Funded and new service organisations – to redirect and align resources to areas of greatest need in a manner that is equitable, accountable, efficient and cost effective.



WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7

PART FOUR
ANNUAL FINANCIAL STATEMENTS

- The Provincial Tender Board was abolished with effect from 1 January 2004 and departments had to develop their own Accounting Officer's Framework in terms of Section 38 (1) (a) (iii) and (iv), (b) and (d) of the PFMA (Act No. 1 of 1999).
- The Ministerial Advisory Committee Bill process was completed. The legislative process will be completed during the 2004/05 financial year.

Significant events that took place during the year:

- A one-day conference was hosted by the department with the municipalities to foster better co-operative governance on several issues e.g. disasters, the establishment and utilisation of multi-purpose centres, research, youth development and the utilisation of halls for payment of grants.
- A disaster summit at Peninsula Technikon was held during August 2003 where the aim was to institute prevention and mitigation measures to alleviate the impact of disasters in the informal settlements.
- In March 2003, the department in conjunction with the national Department of Social Development launched an International Year of the Family (IYF) event in Delft to serve as a platform for a three year programme to support families – linked to moral regeneration movement. On the day, officials from district offices completed new applications for social assistance at the event.
- To make the services of the department more accessible to the public two additional district offices were established in Caledon and Gugulethu. Furthermore, seven new pay points were established and the counter services were increased from 170 to 200.
- A Poverty Indaba was held with the following objectives:
 - To accelerate the development of an Integrated Poverty Reduction Strategy for the Province.
 - To provide a forum for public participation on the poverty reduction debates.
 - To promote inter-sectoral collaboration aimed at reducing poverty, and
 - To provide a platform for the planning of a programme of action.

Major projects undertaken or completed during the year:

- The department embarked on an extensive marketing campaign to raise awareness of the qualifying age of the child support grant extension as well as all other grant types.
- A pilot project, assessing the levels of transformation, relevance of service delivery and adherence to legislative prescripts and mandating funded organisations, has been completed.
- To alleviate the pressures experienced at district offices with the tremendous influx of applications and accompanying build up of backlogs, a task team was established to fast track the processing of all new applications. This team operated from a centralised venue in Mowbray. For the management of this specific project a contract worker was appointed.



**WESTERN CAPE PROVINCE
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PART FOUR ANNUAL FINANCIAL STATEMENTS

- Several Socpen related projects were conducted e.g.:
 - Cancellation of all temporary disability grants where the medical coverage has lapsed.
 - Cancellation of the grants in respect of deceased children.
 - Any large amounts generated on the payment file of Socpen.
- In collaboration with the Directorate: Internal Audit, a project was launched to identify beneficiaries with other financial assistance that could impact on their eligibility for social grants (e.g. Persal, Fishing Industry, Municipalities, etc.).
- The department established partnerships with NGO's to educate beneficiaries on debt counselling, debt management and financial education. A project to raise awareness amongst beneficiaries of the unlawfulness of using their grants as guarantee to obtain loans from micro-lenders was implemented.
- In order to enhance service delivery to clients the decision was taken to acquire the services of an outside service provider to provide training with regard to customer services according to the clients that the department is serving.

SPENDING TRENDS

The original budget allocation of the department for the 2003/04 financial year amounted to R3 762 824 000. During the Adjustments Estimate an amount of R124 960 000 was appropriated which resulted in the final budget allocation of R3 887 784 000.

Conditional grants received from the national Department of Social Development amounted to R95 055 000, which are included in the final budget allocation.

The conditional grants received were allocated as follows:

• Child support extension grant (7-14 years)		R 72,121,000
· Original budget	R 57,355,000	
· Adjustments Estimates	R 14,766,000	
• HIV/Aids programmes		R 2,900,000
• Food relief grant		R 20,034,000



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During the Adjustments Estimates for the 2003/04 financial year the following additional amounts were appropriated:

From the National Department:

Financing the higher take-up rate in grants to the disabled	R	48,000,000
Child Support extension grant (7-14 years)	R	14,766,000

From the Provincial Treasury:

Youth development	R	2,000,000
Non-profit and welfare organisations development	R	1,000,000

From other Votes:

Awarding and administration of bursaries for part-time studies	R	92,000
Establishment of the departmental audit committee	R	75,000

The following amounts were carried over from the 2002/03 financial year and was approved during the Adjustments Estimates for the 2003/04 financial year:

Conditional grants

Arrear payments to social grant beneficiaries	R	57,927,000
Building of a One-Stop Child Justice Centre	R	1,100,000

The financing sources of the 2003/2004 budget were as follows:

From the Provincial Revenue Fund	R	3,744,729,000
From the national Department of Social Development	R	143,055,000



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An amount of R18, 211,738,26 was collected in respect of other receipts and was paid into the Provincial Revenue Fund. This amount was received mainly from the following sources:

- Interest gained on pension advances from the pay-out agent, ALLPAY.
- Recoveries: previous years.

Under- /overspending:

The unspent funds for the 2003/04 financial year amounts to R117,157,000.

The underspending of funds is due to the following:

- The site for the building of the One-Stop Child Justice Centre could only be finalised during the latter part of the financial year.
- The arrear payments to social grant beneficiaries project could not be completed due to outstanding cases.
- Non-filling of vacancies due to the restructuring at head office and the district office.
- Although the department met the target set by the national Department of Social Development for the uptake of children in the extension of the child support grant (7 to under 9 years) and, the uptake of children in the existing child support grant (0 to under 6 years) was much slower than anticipated. This was due to children not being in receipt of valid birth certificates who therefore cannot access the social grant system.
- No grant for the disabled and care dependency were put into payment without the authorisation of the special unit established at each office. This, together with the cancellation at district offices of all temporary disability grants where the medical coverage has lapsed, contributed to the overall saving in the budget. This province was the only one in the country to remain within budget.
- Due to the projected over expenditure in respect of an increase in social grant beneficiaries, austerity measures were implemented during August 2003 which resulted in savings (unspent funds).

The department applied for the amount of R107, 902,000 of the unspent funds to be carried-through to the 2004/05 financial year to address the following areas:

- | | |
|--|--------------|
| • Appointment of additional staff and administrative costs for the registration, administration and processing of the child support grant extension (7-14 years) | R 11,799,000 |
| • Acquisition of furniture for staff responsible for the implementation and administration of the food relief grant in the Western Cape | R 20,000 |



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• Payment of a data capturing service provider and lease of office equipment in respect of the food relief grant	R 64,000
• Arrear payments to social grant beneficiaries and associated costs in accordance with Regulation 11 on back pay	R 85,304,000
• Building of a One-Stop Child Justice Centre	R 1,100,000
• Social capital programmes and projects	R 9,776,000

As in previous years the department again experienced budget pressures with the increase in beneficiaries, especially in terms of the child support grant and disability grants. These increases resulted in less funds being available for other services.

- The department once again introduced strict control measures to ensure that all beneficiaries on the system qualify for their grants. The disability grant task team established in the previous financial year to scrutinise all disability grant and care dependency grant applications and to authorise payments, was disbanded and the function transferred to each of the district offices with the necessary guidelines and training. All applications were assessed according to the Social Assistance Act and Regulations, the established uniform "pipeline" and the correct completion of the medical and application forms.

4.1.2. SERVICES RENDERED BY THE DEPARTMENT

4.1.2.1. The department rendered the following services:

- The disbursement and administration of social assistance grants in accordance with the Social Assistance Act And Regulations, 1992 (50 of 1992) as amended by the Welfare Laws Amendment Act, 1996 (106 of 1996).
- Effective and quality social welfare services to poor and vulnerable individuals and communities by facilitating policies, funding, guidance and support to non-profit organisations (NPO's) and other social welfare service providers.
- Contributing towards an enabling environment in which communities and civil society organisations can be mobilised to participate in social development processes.
- Provision of the necessary demographic and interpretive capacity to the department and province in terms of population development policies, social development services needs and general government policies.
- Poverty alleviation initiatives including food relief
- Overall management.



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4.1.2.2 Tariff policy

None of the services rendered by the department were subject to any tariff.

4.1.2.3 Free Services

This department rendered no free services which would have yielded significant revenue had a tariff been charged.

4.1.2.4. Assets

The Provincial Treasury is currently in the process of obtaining a transversal system to address the lack of a proper procurement and asset register. This department is thus unable to provide information regarding the value of assets on hand, at year-end.

4.1.3. CAPACITY CONSTRAINTS

- The number of beneficiaries increased from 457 605 on 31 March 2003 to 511 345 on 31 March 2004 while the staff establishment remained unchanged. This resulted in the appointment of a further 98 contract workers to assist the district offices with the child support grant and processing of applications. Pressures were experienced in the registry section of each district office and of the above-mentioned 98 contract workers, 49 were allocated to help with duties in the registries.
- A further constraint is the outdated and insufficient computer equipment at each of the district offices. In this regard a needs analysis for computer equipment was undertaken at each of the district offices and procurement thereof commenced during March 2004.
- The organisation restructuring and the matching and placement of staff within the new organogram created vacancies.
- The scope and volume of work that is currently facing the external team of the Directorate Monitoring and Evaluation includes the assessment of 1 300 organisations located in various parts of the province. Currently there are 12 members in a team producing only 16 reports based on assessment of organisations per month. This imbalance between the human resources available to carry out the tasks at hand and the load of work does hamper the speed at which these organisations can be assessed for the relevance of service. To address this discrepancy various options are being reviewed which includes the procurement of a service provider/s to speed up the assessment of the funded organisations. Furthermore, the services of nursing professionals have been secured from some of the facilities to address the shortage of such a skill crucial for the assessment of the nursing home and facilities for the physically challenged. Legal services are procured whenever needed. In addition the services of human resources personnel will be secured when the need arises.



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4.1.4. OTHER ORGANISATIONS TO WHICH TRANSFER PAYMENTS HAVE BEEN MADE

- 1 Transfer payments from the Poverty Alleviation Fund, amounting to R15 983 082 was transferred to various Non-Government, Community-Based and Faith-Based Organisations, and municipalities to address food security, short and medium term job creation and capacity building and skills development initiatives.
- 2 The department approved projects in respect of HIV/Aids programmes to the amount of R5 234 632 to 47 non-governmental organisations. The focus of this funding was on awareness and advocacy of the impact of the pandemic on youth, children and families; training and capacity building of both caregivers and volunteers from civil society; partnership / intersectoral collaboration with other stakeholders; as well as creating accessible services and programmes for children infected and affected by the pandemic.
- 3 Funds for the building and upgrading of multi-purpose centres were transferred to the following municipalities:
 - o Beaufort West in respect of the Beaufort West Multi-purpose Centre,
 - o Laingsburg in respect of the Laingsburg Multi-purpose Centre,
 - o Matzikama in respect of the Vredendal Multi-purpose Centre and
 - o City of Cape Town in respect of the Khayelitsha Multi-purpose Centre.

The purpose of the multi-purpose centre programme of the department is to provide a mechanism that will facilitate integrated and sustainable development initiatives and ensure accessible, multi-sectoral service delivery. The department entered into agreements with municipalities to ensure accountability for all expenses.

4.1.5. PUBLIC / PRIVATE PARTNERSHIPS (PPP)

4.1.5.1. ALLPAY Western Cape

The department has had a partnership with ALLPAY Western Cape since April 2000 for the pay-out of grants. This is due to the fact that the department is not in a position to undertake this particular function and there is a risk involved for the staff of the department in terms of robberies at the pay points. The contract period with Allpay expired on 31 March 2004 and the Departmental Tender Committee granted an extension for a further period of one-year till 31 March 2005.

The main agreement and service level agreement with Allpay continues to exist. These agreements are monitored on a monthly basis at various levels.

- 1 Area forum meetings
- 2 Provincial forum meetings
- 3 Steering committee meetings



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A sound working relationship exists with ALLPAY. The department pays ALLPAY a service fee of R16.75 per transaction, which will be increased in the new financial year according to contractual requirements.

The department also has a partnership with ALLPAY for the provision of helpdesks at the 300 pay points. A service fee of R383 382 per month is paid to ALLPAY to render this service. A main agreement and service level agreement are in place.

4.1.5.2. NAMPOST (NAMIBIA POST)

An agreement has also been reached with Nampost (Namibia) to pay the South African beneficiaries in Walvis Bay. A service fee of R9,00 per transaction is paid to Nampost.

4.1.5.3. Employee Assistance Programme

The department has outsourced the employee assistance programme. The private public partnership commenced in November 2002. The department has drawn up a service level agreement with Independent Counselling and Advisory Service Southern Africa (ICAS). The agreement is monitored on a monthly basis as well as a quarterly basis by comparing monthly statements with reports and services rendered as per agreed pricing schedules.

The following services are offered by the programme:

- 1 Telephone counselling
- 2 Face – to – face counselling
- 3 Referrals for long term interventions
- 4 Critical incident debriefing for groups

The amount paid per month varies in accordance with the number of users and is on average R3 422.10 per month.

4.1.5.4. Customer care and diversity management training programme

The department has outsourced the training for customer care and diversity management of all employees. The training will be rolled out during this financial year and will ensure that in terms of our "Batho Pele Principles", citizens will receive a service that government can be proud of.

The public private partnership commenced in March 2004. The agreement will be monitored on a monthly basis at the following levels:

- Project Task Team Meetings
- Steering Committee Meetings

The total cost for the tender is R 3,950,000.



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4.1.5.5. BOSASA

The completion of the building for the Clanwilliam Secure Care facility is expected to be finalised in August 2004. The department, through the tender process, outsourced the management of this facility and a tender was accepted in March 2004. This facility will accommodate 50 boys who await trial. BOSASA, an empowerment company, won the tender and the service level agreement will be finalised once the service commences.

The tender for the management of the Horizon Secure Care Facility that was originally awarded to Bosasa, was extended until 2005, when new tenders will be called for. This facility accommodates 170 boys who await trial. All the necessary agreements have been finalised.

4.1.6. CORPORATE GOVERNANCE ARRANGEMENTS

- In terms of the PFMA requirements, all managers and staff are required to disclose all financial interest that might prejudice their performance as staff employees of the department.
- The internal audit function and risk assessment and the establishment of the departmental audit committee were outsourced.
- The toll-free number of the department, where the public can raise complaints, issues pertaining to social grants, alleged fraudulent activities, etc. was transferred to the Provincial Call Centre.
- Pioneering a new project that will give direction to a national mandate, that is to promote good governance within the public sector. In this regard, the department conducted extensive research, which culminated in the identification of best practice measuring and its adaptation to the department's needs. The measuring instrument is called Organisational Capacity Assessment Tool (OCAT). The implementation of this instrument in the province has led to its adoption by other provinces including the national department as an appropriate measuring tool for assessing governance and accountability issues in the public and funded organisations. The measuring tool has to be aligned with the all the strategic documents that address the department's transformation imperatives. As a result of the implementation of the OCAT tool in assessing both the funded and own services, a database is being developed which would speak to the principles of good governance in the public service and on the Batho Pele Principles.

4.1.7. DISCONTINUED ACTIVITIES / ACTIVITIES TO BE DISCONTINUED

- The restructuring of the department resulted in the abolishment of the Customer Services Directorate and the establishment of the Monitoring and Evaluation Directorate. The Monitoring and Evaluation Directorate is promoting the principles of good governance in the department and the funded organisations.

4.1.8. NEW / PROPOSED ACTIVITIES

- The extension of the child Ssupport grant will be marketed in the nodal areas to continue to reach the national target set for the province.
- A new model for the assessment and awarding of grants for the disabled and care dependency.



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- Interfacing of SOCPEN system with Persal, Government Pensions Fund and UIF to identify and eliminate possible irregular activities.
- The expansion of support and development of communities through social capital projects that will create and enhance the communities networking capacity.
- Risk assessment and audit committee oversight.
- Asset management

4.1.9. EVENTS AFTER THE REPORTING DATE

- The Bills on the establishment of the South African Social Security Agency and accompanying Social Security legislation were tabled in Parliament and an acting Chief Executive Officer was appointed at the national department to implement the phasing in of the Agency in Provinces.
- The signing of a service level agreement with the national department of Social Development to render services to beneficiaries in Walvis Bay on an agency basis.
- The payment of arrear grants in terms of Regulation 11 to beneficiaries, who qualify but did not report to the department during the past two financial years, will be processed on an on-going basis.
- In terms of the Remuneration and Retention Strategy for Social Workers the salaries of social workers will be increased during the new financial year.
- Formulation of the Poverty Strategy by conducting workshops, etc. after the Poverty Summit in March 2004.
- The building of a Secure Care Facility in Clanwilliam is in the final stages of completion and will be commissioned during September 2004.

