

**REPORT OF THE PORTFOLIO COMMITTEE ON HEALTH AND SOCIAL DEVELOPMENT IN RELATION TO THE 1<sup>st</sup> QUARTERLY PERFORMANCE REPORT FOR 2016/17 FINANCIAL YEAR - DEPARTMENT OF SOCIAL DEVELOPMENT – MEETING HELD ON 30 AUGUST 2016 IN COMMITTEE ROOM 07**

---

**1. INTRODUCTION**

As stated in Rule 218 sub-rule (1) (2) and (3) of the Rules and Orders of the Mpumalanga Provincial Legislature, the Member of the Executive Council responsible for a provincial Department must table quarterly reports of the Department to the Speaker, within 30 calendar days after the end of a quarter.

The Committee considered the 1<sup>st</sup> quarterly report of the Department of Social Development (the Department) for the 2016/17 financial year, reporting period April – June 2016. Interaction with the Department was aimed at assessing the Department's performance for the quarter, in relation to its 2016/17 Annual Performance Plan (APP).

**2. METHOD OF WORK**

The Speaker referred the Department's first (1st) quarterly report to the Portfolio Committee on Health and Social Development for consideration and report back to the Legislature, as contemplated in Rule 218 (4) of the Rules and Orders of Mpumalanga Provincial Legislature (the Rules).

On 30 August 2016, the Committee met with the Department to deliberate and scrutinize in detail the aforementioned document. The Committee then met on 07 September 2016, to consider the draft Committee Report.

### 3. GENERAL OBSERVATIONS

- Compared to the 2015/16 1<sup>st</sup> quarterly performance report, the Department has declined on achievement of its planned targets from **74.2%** to **73%** in the 2016/17 1<sup>st</sup> quarterly performance report;
- The Department's expenditure fluctuates from programme to programme, with an overall expenditure of 20.5% (it was 22.7% overall expenditure in 2015/16 1<sup>st</sup> quarterly performance report);
- The Department did not achieve its planned targets in all the five programmes, this report raises concern on proper planning as well as budget and expenditure.

### 4. BROAD OVERVIEW BY THE MEC

MEC BP Shiba appreciated the oversight conducted by the Committee. In her overview she report that:

- On social infrastructure development: the Department has successfully completed and opened Hendrina branch office and phase one of Swartfontein Treatment and Rehabilitation Centre, other projects are at various stages of development; starting from planning and design, procurement, pre-construction and construction.
- On child care and protection: 1565 orphaned and vulnerable children received psychosocial services and 776 children were placed in foster care. The Department also successfully launched and observed the Child Protection Week.
- Dignity Packs: the provision of the dignity packs has helped keep many children in school. The Department is currently supporting Ntirhisano Cooperative (appointed within the 1<sup>st</sup> quarter) to manufacture and package the packs for needy children provincially.
- Youth development: the Department has supported 82 youth development centres with funding and other related services. The Department further provided work/economic opportunities to 492 youth, while 37 704 accessed youth

development services through the youth centres. In addition, a total of 1 610 youth participated in National Youth Skills Programme.

- Women Development: a total of 84 women participated in empowerment programme, 36 women were supported in social cooperative programme and 68 women participated in life skills programme.
- A total 7 781 job opportunities were created through the Expanded Public Works Programme (EPWP).
- On food security: 992 people benefited from social relief of distress programme while 21 117 people accessed food through the DSD food security programmes.
- Reduction of substance abuse: the Department reached 114 service users who accessed in-patient substance abuse treatment services in funded centres; 30 454 children 18 years and below were reached through Ke-Moja drug prevention programmes and a total of 11 982 people 19 years and above benefited from the substance abuse prevention programmes. Aftercare services were provided to 141 people. The Mpumalanga Anti-Drug Master Plan is currently being implemented in collaboration with all stakeholders including municipalities through the Local Drug Action Committees. Swartfontein phase 2 is now at procurement stage; and the planning for Nkangala Treatment Centre has been finalised.
- Non-Profit Organisations: the Department facilitated registration of 254 NPOs and capacitated 1 471 on various aspects of good governance such as financial management. In total 1 084 NPOs were monitored for compliance with the NPO Act.
- Victim Empowerment Programme: the Department has reached 362 victims of crime and violence through funded VEP centres. A total of 5 932 beneficiaries were reached through the prevention programme of no violence against women and children.
- Crime prevention and support: the Department conducted social crime awareness and prevention campaigns reaching 3 690 beneficiaries including children. A total of 265 children and adults in conflict with the law were assessed (this service is dependent on court and SAPS referrals). The Department also support one Secure Care Centre and one Child and Youth Care Centre provincially. A further total of 112 children in conflict with the law participated in diversion programmes and 74 children completed these programme.