4.1.10. PROGRESS WITH FINANCIAL MANAGEMENT IMPROVEMENT

- Senior/Middle Managers attended the Public Finance Management Programme (Modules I & II) in order to enhance effective and efficient public spending.
- The department decided on a fully fledged cost centre approach to improve controls at district offices and make district managers more accountable.
- The department commenced with risk assessments and will align its Fraud Prevention Plan.

4.1.11. PERFORMANCE INFORMATION

- The framework set-up by the Provincial Treasury is used to establish to what extent the department is functioning towards the required and prescribed standards in accordance with the Public Finance Management Act.
- Measures are designed by the Chief Financial Officer in order to address the issues where the department does not comply with the requirements.
- During the reporting period, the department complied with the regulation as per the framework introduced by the Provincial Treasury. Where improvement was needed, the department identified plans of action to address the issues.



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4.1.12. OTHER

- During 2002/03 financial year the department utilised and amount of R63, 741 million of the Conditional Grant: Arrear Payment to social grant beneficiaries (Regulation 11) to make good the over expenditure on disability grants. Approval of the utilisation of the conditional grant for other purposes was sought from the national Department of Social Development and approval in this regard is still awaited.
- The statement of changes in net assets/equity is more attuned to accrual accounting. This statement therefore reflects only zero balances and consequently this department did not submit the statement.

Approval

The annual financial statements set out on pages 55 to 108 have been approved by the Accounting Officer.

.....
Ms K Lubelwana

Acting Accounting Officer

Date: 31 May 2004



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AUDITOR - GENERAL

4.2. REPORT OF THE AUDITOR-GENERAL TO THE PROVINCIAL PARLIAMENT OF THE WESTERN CAPE ON THE FINANCIAL STATEMENTS OF THE DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION (VOTE 7) FOR THE YEAR ENDED 31 MARCH 2004

1. AUDIT ASSIGNMENT

The financial statements as set out on pages 71 to 108, for the year ended 31 March 2004, have been audited in terms of section 188 of the Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996), read with sections 3 and 5 of the Auditor-General Act, 1995 (Act No. 12 of 1995). These financial statements, the maintenance of effective control measures and compliance with relevant laws and regulations are the responsibility of the accounting officer. My responsibility is to express an opinion on these financial statements, based on the audit.

2. NATURE AND SCOPE

The audit was conducted in accordance with Statements of South African Auditing Standards. Those standards require that I plan and perform the audit to obtain reasonable assurance that the financial statements are free of material misstatement.

An audit includes:

- examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements,
- assessing the accounting principles used and significant estimates made by management, and
- evaluating the overall financial statement presentation.

Furthermore, an audit includes an examination, on a test basis, of evidence supporting compliance in all material respects with the relevant laws and regulations which came to my attention and are applicable to financial matters.

I believe that the audit provides a reasonable basis for my opinion.



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3. QUALIFICATION

Overpayments of social grants

[Annexure 8 and 9, page 108 to financial statements]

During the financial year overpayments in respect of social grants, amounting to R17 178 522 in 5 774 cases (R17 163 256 in 7 344 cases at 31 March 2003) were made. This had not yet been recovered or written off at 31 March 2004. In addition to the above R8 862 205 (3 883 cases), in respect of social grants debt, had been written off during the year under review.

During the audit of social security grants, further overpayments amounting to R405 660 (45 cases) were identified. These errors translate into potential additional overpayments, which cannot be quantified.

Due to the nature of the circumstances of the beneficiaries and the inadequate system controls of SOCPEN, doubt exists regarding the existence, completeness and recoverability of outstanding amounts. Receivables in the balance sheet may, therefore, be overstated by an undetermined amount.

4. QUALIFIED AUDIT OPINION

In my opinion, except for the effect on the financial statements of the matter referred to in paragraph 3, the financial statements fairly present, in all material respects, the financial position of the department at 31 March 2004 and the results of its operations and cash flows for the year then ended, in accordance with prescribed accounting practice and in the manner required by the Public Finance Management Act, 1999 (Act No. 1 of 1999) (PFMA).

5. EMPHASIS OF MATTER

Without further qualifying the audit opinion expressed above, attention is drawn to the following matters:

5.1 ASSET MANAGEMENT

[Annexure 4, page 104 to financial statements]

The logistical information system (LOGIS) register, which is the official register for accounting purposes, does not contain sufficient information regarding the assets. Consequently the department was unable to present a proper asset register for audit purposes.

5.2 OVERDRAFT ON PAYMASTER GENERAL ACCOUNT

[Balance sheet, page 90 and note 16 to financial statements, page 97]

A confirmation letter from the department's bank indicated that the department had an unfavorable bank balance of R165 174 418 at 31 March 2004. This balance resulted from the transfer at year-end by the



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Provincial Treasury of an amount of R172 983 235 to the Department of Health for long outstanding debt. This overdraft is contrary to section 66(1) of the PFMA.

5.3 INTERNAL CONTROL

5.3.1 Social security grant payments

The pension files for this year's audit were randomly drawn across the district offices from the Socpen system of beneficiaries who received a grant payment in November 2003. The files selected were examined to ensure they contained the standard application documentation, personal information of the grantee and verification by the officials of the department. Any deficiency in this regard was classed as an error. In October 2002 the department embarked upon the "pipeline" process to streamline the application of new cases for social security grant payments. In the table below, a comparison is made of errors between files that were input onto the system before the "pipeline" process and those generated after the process:

BREAKDOWN OF POPULATION: DISTRICT OFFICES AUDITED	TOTAL SAMPLE	SAMPLE PRE-PIPELINE	SAMPLE POST-PIPELINE	TOTAL ERRORS	ERRORS PRE-PIPELINE	ERRORS PRE-PIPELINE AS %	ERRORS POST-PIPELINE	ERRORS POST PIPELINE AS %
Atlantis	187	166	21	121	116	70%	5	24%
Beaufort –West	182	156	26	121	111	71%	10	38%
Bellville	187	141	46	49	45	32%	4	9%
Caledon	120	100	20	31	31	31%	1	5%
Cape Town	177	177	0	44	43	24%	0	0%
Eerste River	200	160	40	42	34	21%	8	20%
George	180	136	44	12	11	8%	1	2%
Mitchells Plain	225	200	25	10	9	5%	1	4%
Wynberg	187	147	40	9	9	6%	0	0%
Khayelitsha	230	184	46	121	112	61%	9	15%
TOTALS	1875	1567	308	560	521	33%	39	13%

The above-mentioned comparison indicates that the "pipeline" process has eliminated a significant number of internal checking and control deficiencies that are evident prior to its implementation.



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5.3.2 Submission of pay sheets

Notwithstanding the previous year's audit findings and the corrective steps indicated by the department the following shortcoming was once again encountered during the audit of the year under review.

Various pay points did not submit copies of the certified pay sheets to head office indicating that staff that were paid had in fact worked in the appropriate months (an average error rate of 17% was detected for the months selected).

Although management had introduced policies and procedures, the relevant personnel neglected to follow these policies and procedures consistently, which could lead to salary overpayments.

5.4 CONDITIONAL GRANTS

[Annexure 1, page 101 and Management Report, page 55]

As indicated in the above-mentioned annexure, the budget for the child support extension grant (7-9 yr old) was under spent by R11 799 000.

5.5 PERFORMANCE AUDIT

During the year under review a performance audit on the management of sick leave benefits was performed for which a separate audit report will be issued.

5.6 INTERNAL AUDIT

No internal audits were performed at the department during the 2003/04 financial year.

5.7 PREVIOUS AUDIT REPORT

As noted on page 66 in paragraph 4.12 of the Management Report, approval for the utilisation of the conditional grant to absorb over-expenditure on disability grants had not yet been received. Unless this approval can be obtained the expenditure should be dealt with as irregular in terms of sections 38(h)(iii) and 81(1)(b) of the PFMA.

6. APPRECIATION

The assistance rendered by the staff of the department during the audit is sincerely appreciated.

W.J. Brits
for Auditor-General
Bellville
30 July 2004



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4.3. STATEMENT OF ACCOUNTING POLICIES AND RELATED MATTERS FOR THE YEAR ENDED 31 MARCH 2004

The financial statements have been prepared in accordance with the following policies, which have been applied consistently in all material respects, unless otherwise indicated. However, where appropriate and meaningful, additional information has been disclosed to enhance the usefulness of the financial statements and to comply with the statutory requirements of the Public Finance Management Act, Act 1 of 1999 (as amended by Act 29 of 1999), the Treasury Regulations for Departments and Constitutional Institutions issued in terms of the Act and the Division of Revenue Act, Act 7 of 2003.

4.3.1. BASIS OF PREPARATION

The financial statements have been prepared on a modified cash basis of accounting, except where stated otherwise. The modified cash basis constitutes the cash basis of accounting supplemented with additional disclosures. The reporting entity is in transition from reporting on a cash basis of accounting to reporting on an accrual basis of accounting. Under the cash basis of accounting transactions and other events are recognised when cash is received or paid. Under the accrual basis of accounting transactions and other events are recognised when incurred and not when cash is received or paid.

4.3.2. REVENUE

Voted funds are the amounts appropriated to a department in accordance with the final budget known as the Adjusted Estimates of Provincial Expenditure. Unexpended voted funds are annually surrendered to the Provincial Revenue Fund.

Interest and dividends received are recognised upon receipt of the funds, and no accrual is made for interest or dividends receivable from the last receipt date to the end of the reporting period. They are recognised as revenue in the financial statements of the department and transferred monthly to the Provincial Revenue Fund.

4.3.3. DONOR AID

Donor Aid is recognised in the income statement in accordance with the cash basis of accounting.

4.3.4. CURRENT EXPENDITURE

Current expenditure is recognised in the income statement when the payment is made.

4.3.5. UNAUTHORISED, IRREGULAR, AND FRUITLESS AND WASTEFUL EXPENDITURE

Unauthorised expenditure means:

- the overspending of a vote or a main division within a vote, or
- expenditure that was not made in accordance with the purpose of a vote or, in the case of a main division, not in accordance with the purpose of the main division.



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Unauthorised expenditure is treated as a current asset in the balance sheet until such expenditure is recovered from a third party or funded from future voted funds.

Irregular expenditure means expenditure, other than unauthorised expenditure, incurred in contravention of or not in accordance with a requirement of any applicable legislation, including:

- the Public Finance Management Act, 14
- the State Tender Board Act, or any regulations made in terms of this act, or
- any provincial legislation providing for procurement procedures in that provincial government.

Irregular expenditure is treated as expenditure in the income statement.

Fruitless and wasteful expenditure means expenditure that was made in vain and would have been avoided had reasonable care been exercised. Fruitless and wasteful must be recovered from a responsible official (a debtor account should be raised), or the vote if responsibility cannot be determined. It is treated as a current asset in the balance sheet until such expenditure is recovered from the responsible official or funded from future voted funds.

4.3.6. DEBTS WRITTEN OFF

Debts are written off when identified as irrecoverable. Debts written-off are limited to the amount of surplus funds available to the department. No provision is made for irrecoverable amounts.

4.3.7. CAPITAL EXPENDITURE

Expenditure for physical items on hand on 31 March 2004 to be consumed in the following financial year, is written off in full when they are received and are accounted for as expenditure in the income statement.

4.3.8. INVESTMENTS

Non-current investments excluding marketable securities are shown at cost and adjustments are made only where in the opinion of the directors, the investment is impaired. Where an investment has been impaired, it is recognised as an expense in the period in which the impairment is identified.

On disposal of an investment, the difference between the net disposal proceeds and the carrying amount is charged or credited to the income statement.

4.3.9. INVESTMENTS IN CONTROLLED ENTITIES

Investments in controlled entities are those entities where the reporting entity has the ability to exercise any of the following powers to govern the financial and operating policies of the entity in order to obtain benefits from its activities:

- To appoint or remove all, or the majority of, the members of that entity's board of directors or equivalent governing body;
- To appoint or remove the entity's chief executive officer;
- To cast all, or the majority of, the votes at meetings of that board of directors or equivalent governing body;



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- To control all, or the majority of, the voting rights at a general meeting of that entity.

Investments in controlled entities are shown at cost.

4.3.10. RECEIVABLES

Receivables are not normally recognised under the cash basis of accounting. However, receivables included in the balance sheet arise from cash payments that are recoverable from another party.

Receivables for services delivered are not recognised in the balance sheet as a current asset or as income in the income statement, as the financial statements are prepared on a cash basis of accounting, but are disclosed separately as part of the disclosure notes to enhance the usefulness of the financial statements.

4.3.11. PAYABLES

Payables are not normally recognised under the cash basis of accounting. However, payables included in the balance sheet arise from cash receipts that are due to the Provincial Revenue Fund or another party.

4.3.12. PROVISIONS

A provision is a liability of uncertain timing or amount. Provisions are not normally recognised under the cash basis of accounting, but are disclosed separately as part of the disclosure notes to enhance the usefulness of the financial statements.

4.3.13. LEASE COMMITMENTS

Lease commitments for the period remaining from the accounting date until the end of the lease contract are disclosed as part of the disclosure note to the financial statements. These commitments are not recognised in the balance sheet as a liability or as expenditure in the income statement as the financial statements are prepared on the cash basis of accounting.

4.3.14. ACCRUALS

This amount represents goods/services that have been delivered, but no invoice has been received from the supplier at year end, OR an invoice has been received but remains unpaid at year end. These amounts are not recognised in the balance sheet as a liability or as expenditure in the income statement as the financial statements are prepared on a cash basis of accounting, but are however disclosed as part of the disclosure notes.

4.3.15. EMPLOYEE BENEFITS

Short-term employee benefits

The cost of short-term employee benefits is expensed in the income statement in the reporting period when the payment is made. Short-term employee benefits, that give rise to a present legal or constructive obligation, are deferred until they can be reliably measured and then expensed. Details of these benefits and the potential liabilities are disclosed as a disclosure note to the financial statements and are not recognised in the income statement.



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Termination benefits

Termination benefits are recognised and expensed only when the payment is made.

Retirement benefits

The department provides retirement benefits for its employees through a defined benefit plan for government employees. These benefits are funded by both employer and employee contributions. Employer contributions to the fund are expensed when money is paid to the fund. No provision is made for retirement benefits in the financial statements of the department. Any potential liabilities are disclosed in the financial statements of the National Revenue Fund and not in the financial statements of the employer department.

Medical benefits

The department provides medical benefits for (certain/all) its employees through defined benefit plans. These benefits are funded by employer and/or employee contributions. Employer contributions to the fund are expensed when money is paid to the fund. No provision is made for medical benefits in the financial statements of the department.

Retirement medical benefits for retired members are expensed when the payment is made to the fund.

4.3.16. CAPITALISATION RESERVE

The capitalisation reserve represents an amount equal to the value of the investments and/or loans capitalised for the first time in the previous financial year. On disposal, repayment or recovery, such amounts are transferable to the Revenue Fund.

4.3.17. RECOVERABLE REVENUE

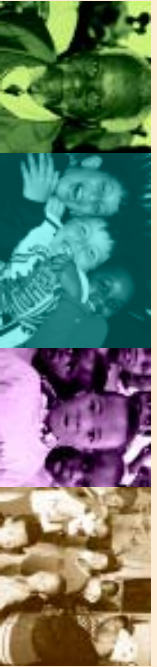
Recoverable revenue represents payments made and recognised in the income statement as an expense in previous years due to non-performance in accordance with an agreement, which have now become recoverable from a debtor. Repayments are transferred to the Revenue Fund as and when the repayment is received.

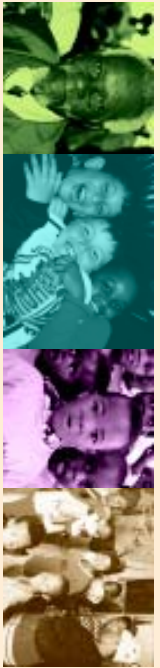
4.3.18. COMPARATIVE FIGURES

Where necessary, comparative figures have been adjusted to conform to changes in presentation in the current year. The comparative figures shown in these financial statements are limited to the figures shown in the previous year's audited financial statements and such other comparative figures that the department may reasonably have available for reporting.

PROGRAMME								
	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
1. Administration								
Current	231,117	(1,238)	229,879	216,784	13,095	94.30%	196,016	194,398
Capital	4,817	(94)	4,723	3,686	1,037	78.04%	1,215	1,213
2. Social assistance grants								
Current	3,323,418	-	3,323,418	3,225,357	98,061	97.05%	2,733,759	2,672,054
Capital	524	-	524	35	489	6.68%	592	494
3. Social welfare services								
Current	270,693	894	271,587	270,331	1,256	99.54%	255,443	255,732
Capital	1,867	(153)	1,714	710	1,004	41.42%	1,939	838
4. Development and support services								
Current	46,371	(96)	46,275	44,282	1,993	95.69%	21,162	11,921
Capital	6,178	325	6,503	6,503	-	100.00%	616	616
5. Population development and demographic trends								
Current	2,723	362	3,085	2,939	146	95.27%	2,120	1,200
Capital	76	-	76	-	76	0.00%	8	8
TOTAL	3,887,784	-	3,887,784	3,770,627	117,157	96.99%	3,212,870	3,138,474
Reconciliation with Income Statement								
Less: Investments acquired and capitalised during the current financial year - expensed for appropriation purposes								
Add: Local and foreign aid assistance (including RDP funds)								
Add: Other Receipts			11,152				2,107	
Less: Unauthorised, Fruitless and wasteful expenditure								
Actual amounts per Income Statement			3,898,936	3,770,627			3,214,977	3,138,474

* Comparative figures have been adjusted to take in consideration the restructuring of Programmes during the year.





WESTERN CAPE PROVINCE
 DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7
 APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2004

ECONOMIC CLASSIFICATION	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
Current								
Personnel	176,111	202	176,313	167,675	8,638	95.10%	149,513	146,826
Transfer payments	3,523,154	(515)	3,522,639	3,427,271	95,368	97.29%	2,920,088	2,854,413
Other	175,057	235	175,292	164,747	10,545	93.98%	138,899	134,065
Capital								
Transfer payments	7,978	-	7,978	7,031	947	88.13%	2,382	1,282
Acquisition of capital assets	5,484	78	5,562	3,903	1,659	70.17%	1,988	1,888
TOTAL 1	3,887,784	-	3,887,784	3,770,627	117,157	96.99%	3,212,870	3,138,474

STANDARD ITEM CLASSIFICATION	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
Personnel	176,111	202	176,313	167,675	8,638	95.10%	149,513	146,826
Administrative	24,396	1,503	25,899	24,055	1,844	92.88%	20,084	19,581
Inventories	7,807	756	8,563	6,829	1,734	79.75%	7,055	6,949
Equipment	8,159	378	8,537	6,453	2,084	75.59%	4,242	4,173
Land and buildings	892	-	892	518	374	58.07%	661	661
Professional and special services	139,287	(11,621)	127,666	121,473	6,193	95.15%	108,598	104,342
Transfer payments	3,531,132	(540)	3,530,592	3,434,302	96,290	97.27%	2,922,470	2,855,695
Miscellaneous	-	-	-	-	-	-	-	-
Special functions	-	9,322	9,322	9,322	-	100.00%	247	247
TOTAL 1	3,887,784	-	3,887,784	3,770,627	117,157	96.99%	3,212,870	3,138,474

* Comparative figures have been adjusted to take in consideration the restructuring of Programmes during the year.

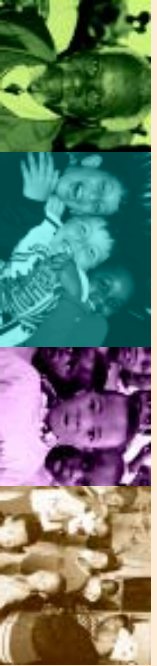
DETAIL PER PROGRAMME 1

PROGRAMME PER SUBPROGRAMME	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
1.1 Office of the MEC								
Current	2,852	139	2,991	2,922	69	97.69%	2,493	2,429
Capital	100	-	100	-	100	0.00%	36	36
1.2 Provincial Management Services								
Current	46,446	8,453	54,899	51,410	3,489	93.64%	37,447	36,593
Capital	3,802	(94)	3,708	3,485	223	93.99%	833	832
1.3 Regional / District Management								
Current	119,126	(1,238)	117,888	109,620	8,268	92.99%	96,497	95,836
Capital	555	-	555	109	446	19.64%	198	201
1.4 Facility / Institutional Management								
Current	62,693	(8,592)	54,101	52,832	1,269	97.65%	59,579	59,540
Capital	360		360	92	268	25.56%	148	144
TOTAL	235,934	(1,332)	234,602	220,470	14,132	93.98%	197,231	195,611

* Comparative figures have been adjusted to take in consideration the restructuring of Programmes during the year.

WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7
APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2004





WESTERN CAPE PROVINCE
 DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7
 APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2004

ECONOMIC CLASSIFICATION	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
Current								
Personnel	164,502	(876)	163,626	155,622	8,004	95.11%	139,511	138,12
Transfer payments	37		37	7	30	18.92%	51	7
Other	66,578	(362)	66,216	61,155	5,061	92.36%	56,454	56,269
Capital								
Transfer payments								
Acquisition of capital assets	4,817	(94)	4,723	3,686	1,037	78.04%	1,215	1,214
TOTAL	235,934	(1,332)	234,602	220,470	14,132	93.98%	197,231	195,611

STANDARD ITEM CLASSIFICATION	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
Personnel	164,502	(876)	163,626	155,622	8,004	95.11%	139,511	138,12
Administration	20,837	1,364	22,201	21,453	748	96.63%	18,239	18,070
Inventories	7,055	685	7,740	6,369	1,371	82.29%	6,490	6,491
Equipment	7,206	199	7,405	6,007	1,398	81.12%	3,158	3,140
Land and buildings	892		892	518	374	58.07%	661	661
Professional and special services	35,405	(12,026)	23,379	21,172	2,207	90.56%	28,990	28,990
Transfer payments	37		37	7	30	18.92%	51	7
Miscellaneous			-		-			
Special functions	-	9,322	9,322	9,322	-	100.00%	131	131
TOTAL	235,934	(1,332)	234,602	220,470	14,132	93.98%	197,231	195,611

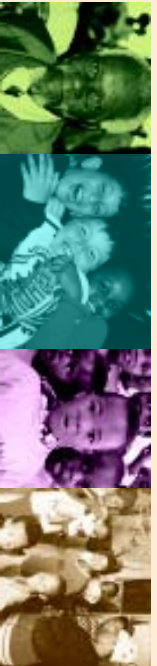
* Comparative figures have been adjusted to take in consideration the restructuring of Programmes during the year.

DETAIL PER PROGRAMME 2

PROGRAMME PER SUBPROGRAMME	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
2.1 Administration								
Current	144,920	876	145,796	109,658	36,138	75.21%	254,024	128,693
Capital	24		24	18	6	75.00%	592	494
2.2 Old Age								
Current	1,303,685	(6,813)	1,296,872	1,288,777	8,095	99.38%	1,135,107	1,135,107
Capital			-		-			
2.3 War Veterans								
Current	8,862		8,862	8,817	45	99.49%	9,195	9,195
Capital			-		-			
2.4 Disability grants								
Current	1,120,575	5,404	1,125,979	1,125,979	-	100.00%	857,886	921,512
Capital			-		-			
2.5 Grant-in Aid								
Current	34		34	6	28	17.65%	9	9
Capital			-		-			
2.6 Foster Care								
Current	144,170	12	144,182	144,182	-	100.00%	120,808	120,808
Capital			-		-			
2.7 Care Dependency								
Current	56,627		56,627	52,238	4,389	92.25%	41,365	41,365
Capital			-		-			
2.8 Child Support grant (0-6)								
Current	469,060		469,060	431,010	38,050	91.89%	312,161	312,161
Capital			-		-			
2.9 Child Support extension grant (7-14)								
Current	71,621		71,621	60,305	11,316	84.20%		
Capital	500		500	17	483	3.40%		
2.10 Social Relief								
Current	3,864	521	4,385	4,385	-	100.00%	3,204	3,204
Capital			-		-			
TOTAL	3,323,942	-	3,323,942	3,225,392	98,550	97.04%	2,734,351	2,672,548

WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7
APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2004





**WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7
APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2004**

ECONOMIC CLASSIFICATION	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
Current								
Personnel	5,257	1,024	6,281	6,281	-	100.00%	2,970	2,622
Transfer payments	3,227,935	(851)	3,227,084	3,132,176	94,908	97.06%	2,652,482	2,594,731
Other	90,226	(173)	90,053	86,900	3,153	96.50%	78,307	74,701
Capital								
Transfer payments			-	-	-			
Acquisition of capital assets	524		524	35	489	6.68%	592	494
TOTAL	3,323,942	-	3,323,942	3,225,392	98,550	97.04%	2,734,351	2,672,548

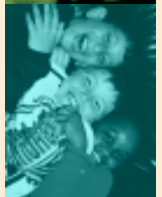
STANDARD ITEM CLASSIFICATION	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
Personnel	5,257	1,024	6,281	6,281	-	100.00%	2,970	2,622
Administration	1,304	188	1,492	686	806	45.98%	690	690
Inventories	354		354	33	321	9.32%	260	260
Equipment	576	25	601	112	489	18.64%	703	654
Land and buildings			-	-	-			
Professional and special services	88,516	(361)	88,155	86,104	2,051	97.67%	77,149	73,494
Transfer payments	3,227,935	(876)	3,227,059	3,132,176	94,883	97.06%	2,652,482	2,594,731
Miscellaneous			-	-	-			
Special functions			-	-	-		97	97
TOTAL	3,323,942	-	3,323,942	3,225,392	98,550	97.04%	2,734,351	2,672,548

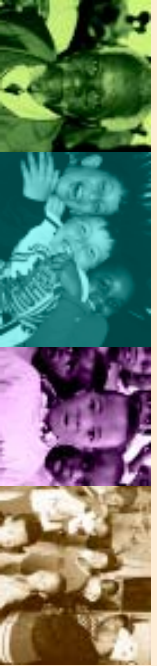
* Comparative figures have been adjusted to take in consideration the restructuring of Programmes during the year.

DETAIL PER PROGRAMME 3

PROGRAMME PER SUBPROGRAMME	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
3.1 Administration								
Current	8,554	(1,021)	7,533	6,277	1,256	83.33%	6,901	6,167
Capital	67		67	10	57	14.93%	61	60
3.2 Treatment & Prevention of substance abuse			-		-			
Current	7,968		7,968	7,968	-	100.00%	4,051	4,051
Capital			-		-			
3.3 Care for the Aged								
Current	95,632	971	96,603	96,603	-	100.00%	144,219	144,242
Capital			-		-			
3.4 Crime Prev, rehab Victim Empowerment								
Current	22,804	(3,920)	18,884	18,884	-	100.00%	7,421	7,421
Capital	1,800	(153)	1,647	700	947	42.50%	1,878	778
3.5 Service to the Disabled								
Current	25,335	700	26,035	26,035	-	100.00%	23,648	23,648
Capital			-		-			
3.6 Child & Youth Care & Protection								
Current	110,400	4,164	114,564	114,564	-	100.00%	69,203	70,203
Capital			-		-			
TOTAL	272,560	741	273,301	271,041	2,260	99.17%	257,382	256,570

WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7
APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2004





WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7
APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2004

ECONOMIC CLASSIFICATION	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
Current								
Personnel	4,859		4,859	4,506	353	92.74%	5,089	4,703
Transfer payments	251,028	894	251,922	251,922	-	100.00%	248,542	249,565
Other	14,806	-	14,806	13,903	903	93.90%	1,812	1,464
Capital								
Transfer payments	1,800	(153)	1,647	700	947	42.50%	1,878	778
Acquisition of capital assets	67		67	10	57	14.93%	61	60
TOTAL	272,560	741	273,301	271,041	2,260	99.17%	257,382	256,570

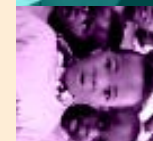
STANDARD ITEM CLASSIFICATION	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
Personnel	4,859	4,859	4,506	353	92.74%	5,089		4,703
Administration	1,877	(1,021)	856	805	51	94.04%	829	621
Inventories	282	87	369	369	-	100.00%	211	125
Equipment	127	2	129	72	57	55.81%	173	171
Land and buildings								
Professional and special services	12,587	932	13,519	12,667	852	93.70%	641	588
Transfer payments	252,828	741	253,569	252,622	947	99.63%	250,420	250,343
Miscellaneous								
Special functions							19	19
TOTAL	272,560	741	273,301	271,041	2,260	99.17%	257,382	256,570

* Comparative figures have been adjusted to take in consideration the restructuring of Programmes during the year.

DETAIL PER PROGRAMME 4

PROGRAMME PER SUBPROGRAMME	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
4.1 Administration								
Current	1,217		1,217	323	894	26.54%	2,149	1,811
Capital		94	94	94	-	100.00%	112	112
4.2 Youth Development								
Current	2,500	(18)	2,482	2,367	115	95.37%		
Capital			-	-	-			
4.3 HIV / AIDS								
Current	5,462	-	5,462	5,406	56	98.97%	2,107	2,107
Capital					-			
4.4 Poverty Alleviation								
Current	16,158		16,158	15,983	175	98.92%	16,906	8,003
Capital			-	-	-			
4.5 Food Relief Grant								
Current	20,034	(78)	19,956	19,872	84	99.58%		
Capital		78	78	78	-	100.00%		
4.6 NPO & Welfare Org. Development								
Current	1,000	-	1,000	331	669	33.10%		
Capital	6,178	153	6,331	6,331	-	100.00%	504	504
TOTAL	52,549	229	52,778	50,785	1,993	96.22%	21,778	12,537

WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7
APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2004





WESTERN CAPE PROVINCE
 DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7
 APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2004

ECONOMIC CLASSIFICATION	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
Current								
Personnel	390	54	444	309	135	69.59%	851	583
Transfer payments	44,154	(558)	43,596	43,166	430	99.01%	19,013	10,110
Other	1,827	408	2,235	807	1,428	36.11%	1,298	1,228
Capital								
Transfer payments	6,178	153	6,331	6,331	-	100.00%	504	504
Acquisition of capital assets		172	172	172	-	100.00%	112	112
TOTAL	52,549	229	52,778	50,785	1,993	96.22%	21,778	12,537

STANDARD ITEM CLASSIFICATION	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
Personnel	390	54	444	309	135	69.59%	851	583
Administration	278	270	548	309	239	56.39%	71	71
Inventories	46	37	83	41	42	49.40%	49	28
Equipment	80	178	258	194	64	75.19%	118	118
Land and buildings			-		-			
Professional and special services	1,423	95	1,518	435	1,083	28.66%	1,172	1,123
Transfer payments	50,332	(405)	49,927	49,497	430	99.14%	19,517	10,614
Miscellaneous			-		-			
Special functions			-		-			
TOTAL	52,549	229	52,778	50,785	1,993	96.22%	21,778	12,537

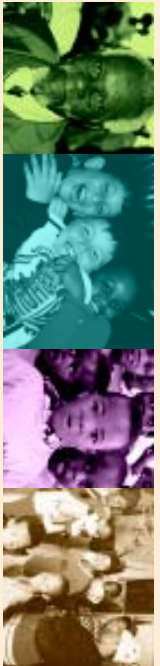
* Comparative figures have been adjusted to take in consideration the restructuring of Programmes during the year.

DETAIL PER PROGRAMME 5

PROGRAMME PER SUBPROGRAMME	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
5.1 Administration								
Current	530	320	850	850	-	100.00%	1,365	531
Capital	31		31		31	0.00%	-	-
5.2 Pop. Research and Development								
Current	2,143	92	2,235	2,089	146	93.47%	755	669
Capital	45		45		45	0.00%	8	8
5.3 Capacity Building								
Current	50	(50)	-	-	-			
Capital			-		-			
TOTAL	2,799	362	3,161	2,939	222	92.98%	2,128	1,208

WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7
APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2004



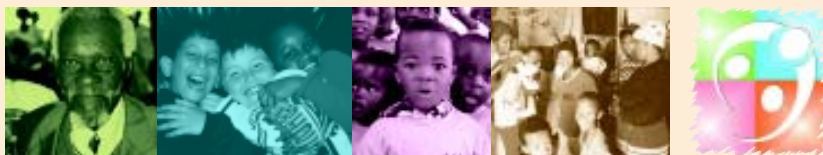


WESTERN CAPE PROVINCE
 DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7
 APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2004

ECONOMIC CLASSIFICATION	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
Current								
Personnel	1,103	-	1,103	957	146	86.76%	1,092	797
Transfer payments	-	-	-	-	-	-	-	-
Other	1,620	362	1,982	1,982	-	100.00%	1,028	403
Capital								
Transfer payments	-	-	-	-	-	-	-	-
Acquisition of capital assets	76	-	76	-	76	0.00%	8	8
TOTAL	2,799	362	3,161	2,939	222	92.98%	2,128	1,208

STANDARD ITEM CLASSIFICATION	2003/04						2002/03	
	ADJUSTED APPROPRIATION R'000	VIREMENT R'000	FINAL ALLOCATION R'000	ACTUAL EXPENDITURE R'000	SAVINGS / (UNDERSPEND) (EXCESS) R'000	EXPENDITURE AS % OF REVISED ALLOCATION	REVISED * ALLOCATION R'000	ACTUAL * EXPENDITURE R'000
Personnel	1,103	-	1,103	957	146	86.76%	1,092	797
Administration	100	702	802	802	-	100.00%	255	129
Inventories	70	(53)	17	17	-	100.00%	45	45
Equipment	170	(26)	144	68	76	47.22%	90	90
Land and buildings	-	-	-	-	-	-	-	-
Professional and special services	1,356	(261)	1,095	1,095	-	100.00%	646	147
Transfer payments	-	-	-	-	-	-	-	-
Miscellaneous	-	-	-	-	-	-	-	-
Special functions	-	-	-	-	-	-	-	-
TOTAL	2,799	362	3,161	2,939	222	92.98%	2,128	1,208

* Comparative figures have been adjusted to take in consideration the restructuring of Programmes during the year.



PART FOUR ANNUAL FINANCIAL STATEMENTS

4.5. NOTES TO THE APPROPRIATION STATEMENT FOR THE YEAR ENDED 31 MARCH 2004

4.5.1. Detail of current and capital transfers as per Appropriation Act (after Virement):

Detail of these transactions can be viewed in note 8 (Transfer payments) and Annexure 2 to the annual financial statements.

4.5.2. Detail of specifically and exclusively appropriated amounts voted (after Virement):

Detail of these transactions can be viewed in note 1 (Annual Appropriation) to the annual financial statements.

4.5.3. Detail of special functions (theft and losses)

Detail of these transactions per programme can be viewed in note 10 (Details of special functions (theft and losses) to the annual financial statements.

4.5.4. Explanations of material variances from Amounts Voted (after virement):

4.5.4.1 Per programme:

Programme 1: Administration

The unspent funds is mainly due to the non-filling of vacancies resulting from the restructuring of the establishment in the Department and austerity measures implemented during August 2003 due to the rapid take-up rate of social pensions and grants.

Programme 2: Social assistance grants

The unspent funds is mainly due to the conditional grant: Arrear payments to social grant beneficiaries (Regulation 11) that could not be completed due to outstanding cases and the slower take-up rate of old age pensions and the child support grant of children between the ages of 0 to 6 years old. Other unspent funds was in respect of the child support grant extension (7-14 years). Additional funds from the national Department of Social Development was only received in December 2003 to cover the projected over-expenditure.

Programme 3: Social welfare services

The unspent funds is mainly due to the non-filling of vacancies resulting from the restructuring of the establishment in the department and austerity measures implemented during August 2003 due to the rapid take-up rate of social pensions and grants. Other unspent funds was in respect of the One-Stop Child Justice Centre for children for which a site for the building thereof could only be finalised in the latter part of the financial year.

Programme 4: Development and support services

The unspent funds is mainly due to the non-filling of vacancies resulting from the restructuring of the establishment in the department and austerity measures implemented during August 2003 due to the rapid take-up rate of social pensions and grants.



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DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7

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Programme 5: Population development and demographic trends

The unspent funds is mainly due to the non-filling of vacancies resulting from the restructuring of the establishment in the department and austerity measures implemented during August 2003 due to the rapid take-up rate of social pensions and grants.

4.5.4.2 Per standard item:

Personnel:

The unspent funds is mainly due to the non-filling of vacancies resulting from the restructuring of the establishment in the department.

Administrative:

The unspent funds is mainly due to the non-filling of vacancies resulting from the restructuring of the establishment in the department and austerity measures implemented during August 2003 due to the rapid take-up rate of social pensions and grants.

Inventories:

The unspent funds is mainly due to the non-filling of vacancies resulting from the restructuring of the establishment in the department and austerity measures implemented during August 2003 due to the rapid take-up rate of social pensions and grants.

Equipment:

The unspent funds is mainly due to the non-filling of vacancies resulting from the restructuring of the establishment in the department and austerity measures implemented during August 2003 due to the rapid take-up rate of social pensions and grants.

Professional and special services:

The unspent funds is mainly due to the non-filling of vacancies resulting from the restructuring of the establishment in the department and austerity measures implemented during August 2003 due to the rapid take-up rate of social pensions and grants.

Transfer payments:

The unspent funds is mainly due to the conditional grant: Arrear payments to social grant beneficiaries (Regualtion 11) that could not be completed due to outstanding cases and the slower take-up rate of old age pensions and the child support grant of children between the ages of 0 to 6 years old. Other unspent funds was in respect of the child support grant extension (7-14 years). Additional funds from the national Department of Social Development was only received in December 2003 to cover the projected over-expenditure.



WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7

PART FOUR
ANNUAL FINANCIAL STATEMENTS

INCOME STATEMENT (STATEMENT OF FINANCIAL PERFORMANCE)
FOR THE YEAR ENDED 31 MARCH 2004

	Notes	2003/04 R'000	2002/03 R'000
REVENUE			
Voted funds			
Annual Appropriation	1	3,887,784	3,214,977
Other revenue to be surrendered to the Revenue Fund	2	11,152	2,107
TOTAL REVENUE		3,898,936	3,214,977
EXPENDITURE			
Current			
Personnel	3	167,675	146,826
Administrative		24,055	19,581
Inventories	4	6,829	6,949
Machinery and Equipment	5	2,548	2,284
Land and buildings	6	518	661
Professional and special services	7	121,472	104,342
Transfer payments	8	3,427,271	2,854,413
Miscellaneous	9	-	-
Special functions: authorised losses	10	9,322	247
TOTAL CURRENT EXPENDITURE	A	3,759,690	3,135,303
Capital			
Machinery and Equipment	5.1	3,906	1,889
Transfer payments	8	7,031	1,282
TOTAL CAPITAL EXPENDITURE	B	10,937	3,171
TOTAL EXPENDITURE	A+B	3,770,627	3,138,474
NET SURPLUS		128,309	76,503
Reconciliation of Net Surplus for the year			
Voted Funds to be surrendered to the Revenue Fund	14	117,157	74,396
Other revenue to be surrendered to the Revenue Fund	2	11,152	2,107
NET SURPLUS FOR THE YEAR		128,309	76,503



WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7

PART FOUR
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BALANCE SHEET (STATEMENT OF FINANCIAL POSITION)
AT 31 MARCH 2004

ASSETS	Notes	2003/04 R'000	2002/03 R'000
Current assets		339,948	292,006
Unauthorised and fruitless and wasteful expenditure	11	53,384	53,384
Cash and cash equivalents	12	15	4,157
Receivables	13	286,549	234,465
TOTAL ASSETS		339,948	292,006
LIABILITIES			
Current liabilities		301,144	261,230
Voted funds to be surrendered to the Revenue Fund	14	117,157	74,396
Other revenue funds to be surrendered to the Revenue Fund	15	2,767	159
Bank overdraft	16	165,594	-
Payables	17	15,626	186,675
Non-current liabilities		38,804	30,776
Payables	18	38,804	30,776
TOTAL LIABILITIES		339,948	292,006
NET ASSETS/LIABILITES		-	-



WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7

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CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2004

	Notes	2003/04 R'000	2002/03 R'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Net cash flow generated by operating activities	19	139,275	82,973
Cash generated utilised to increase working capital	20	(215,105)	(41,784)
Voted funds and Revenue funds surrendered	21	(90,000)	(30,475)
Net cash flow available from operating activities		(165,830)	10,714
CASH FLOWS FROM INVESTING ACTIVITIES			
Capital expenditure	5.1	3,906	1,889
Net cash flows from operating and investing activities		(169,736)	8,825
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds from bank overdraft		165,594	-
Net (decrease)/increase in cash and cash equivalents		(4,142)	8,825
Cash and cash equivalents at beginning of period		4,157	(4,668)
Cash and cash equivalents at end of period	12	15	4,157



**WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7**

**PART FOUR
ANNUAL FINANCIAL STATEMENTS**

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2004**

1 Annual Appropriation

1.1 Included in the above are funds appropriated in terms of the Appropriation Act for Provincial Departments (Equitable Share):

Programmes	Total Appropriation 2003/04	Actual Funds Received	Variance over/(under)	Total Appropriation 2002/03
Program 1: Administration	234,602	234,602	-	197,231
Program 2: Social Assistance Grants	3,323,942	3,323,942	-	2,734,351
Program 3: Social Welfare Services	273,283	273,283	-	257,382
Program 4: Develop & Support Services	52,796	52,796	-	21,778
Program 5: Pop develop & Demo Trends	3,161	3,161	-	2,128
TOTAL	3,887,784	3,887,784	-	3,212,870

Included in the total for "Total Appropriation" and "Actual" is the own revenue budget amounting to R 7 060 000 (2003: R 4 581 000)

1.2 Conditional grants	Note	2003/04 R'000	2002/03 R'000
Total grants received	Annexure 1	95,055	178,815

2 Other revenue to be surrendered to the revenue fund

	2003/04 R'000	2002/03 R'000
Stale Cheques	244	260
Board & Lodging	176	302
Interest Allpay	6,095	4,753
Administrative Fees	168	152
Refunds/Recoveries: Other and Previous years	11,456	1,106
Other	73	115
Total own revenue collected	18,212	6,688
Less Own Revenue Budget	7,060	4,581
Non-voted funds	11,152	2,107

Own revenue in respect of the 2003/04 financial year consists of voted revenue of R 7 060 000 and an over-collection of R 11 152 000.



WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7

PART FOUR ANNUAL FINANCIAL STATEMENTS

NOTES TO THE ANNUAL FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2004

3 Personnel	Note	2003/04 R'000	2002/03 R'000
3.1 Current expenditure			
Appropriation to Executive and Legislature		655	600
Basic salary costs		118,587	102,804
Pension contributions		15,384	14,315
Medical aid contributions		8,545	8,622
Other salary related costs		24,504	20,485
Total personnel costs		167,675	146,826
Average number of employees		1329	1364
4 Inventories			
4.1 Current expenditure			
Inventories purchased during year			
Stationery		1,433	1,583
Photocopy Paper		635	539
Protective Clothing		151	192
Uniforms		347	404
Promotional material		112	19
Clothing: Patients/Boards		447	548
Computer Requisites		457	450
Provisions		402	262
Toiletries		222	192
Domestic Hardware		113	211
Water		276	253
Electricity		1,150	1,282
Other		1,084	1,014
Total cost of inventories		6,829	6,949
5 Machinery and Equipment			
Current (Rentals, maintenance and sundry net of cash discounts)		2,548	2,284
Capital	5.1	3,906	1,889
Total current and capital expenditure		6,454	4,173

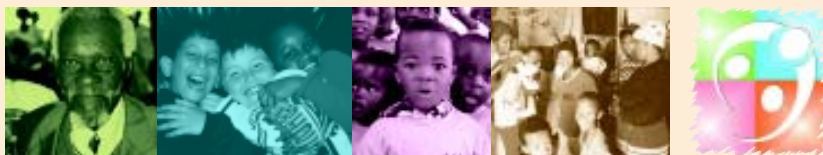


WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7

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**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2004**

5.1 Capital machinery and equipment analysed as follows: Note	2003/04	2002/03
	R'000	R'000
Computer equipment	2,219	389
Furniture and office equipment	1,064	1,230
Other machinery and equipment	49	270
Transport	574	-
	3,906	1,889
6 Land and buildings		
Maintenance	518	661
Total current and capital expenditure	518	661
7 Professional and special services		
7.1 Current expenditure		
Auditors' remuneration	2,712	2,888
Regulatory	2,340	2,067
Performance	313	226
Other Audits	59	595
Contractors	22,577	19,142
Consultants and advisory services	534	715
Computer services	12	9
Other	95,637	81,588
	121,472	104,342



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DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7

PART FOUR
ANNUAL FINANCIAL STATEMENTS

**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2004**

8	Transfer payments	Note	2003/04 R'000	2002/03 R'000
	Current Expenditure	Annexure 2	3,427,271	2,854,413
	Capital Expenditure	Annexure 2	7,031	1,282
			3,434,302	2,855,695
9	Miscellaneous			
	Current Expenditure		-	-
10	Special functions: Authorised losses			
	Material losses through criminal conduct		12	6
	Debts written off		9,310	241
			9,322	247
10.1	Material losses through criminal conduct			
	Nature of losses		12	6
	Thefts- GG equipment		12	6
10.2	Debts written off			
	Nature of debts written off			
	Pension/ Grants		8,863	-
	Salary		268	-
	GG vehicle		179	241
			9,310	241
10.3	Details of special functions (theft and losses)			
	Per programme			
	Program 1: Administration	Losses: GG-accidents	179	144
	Program 1: Administration	Thefts: GG- equipment	12	6
	Program 1: Administration	Losses: Salary Debts	268	-
	Program 1: Administration	Losses: Pension Debts	8,863	-
	Program 2: Social Assistance Grants	Losses: Pension Debts	-	49
	Program 2: Social Assistance Grants	Losses: GG-accidents	-	48
			9,322	247

Although the thefts and losses are written off against a separate program, responsibility can be determined against the various program managers.



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**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2004**

	Note	2003/04 R'000	2002/03 R'000
11 Unauthorised and fruitless and wasteful expenditure disallowed			
Unauthorised expenditure	11.1	53,384	53,384
		53,384	53,384
11.1 Reconciliation of unauthorised expenditure balance			
<i>Unauthorised expenditure in respect of previous years not yet approved</i>			
Unauthorised expenditure 93/94		466	466
Unauthorised expenditure 94/95		52,918	52,918
		53,384	53,384
12 Cash and cash equivalents			
Paymaster General Account		-	3,059
Deposit account		-	-
PMG Adjustments		-	(25)
Order Payable Account		-	(4,325)
Electronic amounts payable		-	(186)
ACB Control account EFT payments		-	(2,685)
Advance Petty Cash		15	10
Suspense Miscellaneous Receipts		-	(261)
Receipt Suspense		-	(15)
Temporary Investment held by Treasury		-	8,585
		15	4,157
13 Receivables - current			
Amounts owing by other departments #	Annexure 8	23,446	4,466
Staff debtors	13.2	251	294
Other debtors	13.3	14,891	22,032
Advances	13.4	247,961	207,673
		286,549	234,465
13.1 Age analysis – receivables current *			
Less than one year		250,275	210,865
One to two years		1,377	10,911
More than two years		34,897	11,940
		286,549	233,716

*All age analysis were performed manually except for Debtors Debt (refer to paragraph 13.3)



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**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2004**

13.2 Staff debtors	Note	2003/04	2002/03
		R'000	R'000
Miscellaneous Debts (Personnel)		97	52
Private Telephone Calls		15	64
Disallowances (Ex-employees)		3	3
Salary Reversal Control		78	130
Tax (SITE)		14	-
Other		44	45
		251	294
13.3 Other debtors			
Miscellaneous Debt: Social Pensions		8	8
Departmental Debt: Fraud		53	53
Disallowances: Suppliers		865	263
Disallowances: Accident Claims		364	532
Debtors Debt		4,197	3,693
Social Pensions Debt		9,232	17,163
Other		172	320
		14,891	22,032
13.4 Advances			
Nature of advances			
Advances Subsistence & Transport		39	59
Advances Social Pensions		247,922	207,614
		247,961	207,673
14 Voted funds to be surrendered to the Revenue Fund			
Opening balance		74,396	23,693
Transfer from income statement		117,157	74,396
Paid during the year		(74,396)	(23,693)
Closing balance		117,157	74,396
15 Revenue funds to be surrendered to the Revenue Fund			
Opening balance		159	253
Transfer from income statement for revenue to be surrendered		18,212	6,688
Paid during the year		(15,604)	(6,782)
Closing balance		2,767	159
16 Bank overdraft			
Paymaster General Account (Exchequer account)			
Paymaster General Account (Bank account)		(165,174)	-
Deposit account		(32)	-
PMG Adjustments		(386)	-
ACB Control account EFT payments		(2)	-
Balance above		(165,594)	-



WESTERN CAPE PROVINCE
DEPARTMENT OF SOCIAL SERVICES AND POVERTY ALLEVIATION • VOTE 7

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**NOTES TO THE ANNUAL FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2004**

17 Payables - current	Note	2003/04 R'000	2002/03 R'000
Amounts owing to other departments (March balance account - Dept. U3)		15,519	186,621
Other payables	17.1	107	54
		15,626	186,675
17.1 Other payables			
Income Tax Category B		-	23
Other		107	31
		107	54
18 Payables - non-current			
Enrichment Centre Project (ISLP)		3,272	4,691
Community Builder		13	-
Disallowance: Previous years		21,138	5,038
Recoverable Revenue Capital (new debt system)		13,281	19,978
Recoverable Revenue Interest		1,100	1,069
		38,804	30,776
19 Net cash flow generated by operating activities			
Net surplus as per Income Statement		128,309	76,503
Adjusted for items separately disclosed		10,966	6,470
Own Revenue Budget		7,060	4,581
Capital expenditure		3,906	1,889
Net cash flow generated by operating activities		139,275	82,973
20 Cash generated/(utilised) to (increase)/decrease working capital			
(Increase) / decrease in receivables - current		(11,796)	(4,116)
(Increase)/ decrease in prepayments and advances		(40,288)	(35,164)
Increase / (decrease) in payables		(171,049)	(4,755)
Increase / (decrease) in non-current liabilities		8,028	2,251
		(215,105)	(41,784)
21 Voted funds and Revenue funds surrendered			
Voted funds surrendered		(74,396)	(23,693)
Revenue funds surrendered		(15,604)	(6,782)
		(90,000)	(30,475)



PART FOUR ANNUAL FINANCIAL STATEMENTS

DISCLOSURE NOTES TO THE ANNUAL FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2004

These amounts are not recognised in the financial statements, and are disclosed to enhance the usefulness of the financial statements and to comply with the statutory requirements of the Public Finance Management Act, Act 1 of 1999 (as amended by Act 29 of 1999), the Treasury Regulations for Departments and Constitutional Institutions issued in terms of the Act and the Division of Revenue Act, Act 5 of 2002.

22 Contingent liabilities

Liable to	Nature	Note	2003/04 R'000	2002/03 R'000
Housing loan guarantees *	State guarantee	Annexure 3	3,559	3,891

* The closing balance of the 2002/2003 financial year, thus the opening balance, has been restated to balance with Persal. The closing balance for the 2002/2003 financial year included an amount of R39, 592 that was not updated on Persal at the time.

23 Commitments

Current expenditure

Approved and contracted/ordered	-	1,169
Approved but not yet contracted	-	3,348
Total Commitments	-	4,517

24 Accruals

Listed by standard Item

Personnel	-	40
Administrative	43	665
Inventories	-	140
Equipment	-	172
Land and Buildings	-	6
Professional and Special Services	193	1,805
Transfer Payments	7	2,624
	243	5,452

Listed by programme level

Program 1: Administration	184	2,241
Program 2: Social Assistance Grants	18	760
Program 3: Social Welfare Services	-	1,415
Program 4: Development & Support Services	-	826
Program 5: Population Development & Demographic Trends	41	210
	243	5,452

Lapsed cheques (Sum of the past 3 years closing balances)

	717	
Total	960	5,452

25 Employee benefits

Leave entitlement	20,966	19,818
Thirteenth cheque	8,482	7,937
Performance bonus	337	323
	29,785	28,078



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**DISCLOSURE NOTES TO THE ANNUAL FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2004**

26 Leases

26.1 Operating leases

	Property	Equipment	Total 2003/04 R'000	Total 2002/03 R'000
Not later than 1 year	-	586	586	1,131
Later than 1 year and not later than 3 years	-	319	319	762
Later than 3 years	-	-	-	35
Present value of lease liabilities	-	905	905	1,928

27 Key management personnel

27.1 Remuneration

1 x Provincial Minister	441	409
1 x Superintendent-General (Head of Department)	458	411
3 X Chief Directors & 8 Directors (2 Chief directors and 6 directors for previous financial year)	2,601	2,004
	3,500	2,824

27.2 Other remuneration and compensation provided to key management and close members of the family of key management personnel

1 x Provincial Minister	110	102
1 x Superintendent-General (Head of Department)	296	283
3 X Chief Directors & 8 Directors (2 Chief directors and 6 directors for previous financial year)	1,127	838
	1,533	1,223

**ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2004**

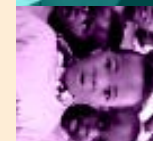
**ANNEXURE 1
STATEMENT OF CONDITIONAL GRANTS RECEIVED BY PROVINCIAL DEPARTMENT
AS AT 31 MARCH 2004**

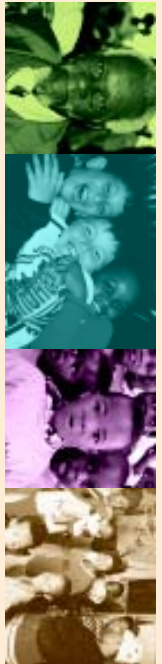
NAME OF GRANT	GRANT ALLOCATION				CAPITAL EXPENDITURE		CURRENT EXPENDITURE	
	DIVISION OF REVENUE ACT R'000	ADJUSTMENTS ESTIMATE R'000	ROLL OVERS R'000	TOTAL AVAILABLE R'000	ACTUAL R'000	UNDERSPENT R'000	ACTUAL R'000	UNDERSPENT R'000
Food relief grant	20,034	-	-	20,034	78	-	19,872	84
Child support extension grant (7-14)	57,355	14,766	-	72,121	17	-	60,305	11,799
HIV/Aids	2,900	-	-	2,900	-	-	2,900	-
TOTAL	80,289	14,766	-	95,055	95	-	83,077	11,883

From a departmental survey it was found that in certain rural areas parents/primary care givers do not have access to the Department of Home Affairs and thus was not in possession to obtain a birth certificate in respect of their children who qualify for grants.

In addition backlogs also existed with the processing of applications. The department has appointed a task team to address this problem.

An application for the roll-over of R11,799m was made.





STATEMENT OF OTHER TRANSFERS BY PROVINCIAL DEPARTMENT AS AT 31 MARCH 2004

ANNEXURE 2

ENTITY/INSTITUTION	GRANT ALLOCATION				EXPENDITURE				
	APPROPRIATION	ADJUSTMENTS	ROLL OVERS	TOTAL AVAILABLE	ACTUAL	UNSPENT	% OF AVAIL-ABLE SPENT	CAPITAL	CURRENT
	ACT	ESTIMATE							
	R'000	R'000	R'000	R'000	R'000	R'000		R'000	R'000
Transfer payments to institutions									
Treatment & prevention of sub. Abuse									
Social service organisations	2,691	500	-	3,191	3,191	-	100.0%		3,191
Private Treatment centres	3,277		-	3,277	3,277	-	100.0%		3,277
Problem Gambling	1,500		-	1,500	1,500	-	100.0%		1,500
Care for the aged									
Social service organisations	3,346	971		4,317	4,317	-	100.0%		4,317
Care centres for the aged	81,361			81,361	81,361	-	100.0%		81,361
Community Services for the aged	10,925			10,925	10,925	-	100.0%		10,925
Crime prev, rehab, vitim emp									
Social service organisations	7,573	(4,921)		2,652	2,652	-	100.0%		2,652
Shelters: victim of violence	1,500	(20)		1,480	1,480	-	100.0%		1,480
Shelters: Adults	2,620			2,620	2,620	-	100.0%		2,620
Private Places of Safety	-	547	1,100	1,647	700	947	42.5%	700	-
Service to the disabled									
Social service organisations	6,753	1,200		7,953	7,953	-	100.0%		7,953
Care centres for Disabled	13,185	269		13,454	13,454	-	100.0%		13,454
Facilities for econ. Empowerment	4,197	431		4,628	4,628	-	100.0%		4,628
Child & Youth Care & Protect									
Social service organisations	38,148	11,902		50,050	50,050	-	100.0%		50,050
Shelters: Children	2,993			2,993	2,993	-	100.0%		2,993
Children' s Homes	27,857			27,857	27,857	-	100.0%		27,857
Places of care:ECD	32,464			32,464	32,464	-	100.0%		32,464
After-school centres	1,017	183		1,200	1,200	-	100.0%		1,200
Youth Development	500	1,982		2,482	2,367	115	95.4%		2,367
HIV/Aids	5,462	(171)		5,291	5,235	56	98.9%		5,235
Multi Purpose Centres	2,678	3,653		6,331	6,331	-	100.0%	6,331	
Transfer payments to households (social pensions and grants)									
Old Age	1,303,685	(6,813)		1,296,872	1,288,777	8,095	99.4%		1,288,777
War Veterans	8,532	330		8,862	8,817	45	99.5%		8,817
Disability Grant	1,047,575	78,404		1,125,979	1,125,979	-	100.0%		1,125,979
Grant-in-Aid	6,034	(6,000)		34	6	28	17.6%		6
Foster Care	139,170	5,012		144,182	144,182	-	100.0%		144,182
Care Dependency	56,627			56,627	52,238	4,389	92.2%		52,238
Child Support Grant (0-6)	499,390	(30,330)		469,060	431,010	38,050	91.9%		431,010
Child Support Grant (7-14)	48,655	14,766		63,421	53,295	10,126	84.0%		53,295
Social Relief	3,864	521		4,385	4,385	-	100.0%		4,385
Admin: Reg 11			57,637	57,637	23,487	34,150	40.7%		23,487
Poverty Alleviation	10,881	5,277		16,158	15,983	175	98.9%		15,983
Food Relief	20,034	(369)		19,665	19,581	84	99.6%		19,581
Pocket money	37			37	7	30	18.9%		
	3,394,531	77,324	58,737	3,530,592	3,434,302	96,290	97.3%	7,031	3,427,271

**ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2004**

**ANNEXURE 3
STATEMENT OF FINANCIAL GUARANTEES ISSUED AS AT AS AT 31 MARCH 2004**

GUARANTEED INSTITUTION	GUARANTEE IN RESPECT OF	ORIGINAL GUARANTEED CAPITAL AMOUNT	* OPENING BALANCE AS AT 01/04/2003	GUARANTEES ISSUED DURING THE YEAR	GUARANTEES RELEASED DURING THE YEAR	GUARENTEED INTEREST OUTSTANDING AS AT 31/03/2004	CLOSING BALANCE 31/03/2004	REALISED LOSSES I.R.O. CLAIMS PAID OUT
		R'000	R'000	R'000	R'000	R'000	R'000	R'000
Standard Bank	Housing		591	134	49		676	
First Rand Bank & Saambou	Housing		979	52	312		719	
ABSA	Housing		1,041	121	132		1,030	
BOE Bank (NBS.)	Housing		258	-	25		233	
Permanent Bank	Housing		707	117	187		637	
Albaraka Bank	Housing		26	-	-		26	
Nedbank Ltd.	Housing		19	-	19		-	
BOE Bank (Boland)	Housing		92	-	-		92	
Peoples Bank	Housing		36	-	18		18	
Old Mutual Bank	Housing		37	-	-		37	
BOE Bank Ltd.	Housing		88	-	17		71	
Cape of Good Hope	Housing		17	-	17		-	
NHFC (MASIKHENI)			-	20	-		20	
TOTAL		-	3,891	444	776		3,559	-

* The closing balance of the 2002/2003 financial year, thus the opening balance, has been restated to balance with Persal. The closing balance for the 2002/2003 financial year included an amount of R39, 592 that was not updated on Persal at the time.





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**ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
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ANNEXURE 4

PHYSICAL ASSET MOVEMENT SCHEDULE (NOT INCLUDING INVENTORIES)

**PHYSICAL ASSETS ACQUIRED DURING
FINANCIAL YEAR 2003/04**

	Opening Balance R'000	Additions R'000	Disposals R'000	Transfers In R'000	Transfers Out R'000	Closing Balance R'000
MACHINERY AND EQUIPMENT	1,889	3,906	-	-	-	5,795
Computer equipment	389	2,219	-	-	-	2,608
Furniture and office equipment	1,230	1,064	-	-	-	2,294
Other machinery and equipment	270	49	-	-	-	319
Transport assets	-	574	-	-	-	574
	1,889	3,906	-	-	-	5,795

**PHYSICAL ASSETS ACQUIRED DURING
FINANCIAL YEAR 2002/03**

	Opening Balance R'000	Additions R'000	Disposals R'000	Transfers In R'000	Transfers Out R'000	Closing Balance R'000
MACHINERY AND EQUIPMENT	-	1,889	-	-	-	1,889
Computer equipment	-	389	-	-	-	389
Furniture and office equipment	-	1,230	-	-	-	1,230
Other machinery and equipment	-	270	-	-	-	270
	-	1,889	-	-	-	1,889

Since the department is not on a computerised procurement and provisioning system, it is difficult to cost and depreciate departmental capital equipment as per the requirement for the completion of the financial statements. Values and information used, which may not reconcile with the Financial Management System, was drawn from the past financial year commitment register, order books and the yellow cards for each office and institution. Indicators have been given by Provincial Treasury that departments that do not have LOGIS as their operating procurement system, will be given permission to procure an inventory module/system that will be used for the management, control and accounting purposes in as far as Asset Management is concerned. Any alternative system must be approved by the National Technical Committee on Finance. The department did previously apply to implement an alternative procurement system to LOGIS but it was not supported by the Provincial Treasury. The department is in the process to again apply to implement an alternative procurement system.



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ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
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ANNEXURE 5

INTER-DEPARTMENTAL RECEIVABLES - CURRENT

DEPARTMENT	CONFIRMED BALANCE OUTSTANDING		UNCONFIRMED BALANCE OUTSTANDING	
	31/03/2004	31/03/2003	31/03/2004	31/03/2003
	R	R	R	R
Department of Welfare Kwazulu-Natal			388	388
Department of Welfare Northern Cape			3,068	3,068
South African police Services (Prov.)			1	35
Department of Finance (Prov.)	3			
Provincial Administration Western Cape			4	5
National Department Of Social Development			19,689	
National Department Of Environmental Affairs and Tourism			1	
Economic Affairs, Agriculture and Tourism (Prov.)				546
Health (Prov.)	292			272
Education (Prov.)				33
Department of Housing (Gauteng)				8
National Department of Social Development				100
Home Affairs				7
Health (Nat.)				4
TOTAL	295	-	23,151	4,466



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**ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
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**ANNEXURE 6
INTER-DEPARTMENTAL PAYABLES CURRENT**

INTER-DEPARTMENTAL PAYABLES - CURRENT

DEPARTMENT	CONFIRMED BALANCE OUTSTANDING		UNCONFIRMED BALANCE OUTSTANDING	
	31/03/2004	31/03/2003	31/03/2004	31/03/2003
	R'000	R'000	R'000	R'000
Provincial Treasury Western Cape	-			
Department of Education	43			
Department of Transport & Public Works			311	
Department of Health	40		15,245	
Department of Economic Affairs & Tourism	155			
TOTAL	238	-	15,556	-

ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2004

ANNEXURE 7

ACTUAL NUMBER OF SOCIAL GRANT BENEFICIARIES PAID MONTHLY
FOR THE FINANCIAL YEAR AS AT 31 MARCH 2004

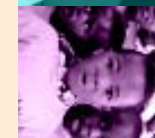
GRANT TYPE	APRIL 2003	MAY 2003	JUNE 2003	JULY 2003	AUGUST 2003	SEPT 2003	OCT 2003	NOV 2003	DEC 2003	JAN 2004	FEB 2004	MARCH 2004	TOTAL
Old Age	153,913	154,425	154,394	153,848	154,117	155,117	155,696	155,766	155,976	155,731	156,569	157,088	1,862,640
War Veterans	1,158	1,145	1,126	1,108	1,074	1,073	1,056	1,049	1,042	1,020	1,013	997	12,861
Diasability	111,333	120,686	122,153	124,839	125,344	124,716	117,606	115,309	115,779	118,253	118,488	118,835	1,433,341
Grant in Aid	-	-	-	-	-	-	-	-	-	-	-	-	-
Foster Care	14,216	14,393	14,563	14,670	14,936	15,258	15,462	15,712	15,850	14,830	14,942	15,072	179,904
Care													
Dependency	5,591	5,606	5,647	5,716	5,795	5,900	5,954	6,006	6,037	6,004	6,150	5,996	70,402
Child Support													
Grant	160,363	163,133	165,853	166,766	173,991	179,674	184,609	185,771	186,908	183,623	191,036	194,553	2,136,280
TOTAL	446,574	459,388	463,736	466,947	475,257	481,738	480,383	479,613	481,592	479,461	488,198	492,541	5,695,428

ACTUAL MONTHLY EXPENDITURE PER GRANT FOR THE FINANCIAL YEAR AS AT 31 MARCH 2004

GRANT TYPE	APRIL 2003 R	MAY 2003 R	JUNE 2003 R	JULY 2003 R	AUGUST 2003 R	SEPT 2003 R	OCT 2003 R	NOV 2003 R	DEC 2003 R	JAN 2004 R	FEB 2004 R	MARCH 2004 R	TOTAL R
Old Age	106,158,921	107,426,823	105,863,714	106,999,157	107,579,085	107,997,122	108,560,572	107,862,820	107,211,135	105,845,845	109,025,906	108,245,451	1,288,776,551
War Veterans	786,382	783,014	764,037	820,336	744,833	725,719	722,788	719,421	697,878	683,906	692,491	676,040	8,816,845
Diasability	82,533,548	106,270,599	92,631,176	99,719,459	100,098,229	96,827,150	91,446,623	87,556,690	88,607,407	94,151,966	92,423,385	93,712,964	1,125,979,196
Grant in Aid	1,300	105	(220)	1,142	(50)	(50)	4,900	-	-	(200)	(1,392)	692	6,227
Foster Care	10,833,932	11,315,372	11,522,271	11,640,460	12,115,076	12,720,646	12,759,434	12,981,429	12,820,921	11,836,751	11,553,029	12,082,368	144,181,689
Care													
Dependency	4,005,718	4,040,398	4,256,108	4,329,359	4,437,258	4,412,355	4,473,291	4,445,744	4,360,706	4,455,797	4,611,631	4,409,914	52,238,279
Child Support													
Grant	32,981,504	34,889,965	35,667,987	36,290,860	41,620,763	42,863,875	44,399,238	41,815,139	41,922,049	42,110,768	44,331,740	45,411,069	484,304,957
TOTAL	237,301,305	264,726,276	250,705,073	259,800,773	266,595,194	265,546,817	262,366,846	255,381,243	255,620,096	259,084,833	262,636,790	264,538,4983	104,303,744

Beneficiaries do not include children

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ANNEXURE 8

**SOCIAL PENSIONS: AMOUNTS PAID IN EXCESS AND WRITTEN OFF WITH DUE AUTHORITY
AGAINST VOTED MONEYS FOR THE FINANCIAL YEAR 2003/2004**

TYPE OF PENSION	VALUE AT 31/03/2003 PREVIOUS FINANCIAL YEAR	NUMBER AT 31/03/2003 PREVIOUS FINANCIAL YEAR	VALUE AT 31/03/2004 CURRENT FINANCIAL YEAR	NUMBER AT 31/03/2004 CURRENT FINANCIAL YEAR
ALL GRANT TYPES	R 60,471	7	R 8,862,205	3883

**ANNEXURES TO THE ANNUAL FINANCIAL STATEMENTS
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ANNEXURE 9

**SOCIAL PENSIONS: AMOUNTS PAID IN EXCESS AND NOT YET RECOVERED OR WRITTEN OFF
FOR THE FINANCIAL YEAR 2003/2004**

TYPE OF PENSION	VALUE AT 31/03/2003 PREVIOUS FINANCIAL YEAR R	NUMBER AT 31/03/2003 PREVIOUS FINANCIAL YEAR	VALUE AT 31/03/2004 CURRENT FINANCIAL YEAR R	NUMBER AT 31/03/2004 CURRENT FINANCIAL YEAR
ALL TYPES OF PENSIONS	R 17,163,256	7344	R 17,178,522	5774



PART FIVE HUMAN RESOURCE MANAGEMENT

5.1 SERVICE DELIVERY

All departments are required to develop a Service Delivery Improvement (SDI) Plan. The following tables reelected the components of the SDI plan as well as progress made in the implementation of the plans.

TABLE 23 – MAIN SERVICES PROVIDED AND STANDARDS

MAIN SERVICES	ACTUAL CUSTOMERS	POTENTIAL CUSTOMERS	STANDARD OF SERVICE	ACTUAL ACHIEVEMENT AGAINST STANDARDS
Social Security	450 000	550 000	Service level agreement with ALLPAY	1. Implementation of help desks at all pay points.
Developmental social welfare services		4.2m	Contained in service delivery standards at district offices and institutions	2. National targets for child support grants reached. 3. Service legal agreement concluded with NAMPOST for payment of grants for SA beneficiaries in Walvis Bay

TABLE 24 – CONSULTATION ARRANGEMENTS WITH CUSTOMERS

TYPE OF ARRANGEMENT	ACTUAL CUSTOMERS	POTENTIAL CUSTOMERS	ACTUAL ACHIEVEMENTS
Communication and marketing exercises	All benefits of services	4.2m	Successful Social Development Months were held
			Social security pamphlets were distributed
			Three months notice given before suspension of grants
Public participation processes preceded finalisation of new policies and legislation	All beneficiaries of services	4.2m	Public participation processes preceded the introduction of the Commissioner for Children Bill and the Ministerial Advisory Structure



PART FIVE

HUMAN RESOURCE MANAGEMENT

TABLE 25- SERVICE DELIVERY ACCESS STRATEGY

ACCESS STRATEGY	ACTUAL ACHIEVEMENTS
Increasing of District offices	Two district offices in process were established in Caledon and Gugulethu
Organisational Development investigation into cost centre approach	Organisational Development report finalised and discussed with labour
Establishment service points	12 new counter services were established
Establishment of counter services	29 new counter services were established
Establishment of helpdesk at pay points	Helpdesks were established at 239 pay points

TABLE 26 - SERVICE INFORMATION TOOL

TYPES OF INFORMATION TOOL	ACTUAL ACHIEVEMENTS
Marketing strategies during Social Development Month during October annually	A highly successful Social Development month was held during October 2003.
Departmental website	The website is operational and is well-utilised
Marketing of child support grant	A successful marketing campaign resulted in a rapid growth in the number of applications for the child support grant.

TABLE 27 - COMPLAINTS MECHANISM

COMPLAINTS MECHANISM	ACTUAL ACHIEVEMENTS
Website was activated	Large number of hits.
Toll-free 0800 number	All calls were attended to.



PART FIVE

HUMAN RESOURCE MANAGEMENT

5.2 EXPENDITURE

Departments budget in terms of clearly defined programmes. The following tables summarizes the final audited expenditure by programme (Table 28) and by salary bands (Table 2.9). In particular, it provides an indication of the amount spent on personnel costs in terms of each programme or salary band within the department.

TABLE 28 – PERSONNEL COSTS BY PROGRAMME, 2003/ 04

PRO-GRAMME	TOTAL EXPENDI-TURE (R'000)	PERSON-NEL EXPENDI-TURE (R'000)	TRAINING EXPENDI-TURE (R'000)	PROFES-SIONAL AND SPECIAL SERVICES (R'000)	PERSON-NEL COST AS A PERCENT OF TOTAL EXPENDI-TURE	AVERAGE PERSON-NEL COST PER EM-PLOYEE (R'000)	NUMBER OF PER-SONNEL PER PRO-GRAMME	NUMBER OF CON-TRACT WORK-ERS PER PRO-GRAMME
Pro-gramme 1	220,470	155,622	2,261	21,172	70.59	105,36	1278	199
Pro-gramme 2	3,225,392	6,281	119	86,104	0.19	81.57	18	59
Pro-gramme 3	271,041	4,506	317	12,667	1.66	204.82	19	3
Pro-gramme 4	50,785	309	48	435	0.61	0.00	0	0
Pro-gramme 5	2,939	957	593	1,095	32.56	136.71	6	1
TOTAL	3,770,627	167,675	3,338	121,473	4.45	105.92	1321	262

TABLE 29 – PERSONNEL COSTS BY SALARY BANDS, 2003/ 04

SALARY BANDS	PERSONNEL EXPENDI-TURE (R'000)	% OF TOTAL PERSONNEL COST AVERAGE PERSONNEL	COST PER EMPLOYEE (R'000)	PERSONNEL PER SALARY BAND	NUMBER OF CONTRACT WORKERS
Lower skilled (Levels 1-2)	4,767	2.84	48.15	92	7
Skilled (Levels 3-5)	34,197	20.39	64.52	304	226
Highly skilled production (Levels 6-8)	107,162	63.91	122.33	850	26
Highly skilled supervision (Levels 9-12)	15,487	9.24	238.26	63	2
Senior management (Levels 13-16)	6,062	3.62	466.31	12	1
TOTAL	167,675	100.00	105.92	1321	262



PART FIVE

HUMAN RESOURCE MANAGEMENT

The following tables provide a summary per programme (Table 30) and salary bands (Table 31), of expenditure incurred as a result of salaries, overtime, homeowners

allowance and medical assistance. In each case, the table provides an indication of the percentage of the personnel budget that was used for these items.

TABLE 30 - SALARIES, OVERTIME, HOME OWNERS ALLOWANCE AND MEDICAL ASSISTANCE BY PROGRAMME, 2003/ 04

PRO-GRAMME	SALARIES		OVERTIME		HOME OWNERS ALLOWANCE(HOA)		MEDICAL ASSISTANCE	
	AMOUNT (R'000)	SALA-RIES AS A % OF PERSON-NEL COST	AMOUNT (R'000)	OVER-TIME AS A % OF PERSON-NEL COST	AMOUNT (R'000)	HOA AS A % OF PERSON-NEL COST	AMOUNT (R'000)	MEDICAL ASSIST-ANCE AS A % OF PERSON-NEL COST
Programme 1:	110,471	70.99	4,200	2.70	4,679	3.01	8,249	5.30
Programme 2:	4,261	67.84	66	1.05	54	0.86	145	2.31
Programme 3:	2,852	63.29	127	2.82	122	2.71	206	4.57
Programme 4:	0	0.00	0	0.00	0	0.00	0	0.00
Programme 5:	802	83.80	0	0.00	11	1.15	21	2.19
TOTAL	118,386	70.60	4,393	2.62	4,866	2.90	8,621	5.14



PART FIVE HUMAN RESOURCE MANAGEMENT

TABLE 31 - SALARIES, OVERTIME, HOME OWNERS ALLOWANCE AND MEDICAL ASSISTANCE BY SALARY BANDS, 2003/ 04

SALARY BANDS	SALARIES		OVERTIME		HOME OWNERS ALLOWANCE(HOA)		MEDICAL ASSISTANCE	
	AMOUNT (R'000)	SALARIES AS A % OF PERSONNEL COST	AMOUNT (R'000)	OVER-TIME AS A % OF PERSONNEL COST	AMOUNT (R'000)	HOA AS A % OF PERSONNEL COST	AMOUNT (R'000)	MEDICAL ASSISTANCE AS A % OF PERSONNEL COST
Lower skilled (levels 1-2)	3,691	73.82	121	24,20	246	5,16	321	6,73
Skilled levels (levels 3-5)	24,924	72.88	1,047	3,06	797	2,33	1,583	4,63
Highly skilled production (levels 6-8)	75,084	70,07	3,160	2,95	3,532	3,30	5,986	5,59
Highly skilled supervision (levels 9-12)	11,196	72,29	65	0,42	289	1,87	553	3,57
Senior management (levels 13 -16)	3,491	57,59	0	0	2	0,03	178	2,94
TOTAL	118,386	70.60	4,393	2.62	4,866	2.90	8,621	5.14

5.3 EMPLOYMENT AND VACANCIES

The following tables summarize the number of posts on the staff establishment, the number of employees, the vacancy rate, and whether there are any staff that are additional to the establishment.

This information is presented in terms of three key variables: - programme (Table 32), salary band (Table 33) and critical occupations (Table 34). Departments have identified critical occupations that need to be monitored. Table 33 provides establishment and vacancy information for the key critical occupations of the department.

The vacancy rate reflects the percentage of posts that are not filled.



PART FIVE

HUMAN RESOURCE MANAGEMENT

TABLE 32 – EMPLOYMENT AND VACANCIES BY PROGRAMME, 31 MARCH 2004

PROGRAMME	NUMBER OF POSTS	NUMBER OF POSTS FILLED	VACANCY RATE	NUMBER OF POSTS FILLED ADDITIONAL TO THE ESTABLISHMENT
1	1564	1278	18.29	199
2	19	18	5.26	59
3	27	19	29.63	3
4	0	0		0
5	10	6	40.00	1
TOTAL	1620	1321	18.46	262

TABLE 33 – EMPLOYMENT AND VACANCIES BY SALARY BANDS, 31 MARCH 2004

SALARY BAND	NUMBER OF POSTS	NUMBER OF POSTS FILLED	VACANCY RATE	NUMBER OF POSTS FILLED ADDITIONAL TO THE ESTABLISHMENT
Lower skilled (levels 1-2)	143	92	35.66	7
Skilled levels (levels 3-5)	378	304	19.58	226
Highly skilled production (levels 6-8)	985	850	13.71	26
Highly skilled supervision (levels 9-12)	102	63	38.244	2
Senior management (levels 13 -16)	12	12	0.00	1
TOTAL	1620	1321	18.46	262

TABLE 34 – EMPLOYMENT AND VACANCIES BY CRITICAL OCCUPATION, 31 MARCH 2004

CRITICAL	NUMBER OF OCCUPATIONS	NUMBER OF POSTS	VACANCY RATE POSTS FILLED	NUMBER OF POSTS FILLED ADDITIONAL TO THE ESTABLISHMENT
Senior Managers	12	12	0.00	1
Middle Managers	102	63	38.24	2
Social Science Professionals	384	313	18.49	22
Social, Natural Technical, Medical Science and Support Personnel	313	275	12.14	4
Admin Clerks & Officers	633	532	15.96	226
Service workers	39	13	66.67	4
Elementary workers & drivers	137	113	17.52	3
TOTAL	1620	1321	18.46	262



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The information in each case reflects the situation as at 31 March 2004. For an indication of changes in staffing patterns over the year under review, please refer to section 5 of this report.

5.4 JOB EVALUATION

The Public Service Regulations, 1999 introduced job evaluation as a way of ensuring that work of equal value is remunerated equally. Within a nationally determined framework, executing authorities may evaluate or re-evaluate any job in his or her organization. In terms of the Regulations all vacancies on salary levels 9 and higher must be evaluated before they are filled. This was complemented by a decision by the Minister for the Public Service and Administration that all Senior Management Service jobs must be evaluated before 31 December 2002.

The following table (Table 35) summarizes the number of jobs that were evaluated during the year under review. The table also provides statistics on the number of posts that were upgraded or downgraded.

TABLE 35 JOB EVALUATION, 1 APRIL 2003 TO 31 MARCH 2004

SALARY BAND	NUMBER OF POSTS	NUMBER OF JOBS EVALUATED	% OF POSTS EVALUATED BY SALARY BANDS	POSTS UPGRADED		POSTS DOWNGRADED	
				NUMBER	% OF POSTS EVALUATED	NUMBER	% OF POSTS EVALUATED
Lower skilled (Levels 1-2)	143	0	0	0	0	0	0
Skilled (Levels 3-5)	378	0	0.00	0	0	0	0
Highly Skilled Productions (Level 6-8)	985	16	1.62	5	31.25	0	0
Highly Skilled Supervision (Level 9-12)	102	30	29.41	0	0	0	0
Senior Management Service Band A	8	3	37.50	0	0	0	0
Senior Management Service Band B	3	2	66.67		0	0	0
Senior Management Service Band C	0	0	0		0	0	0
Senior Management Service Band D	1	0	0		0	0	0
TOTAL	1620	51	3.15	5	9.80	0	0

The following table provides a summary of the number of employees whose salary positions were upgraded due to their posts being upgraded. The number of employees might differ from the number of posts upgraded since not all employees are automatically absorbed into the new posts and some of the posts upgraded could also be vacant.



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TABLE 36 – PROFILE OF EMPLOYEES WHOSE SALARY POSITIONS WERE UPGRADED DUE TO THEIR POSTS BEING UPGRADED, 1 APRIL 2003 TO 31 MARCH 2004

BENEFICIARIES	AFRICAN	ASIAN	COLOURED	WHITE	TOTAL
Female	1		2	1	4
Male				1	1
TOTAL	1	0	2	2	5
EMPLOYEES WITH A DISABILITY	0	0	0	0	0

5.5 EMPLOYMENT CHANGES

This section provides information on changes in employment over the financial year. Turnover rates provide an indication of trends in the employment profile of the department. The following tables provide a summary of turnover rates by salary band (Table 37) and by critical occupations (Table 382).

TABLE 37 – ANNUAL TURNOVER RATES BY SALARY BAND FOR THE PERIOD 1 APRIL 2003 TO 31 MARCH 2004

SALARY BAND	NUMBER OF EMPLOYEES PER BAND AS ON 1 APRIL 2003	APPOINTMENTS AND TRANSFERS INTO THE DEPARTMENT	TERMINATIONS AND TRANSFERS OUT OF THE DEPARTMENT	TURNOVER RATE
Lower skilled (Levels 1-2)	93	1	2	2.15
Skilled (Levels 3-5)	313	4	15	4.79
Highly skilled production (Levels 6-8)	868	26	41	4.72
Highly skilled supervision (Levels 9-12)	67	1	5	7.46
Senior Management Service Band A	7	2		0.00
Senior Management Service Band B	1	1		
Senior Management Service Band C				
Senior Management Service Band D	1			0.00
TOTAL	1349	35	63	4.67



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TABLE 38 – ANNUAL TURNOVER RATES BY CRITICAL OCCUPATION FOR THE PERIOD 1 APRIL 2003 TO 31 MARCH 2004

OCCUPATION	NUMBER OF EMPLOYEES PER OCCUPATION AS ON 1 APRIL 2003	APPOINTMENTS AND TRANSFERS INTO THE DEPARTMENT	TERMINATIONS AND TRANSFERS OUT OF THE DEPARTMENT	TURNOVER RATE
Senior Managers	8	3	0	0.00
Middle Managers	62	1	5	8.06
Social Science Professionals	440	26	34	7.73
Social, Natural, Technical, Medical Science and Support personnel Science Support Personnel	286	4	3	1.05
Administration Clerks & Professionals	428		19	4.44
Service workers	23		0	0.00
Elementary workers	102	1	2	1.96
TOTAL	1349	35	63	4.67

TABLE 39 – REASONS WHY STAFF ARE LEAVING THE DEPARTMENT

TERMINATION TYPE	NUMBER	% OF TOTAL
Death	2	0.38
Resignation	33	6.25
Expiry of contract	477	90.34
Dismissal – operational changes		
Dismissal – misconduct	1	0.19
Dismissal – inefficiency		
Discharged due to ill-health	8	1.52
Retirement	7	1.33
TOTAL	528	100.00
TOTAL NUMBER OF EMPLOYEES WHO LEFT AS A % OF THE TOTAL EMPLOYMENT		7.41



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TABLE 40 – PROMOTIONS BY CRITICAL OCCUPATION

OCCUPATION:	EMPLOYEES AS AT 1 APRIL 2003	PROMOTIONS TO ANOTHER SALARY LEVEL	SALARY LEVEL PROMOTIONS AS A % OF EMPLOYEES BY OCCUPATION	PROGRESSIONS TO ANOTHER NOTCH WITHIN A SALARY LEVEL	NOTCH PROGRESSIONS AS A % OF EMPLOYEES BY OCCUPATION
Senior Managers	8	0	0	0	0
Middle Managers	65	5	7.69	36	55.38
Social Science Professionals	321	3	0.93	232	72.27
Social, Natural, Technical, Medical Science and Support personnel Science Support Personnel	278	1	0.36	244	87.77
Administration Clerks & Professionals	537	2	0.37	439	81.75
Service workers	47	0	0.00	36	76.60
Elementary workers	93	1	1.08	69	74.19
TOTAL	1349	12	0.89	1056	78.28

TABLE 41 – PROMOTIONS BY SALARY BAND

SALARY BAND	EMPLOYEES APRIL 2003	PROMOTIONS TO ANOTHER SALARY LEVEL	SALARY BAND PROMOTIONS AS A % OF EMPLOYEES BY SALARY LEVEL	PROGRESSIONS TO ANOTHER NOTCH WITHIN A SALARY LEVEL	NOTCH PROGRESSIONS AS A % OF EMPLOYEES BY SALARY BAND
Lower skilled (Levels 1-2)	93	1	1.08	84	90.32
Skilled (Levels 3-5)	313	2	0.64	238	76.04
Highly skilled production (Levels 6-8)	868	5	0.58	698	80.41
Highly skilled supervision (Levels 9-12)	67	4	5.97	36	53.73
Senior Management (Levels 13-16)	8	0	0	0	0.00
TOTAL	1349	12	0.89	1056	78.28



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5.6 EMPLOYMENT EQUITY

The tables in this section are based on the formats prescribed by the Employment Equity Act, 55 of 1998.

TABLE 42 TOTAL NUMBER OF EMPLOYEES (INCLUDING EMPLOYEES WITH DISABILITIES) IN EACH OF THE FOLLOWING OCCUPATIONAL CATEGORIES AS ON 31 MARCH 2004

OCCUPATIONAL CATEGORIES (SASCO)	MALE				FEMALE				TOTAL
	AFRICAN	COLOURED	INDIAN	WHITE	AFRICAN	COLOURED	INDIAN	WHITE	
Legislators, senior officials and managers	0	3	1	3	2	3	0	0	12
Professionals (Salary Level 9-12)	4	23	0	5	3	17	0	11	63
Professionals Salary Level (6-8)	22	103	0	10	50	194	4	48	431
Technicians and associate professionals	41	135	0	3	31	57	0	8	275
Clerks	20	116	1	7	36	190	0	45	415
Service and sales workers	1	0	0	0	0	12	0	0	13
Plant & Machine Operators & Assemblers	2	7	0	0	0	0	0	0	9
Skilled agriculture and fishery workers									0
Craft and related trades workers Plant and machine operators and assemblers									0
Elementary occupations	8	31	0	2	10	51	0	1	103
TOTAL	98	418	2	30	132	524	4	113	1321
EMPLOYEES WITH DISABILITIES	2	5	0	1	1	3	0	0	12



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TABLE 43 TOTAL NUMBER OF EMPLOYEES (INCLUDING EMPLOYEES WITH DISABILITIES) IN EACH OF THE FOLLOWING OCCUPATIONAL BANDS AS ON 31 MARCH 2004

OCCUPATIONAL BANDS	MALE				FEMALE				TOTAL
	AFRICAN	COLOURED	INDIAN	WHITE	AFRICAN	COLOURED	INDIAN	WHITE	
Top Management						1			1
Senior Management	0	3	1	3	2	2	0	0	11
Professionally qualified and experienced specialists and mid-management	4	23	0	5	3	17	0	11	63
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	42	219	1	17	86	384	4	93	846
Semi-skilled and discretionary decision making	44	142	0	3	31	69	0	8	297
Unskilled and defined decision making	8	31	0	2	10	51	0	1	103
TOTAL	98	418	2	30	132	524	4	113	1321



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TABLE 44 RECRUITMENT FOR THE PERIOD 1 APRIL TO 30 MARCH 2004

OCCUPATIONAL BANDS	MALE				FEMALE				TOTAL
	AFRICAN	COLOURED	INDIAN	WHITE	AFRICAN	COLOURED	INDIAN	WHITE	
Top Management	0	0	0	0	0	0	0	0	0
Senior Management	0	0	1	0	2	0	0	0	3
Professionally qualified and experienced specialists and mid-management	0	0	0	0	0	0	0	1	1
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	1	5	0	0	8	9	1	2	26
Semi-skilled and discretionary decision making	1	1	0	0	1	1	0	0	4
Unskilled and defined decision making	0	0	0	1	0	0	0	0	1
TOTAL	2	6	1	1	11	10	1	3	35
EMPLOYEES WITH DISABILITIES	0	0	0	0	0	0	0	0	0



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TABLE 45 PROMOTIONS FOR THE PERIOD 1 APRIL TO 31 MARCH 2004

OCCUPATIONAL BANDS	MALE				FEMALE				TOTAL
	AFRICAN	COLOURED	INDIAN	WHITE	AFRICAN	COLOURED	INDIAN	WHITE	
Top Management	0	0	0	0	0	0	0	0	0
Senior Management	0	0	0	0	0	0	0	0	0
Professionally qualified and experienced specialists and mid-management	0	1	0	1	0	1	0	1	4
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	0	0	0	0	2	3	0	0	5
Semi-skilled and discretionary decision making	0	0	0	0	0	2	0	0	2
Unskilled and defined decision making	0	0	0	0	0	1	0	0	1
TOTAL	0	1	0	1	2	7	0	1	12
EMPLOYEES WITH DISABILITIES	0	0	0	0	0	0	0	0	0



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TABLE 46 TERMINATIONS FOR THE PERIOD 1 APRIL TO 31 MARCH 2004

OCCUPATIONAL BANDS	MALE				FEMALE				TOTAL
	AFRICAN	COLOURED	INDIAN	WHITE	AFRICAN	COLOURED	INDIAN	WHITE	
Top Management	0	0	0	0	0	0	0	0	0
Senior Management	0	0	0	0	0	0	0	0	0
Professionally qualified and experienced specialists and mid-management	0	2	0	0	1	1	0	1	5
Skilled technical and academically qualified workers, junior management, supervisors, foreman and superintendents	1	13	0	2	9	11	0	5	41
Semi-skilled and discretionary decision making	2	5	0	0	3	4	0	1	15
Unskilled and defined decision making	1	0	0	0	0	1	0	0	2
TOTAL	4	20	0	2	13	17	0	7	63
EMPLOYEES WITH DISABILITIES	0	1	0	0	0	0	0	0	1

TABLE 47 DISCIPLINARY ACTION FOR THE PERIOD 1 APRIL TO 31 MARCH 2004

DISCIPLINARY ACTION	MALE				FEMALE				TOTAL
	AFRICAN	COLOURED	INDIAN	WHITE	AFRICAN	COLOURED	INDIAN	WHITE	
Dismissed	0	1	0	0	0	0	0	0	1
Abscondment	1	1	0	0	0	0	0	0	2
3months suspension with pay	0	1	0	0	0	0	0	0	1
Final written warning	2	5	0	0	1	3	0	1	12
Written warning	0	3	0	0	0	0	0	0	3
Verbal warning	1	2	0	1	0	1	0	0	5
TOTAL	4	13	0	1	1	4	0	1	24



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TABLE 48 SKILLS DEVELOPMENT FOR THE PERIOD 1 APRIL TO 31 MARCH 2004

OCCUPATIONAL CATEGORIES	MALE				FEMALE				TOTAL
	AFRICAN	COLOURED	INDIAN	WHITE	AFRICAN	COLOURED	INDIAN	WHITE	
Legislators, senior officials and managers	0	2	1	2	2	2	0	0	9
Professionals	4	10	0	3	1	20	0	7	45
Technicians and associated professionals	1	4	0	0	1	3	0	0	9
Clerks	1	13	0	2	5	28	0	6	55
Service and sales workers	0	0	0	0	0	0	0	0	0
Skilled agriculture and fishery workers	0	0	0	0	0	0	0	0	0
Craft and related trades workers	0	0	0	0	0	0	0	0	0
Plant and machine operators and assemblers	2	7	0	0	0	0	0	0	9
Elementary occupations	3	9	0	0	4	25	0	1	42
TOTAL	11	45	1	7	13	78	0	14	169
EMPLOYEES WITH DISABILITIES	1	1	0	1	0	1	0	0	4



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5.7 PERFORMANCE REWARDS

To encourage good performance, the department has granted the following performance rewards during the year under review. The information is presented in terms of race, gender, and disability.

TABLE 49 – PERFORMANCE REWARDS BY RACE, GENDER, AND DISABILITY, 1 APRIL 2003 TO 31 MARCH 2004

BENEFICIARY PROFILE			COST		
	NUMBER OF BENEFICIARIES	TOTAL NUMBER OF EMPLOYEES IN GROUP	% OF TOTAL WITHIN GROUP	COST (R'000)	AVERAGE COST PER EMPLOYEE
AFRICAN					
Male	0	98	0.00	0	
Female	0	132	0.00	0	
ASIAN					
Male	1	2	50	16	16.00
Female	0	4	0	0	
COLOURED					
Male	6	418	1.44	28	4.67
Female	21	524	4.01	204	9.71
WHITE					
Male	2	30	6.67	43	21.50
Female	5	113	4.42	46	9.20
Employees with a disability					
TOTAL	35	1321	2.65	337	9.63

TABLE 50 – PERFORMANCE REWARDS BY SALARY BANDS FOR PERSONNEL BELOW SENIOR MANAGEMENT SERVICE,

SALARY BANDS	BENEFICIARY PROFILE			COST		
	NUMBER OF BENEFICIARIES	NUMBER OF EMPLOYEES	% OF TOTAL WITHIN SALARY BANDS	TOTAL COST (R'000)	AVERAGE COST PER EMPLOYEE	TOTAL COST AS A % OF TOTAL PERSONNEL EXPENDITURE
Lower skilled (Levels 1-2)	3	92	3.26	10	3.33	0.21
Skilled (Levels 3-5)	0	304	0.00	17	0.00	0.05
Highly skilled production (Levels 6-8)	23	850	2.71	159	6.91	0.15
Highly skilled supervision (Levels 9-12)	6	63	9.52	92	15.33	0.59
TOTAL	32	1309	2.44	278	8.69	4.59



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TABLE 51 – PERFORMANCE REWARDS BY CRITICAL OCCUPATIONS, 1 APRIL 2003 TO 31 MARCH 2004

CRITICAL OCCUPATIONS	BENEFICIARY PROFILE			COST	
	NUMBER OF BENEFICIARIES	NUMBER OF EMPLOYEES	% OF TOTAL WITHIN OCCUPATION	TOTAL COST (R'000)	AVERAGE COST PER EMPLOYEE
Senior Managers	3	13	23.08	59	19.67
Middle Managers	6	63	9.52	92	15.33
Social Science Professionals	9	313	2.88	93	10.33
Social, Natural, Technical, Medical Science and Support Personnel	0	275	0	0	
Administration Clerks & Officers	16	531	3.01	88	5.50
Service workers	0	13	0	0	
Elementary workers	1	113	0.88	5	5.00
TOTAL	35	1321	2.65	337	9.63

TABLE 52 – PERFORMANCE RELATED REWARDS (CASH BONUS), BY SALARY BAND, FOR SENIOR MANAGEMENT SERVICE

SALARY BAND	BENEFICIARY PROFILE			TOTAL COST (R'000)	AVERAGE COST PER EMPLOYEE	TOTAL COST AS % OF PERSONNEL EXPENDITURE	PERSONNEL COST PER BAND
	NO. BENEFICIARIES	NUMBER OF EMPLOYEES	% OF TOTAL WITHIN BAND				
Band A	3	9	33.33	59	19.67	0.97	
Band B	0	0		0			
Band C	0	0		0			
Band D	0	0		0			
TOTAL	3	9	33.33	59	19.67	0.97	0



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5.8 FOREIGN WORKERS

The tables below summarize the employment of foreign nationals in the department in terms of salary bands and by major occupation. The tables also summarize changes in the total number of foreign workers in each salary band and by each major occupation

TABLE 53 – FOREIGN WORKERS, 1 APRIL 2003 TO 31 MARCH 2004, BY SALARY BAND

SALARY BANDS	1-APR-02		31-MAR-03		CHANGE	
	NUMBER	% OF TOTAL	NUMBER	% OF TOTAL	NUMBER	% CHANGE
Lower skilled (Levels 1-2)	None					
Skilled (Levels 3-5)						
Highly skilled production (Levels 6-8)						
Highly skilled supervision (Levels 9-12)						
Senior management (Levels 13-16)						
TOTAL	NONE					

TABLE 54 – FOREIGN WORKER, 1 APRIL 2003 TO 31 MARCH 2004, BY MAJOR OCCUPATION

MAJOR OCCUPATION	1-APR-02		31-MAR-03		CHANGE	
	NUMBER	% OF TOTAL	NUMBER	% OF TOTAL	NUMBER	% CHANGE
	None					
	NONE					

5.9 LEAVE UTILIZATION FOR THE PERIOD 1 JANUARY 2003 TO 31 DECEMBER 2003

The Public Service Commission identified the need for careful monitoring of sick leave within the public service.

The following tables provide an indication of the use of sick leave. In both cases, the estimated cost of the leave is also provided.



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TABLE 55 – SICK LEAVE, 1 JANUARY 2003 TO 31 DECEMBER 2003

SALARY BAND	TOTAL DAYS	% DAYS WITH MEDICAL CERTIFICATION	NUMBER OF EMPLOYEES USING SICK LEAVE	% OF TOTAL EMPLOYEES USING SICK LEAVE	AVERAGE DAYS PER EMPLOYEE	ESTIMATED COST (R'000)	TOTAL YEARLY NOTCH OF SICK
Lower skilled (Levels 1-2)	729	77%	75	6%	10	R 98	R 2,636,073
Skilled (Levels 3-5)	3473	74%	438	35%	8	R 621	R 20,445,078
Highly skilled production (Levels 6-8)	6255	73%	696	55%	9	R 2,036	R 59,127,780
Highly skilled supervision (Levels 9-12)	340	70%	47	4%	7	R 214	R 7,726,950
Senior management (Levels 13-16)	30	97%	4	0%	8	R 47	R 1,623,678
TOTAL	10827	74%	1260	100%	9	R 3,014	R 91,559,559

TABLE 56 – DISABILITY LEAVE (TEMPORARY AND PERMANENT), 1 JANUARY 2003 TO 31 DECEMBER 2003

SALARY BAND	TOTAL DAYS TAKEN	% DAYS WITH MEDICAL CERTIFICATION	NUMBER OF EMPLOYEES USING DISABILITY LEAVE	% OF TOTAL EMPLOYEES USING DISABILITY LEAVE	AVERAGE DAYS PER EMPLOYEE	ESTIMATED COST (R'000)	TOTAL YEARLY NOTCH OF SICK
Lower skilled (Levels 1-2)	224	100%	9	12%	25	R 31	R 320,034
Skilled (Levels 3-5)	778	100%	22	30%	35	R 152	R 1,122,363
Highly skilled production (Levels 6-8)	1018	100%	42	57%	24	R 344	R 3,702,159
Highly skilled supervision (Levels 9-12)	24	100%	1	1%	24	R 15	R 158,082
Senior management (Levels 13-16)	0	0%	0	0%	0	R 0	R 0
TOTAL	2044	100%	74	100%	28	R 561	R 5,302,638



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Table 57 summarizes the utilization of annual leave. The wage agreement concluded with trade unions in the Public Service Commission Bargaining Council in 2000, requires management of annual leave to prevent high levels of accrued leave being paid at the time of termination of service.

TABLE 57 – ANNUAL LEAVE, 1 JANUARY 2003 TO 31 DECEMBER 2003

SALARY BANDS	TOTAL DAYS TAKEN = A	AVERAGE NUMBER OF DAYS TAKEN PER EMPLOYEE = B	NUMBER OF EMPLOYEES WITH ANNUAL LEAVE
Lower skilled (Levels 1-2)	2463	24	102
Skilled Levels 3-5)	8804	16	547
Highly skilled production (Levels 6-8)	22616	25	912
Highly skilled supervision (Levels 9-12)	1451	23	62
Senior management (Levels 13-16)	183	18	10
TOTAL	35517	22	1633

TABLE 58 – CAPPED LEAVE, 1 JANUARY 2003 TO 31 DECEMBER 2003

SALARY BANDS	TOTAL DAYS = A	AVERAGE NUMBER OF DAYS TAKEN PER EMPLOYEE = B	AVERAGE CAPPED LEAVE PER EMPLOYEE AS AT 31 DECEMBER 2003 = C	NUMBER OF EMPLOYEES AS AT 31 DECEMBER 2003 = D	TOTAL NUMBER OF CAPPED LEAVE AVAILABLE AS AT 28 MAY 2004 = E
Lower skilled (Levels 1-2)	377	3.81	26	99	2593
Skilled Levels 3-5)	488	0.92	14	530	7261
Highly skilled production (Levels 6-8)	2542	2.91	41	875	35672
Highly skilled supervision (Levels 9-12)	105	1.59	63	66	4141
Senior management (Levels 13-16)	0	0.00	55	13	718
TOTAL	3512	2.22	32	1583	50385



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TABLE 59 – LEAVE PAYOUTS FOR THE PERIOD 1 APRIL 2003 TO 31 MARCH 2004

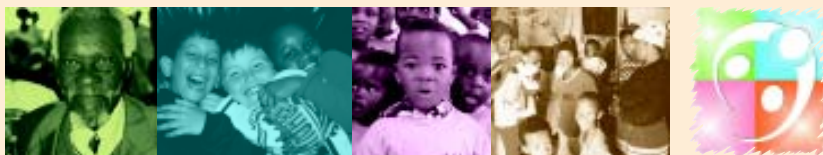
The following table summarises payments made to employees as a result of leave that was not taken.

REASON	TOTAL AMOUNT (R'000)	NUMBER OF EMPLOYEES	AVERAGE PAYMENT PER EMPLOYEE
Leave payout for 2002/03 due to non-utilisation of leave for the previous cycle		0	0
Capped leave payouts on termination of service for 2002/03	324	15	21.60
Current leave payout on termination of service for 2003/03	50	21	2.38
Long Services Awards	77	27	2.85
TOTAL	451	63	7.16

5.10 HIV/AIDS & HEALTH PROMOTION PROGRAMMES

TABLE 60 – STEPS TAKEN TO REDUCE THE RISK OF OCCUPATIONAL EXPOSURE

Units/categories of employees identified to be at high risk of contracting HIV & related diseases (if any)	Key steps taken to reduce the risk
Social Workers	Awareness campaigns and information
Nursing Staff	Awareness campaigns and information
Child & Youth Care Workers	Awareness campaigns and information



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TABLE 61 – DETAILS OF HEALTH PROMOTION AND HIV/AIDS PROGRAMMES (TICK THE APPLICABLE BOXES AND PROVIDE THE REQUIRED INFORMATION)

QUESTION	YES	NO	DETAILS, IF YES
1. Has the department designated a member of the Senior Management Service to implement the provisions contained in Part VI E of Chapter 1 of the Public Service Regulations, 2001? If so, provide her/his name and position.	Yes		Mr. Juan Smith Chief Director Financial and Quality Management
2. Does the department have a dedicated unit or has it designated specific staff members to promote the health and well being of your employees? If so, indicate the number of employees who are involved in this task and the annual budget that is available for this purpose.		No	The employment assistance programme unit assists with this
3. Has the department introduced an Employee Assistance or Health Promotion Programme for your employees? If so, indicate the key elements/services of this Programme.	Yes		Face to face counseling telephone counseling Critical incident debriefing information sessions Management referral
4. Has the department established (a) committee(s) as contemplated in Part VI E.5 (e) of Chapter 1 of the Public Service Regulations, 2001? If so, please provide the names of the members of the committee and the stakeholder(s) that they represent.		No	
5. Has the department reviewed its employment policies and practices to ensure that these do not unfairly discriminate against employees on the basis of their HIV status? If so, list the employment policies/practices so reviewed.		Yes	Done centrally by PAWC
6. Has the department introduced measures to protect HIV-positive employees or those perceived to be HIV-positive from discrimination? If so, list the key elements of these measures.		Yes	Awareness campaigning information displays, posters, flyers, e-mail news, ribbons, letterheads



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QUESTION	YES	NO	DETAILS, IF YES
7. Does the department encourage its employees to undergo Voluntary Counseling and Testing? If so, list the results that you have achieved.	Yes		As it is voluntary only one person tested. However many more could have been tested privately without having disclosed their status.
8. Has the department developed measures/ indicators to monitor & evaluate the impact of its health promotion programme? If so, list these measures/indicators.	Yes		An annual knowledge, attitude and behaviour survey, Provincial Employee Aids Programme committee is in the process of refining the survey document

5.11 LABOUR RELATIONS

The following collective agreements were entered into with trade unions within the department.

TABLE 62 – COLLECTIVE AGREEMENTS 1 APRIL 2003 – 31 MARCH 2004

BARGAINING COUNCIL	
SUBJECT MATTER	DATE
Resolution 2 of 2003 Amendment to resolution 12 of 2002: Pension Restructuring	Jun-03
Resolution 3 of 2003 Annual wage increase for 2003/2004 financial year	Jun-03
Resolution 4 of 2003: Amendment to resolution 1 of 1998: Agency shop agreement	Jun-03
Resolution 5 of 2003: Levy agreement	Jun-03
Resolution 6 of 2003: Amendment of part XXVII of Annexure B of PSCBC Resolution 3/99 (Long Service Award)	Jul-03
Resolution 7 of 2003: Pension agreement	Nov-03
Resolution 8 of 2003: Foreign service dispensation for officials serving in the Republic of South Africa Missions abroad	Nov-03
Resolution 9 of 2003: Disestablishment of departmental and provincial bargaining councils, established of provincial co-coordinating chambers of sectoral bargaining councils	Dec-03
BARGAINING COUNCIL (NATIONAL)	
Resolution 2 of 2003: Levy agreement	Aug-03
Resolution 1 of 2004: Recruitment and retention allowances agreement: Institution of a non pensionable scarce skills allowance: Designated Health professionals working in public health sector hospitals/ institutions as managed by the health employer	Jan-04
Resolution 2 of 2004: Revised non-pensionable recruitment allowance, referred to as "the rural allowance" public sector health professionals working in hospitals/institutions as managed by the health employer in Integrated Sustainable Rural Development Programme nodes and rural areas	Jan-04
BARGAINING CHAMBER (PROVINCIAL)	
Nil	Nil



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The following table summarizes the outcome of disciplinary hearings conducted within the department for the year under review.

TABLE 63 – MISCONDUCT AND DISCIPLINARY HEARINGS FINALISED, 1 APRIL 2003 TO 31 MARCH 2004

OUTCOMES OF DISCIPLINARY HEARINGS	NUMBER	% OF TOTAL
Correctional counseling	0	0.00
Verbal warning	5	20.83
Written warning	3	12.50
Final written warning	12	50.00
Suspended without pay	0	0.00
Suspended with pay	1	4.17
Fine	0	0.00
Demotion	0	0.00
Dismissal	3	12.50
Not guilty	0	0.00
Case withdrawn	0	0.00
TOTAL	24	100.00

TABLE 64 – TYPES OF MISCONDUCT ADDRESSED AT DISCIPLINARY HEARINGS

TYPE OF MISCONDUCT	NUMBER	% OF TOTAL
Abscondment	2	40
Assault	2	40
Fraud	1	20
TOTAL	5	100.00

TABLE 65 – GRIEVANCES LODGED FOR THE PERIOD 1 APRIL 2003 TO 31 MARCH 2004

	NUMBER	% OF TOTAL
Number of grievances resolved (0) Individual Grievances (11) Collective Grievances (2)	13	86.67
Number of grievances not resolved (0) Individual grievance (1) Collective Grievance (1)	2	13.33
TOTAL NUMBER GRIEVANCES LOGGED	15	100.00

TABLE 66 – DISPUTES LODGED WITH COUNCILS FOR THE PERIOD 1 APRIL 2003 TO 31 MARCH 2004

	NUMBER	% OF TOTAL
Number of disputes upheld	2	22.22
Number of disputes dismissed	7	77.78
TOTAL NUMBER DISPUTES LOGGED	9	100.00



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TABLE 67 – STRIKE ACTIONS FOR THE PERIOD 1 APRIL 2003 TO 31 MARCH 2004

Total number of person working days lost	None
Total cost (R'000) of working days lost	None
Amount (R'000) recovered as a result of no work no pay	None

TABLE 68 – PRECAUTIONARY SUSPENSIONS FOR THE PERIOD 1 APRIL 2003 TO 31 MARCH 2004

Number of people suspended	2
Number of people whose suspension exceeded 30 days	0
Average number of days suspended	12
COST (R'000) OF SUSPENSIONS	R4508.58

5. 12 SKILLS DEVELOPMENT

This section highlights the efforts of the department with regard to skills development.

TABLE 69 TRAINING NEEDS IDENTIFIED AND PROVIDED 1 APRIL 2003 TO 31 MARCH 2004

OCCUPATIONAL CATERGORIES	GENDER	NO. OF EMPLOYEES AS AT 01 APRIL 04	TRAINING NEEDS IDENTIFIED AT START OF REPORTING PERIOD			
			LEARNER-SHIPS	SKILLS PROGRAMMES & OTHER SHORT COURSES	OTHER FORMS OF TRAINING	TOTAL
Legislators senior officials	Female	3	0	Public Finance Management, Computer and MS Word Training	Transversal Course	3
	Males	5	0	Computer, Project Management, Public Finance Management, Performance Management		6
Professionals	Females	324	0	Project Management, ABET, public Finance Management	Transversal Course	28
	Males	178	0	Public Finance Management, Social Security Certificate & Diploma, Project Management, Adult Basic Education and training	Transversal Course	18
Technicians and associate professionals	Female	100	0	Adult Basic Education and Training	Transversal Course	4
	Males	186	0	Adult Basic Education and Training	Transversal Course	5
Clerks	Female	278	0	Social Security certificate, Adult basic education & training	Transversal Course	31
	Male	150	0	Social Security certificate, Adult basic education & training	Transversal Course	14



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OCCUPATIONAL CATERGORIES	GENDER	NO. OF EMPLOYEES AS AT 01 APRIL 04	TRAINING NEEDS IDENTIFIED AT START OF REPORTING PERIOD			
			LEARNER-SHIPS	SKILLS PROGRAMMES & OTHER SHORT COURSES	OTHER FORMS OF TRAINING	TOTAL
Service and Sales-workers	Female	1	0	0	0	0
	Male	13	0	0	0	0
Plant & Machine Operators & Assemblers	Female	0	0	0	0	0
	Male	9	0	0	0	0
Elementary Occupations	Female	61	0	Adult basic education & training	Transversal Course	30
	Male	41	0	Adult basic education & training	Transversal Course	12
Sub-total	Female	767				
	Male	582				
TOTAL	1349					152

Transversal course is one of the following: Diversity Management, Basic Supervision, Client Care, etc.

5.13 INJURY ON DUTY

The following tables provide basic information on injury on duty.

TABLE 70 – INJURY ON DUTY, 1 APRIL 2003 TO 31 MARCH 2004

NATURE OF INJURY ON DUTY	NUMBER	% OF TOTAL
Required basic medical attention only	13	100
Temporary Total Disablement		
Permanent Disablement		
Fatal		
TOTAL	13	100



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5.14 UTILISATION OF CONSULTANTS

TABLE 71 REPORT ON CONSULTANT APPOINTMENTS USING APPROPRIATED FUNDS

PROJECT TITLE	TOTAL NUMBER OF CONSULTANTS THAT WORKED ON THE PROJECT	DURATION:	CONTRACT IN VALUE
		WORK DAYS	RAND
Transformation and restructuring of facilities in department	1	60	129 300
Competency assessments of head office (matching & placing)	4	60	495 330
To appoint a mentor for Oudtshoorn office		120	224 462