## 5. DELIBERATIONS ON THE 1<sup>st</sup> QUARTERLY REPORT

After the MEC's overview, the HOD was requested to brief the Committee on the progress made on the implementation of the APP's strategic objectives of the 1<sup>st</sup> quarter. Thereafter the Committee interacted with the Department on the following:

### Programme Analysis

Programme	Main Budget R'000	Actual Expenditure	Percentage %
Administration	271 198	60 934	22.5%
Social Welfare Services	284 642	53 057	18.6%
Children & families	543 628	116 123	21.4%
Restorative Services	158 913	31 597	19.9%
Development & Research	196 335	36 019	18.3%
<b>Total</b>	<b>1 454 716</b>	<b>297 730</b>	<b>20.5%</b>

### Economic classification

Compensation of employees	606 202	146 092	24.1%
Goods & services	186 736	39 845	21.3%
Interest and rent on land	-	-	-
Total transfers and subsidies	494 749	109 675	22.2%
Payments for capital assets	167 029	2 118	1.3%
Payments for financial assets	-	-	-
<b>Total</b>	<b>1 454 716</b>	<b>297 730</b>	<b>20.5%</b>

## **Overall Expenditure**

The Committee noted that the total budget for the Department is R1 454 716 000 including the conditional grant of R35 806 000 (EPWP). The expenditure for the first quarter is R297 730 000 i.e. 20.5%, which is lower than the 25% benchmark percentage for the first quarter by 4.5%. The expenditure for the quarter shows that all five programmes underspent. The Committee then asked the Department to indicate the main drivers for the under-expenditure, programme by programme.

The Department responded as follows:

Programme 1 Administration: The main driver for the under expenditure is that procurement is reportedly planned for in the second quarter in line with the departmental procurement plan of machinery and equipment such as motor vehicles, office furniture, and computers.

Programme 2 Social Welfare Services: The under expenditure is as a result of the slow progress on social infrastructure projects which relates to the delay in the construction of the Nkangala Treatment Centre. On goods and services, the under expenditure is reportedly attributed to poor spending on Social Relief due to the fact that spending is dependent on the occurrence of disasters.

Programme 3 Children and Families: The under expenditure under this programme is due to the slow progress on the delivery of the seven (7) infrastructure projects of Early Childhood Development Centres (ECDs).

Programme 4 Restorative Services: The main driver for the under expenditure is the slow progress of infrastructure project of Swartfontein Phase 2. Low expenditure on goods and services is reportedly attributed to low spending on consumables supplies such as cleaning material and laundry services for the welfare centres.

Programme 5 Development and Research: The main driver of under expenditure under this programme is the slow progress on social infrastructure projects of the two (2) Youth Development Centres (YDCs). Low spending on transfers and subsidies is reportedly attributed to poor spending on Expanded Public Works Programme (EPWP) Conditional Grant due to longer than anticipated processes of recruitment of EPWP participants. Low

spending on goods and services is reportedly due to poor expenditure on research project as spending is dependent on the work completed (Research Reports).

The Committee further requested the Department to outline the expenditure of the conditional grant for the Expanded Public Works Programme (EPWP). The Department reported that the overall spending on EPWP is 10% of the total budget of R35, 806 million for the period ended 30 June 2016, however spending per grant type is as follows:

- Integrated Grant                      22%
- Incentive Grant                         10%

## **PROGRAMME 1: ADMINISTRATION**

Programme 1 is responsible for policy and strategic direction by the Member of the Executive Council and the support staff of the department to ensure good governance. There are six (6) sub-programmes namely; strategic planning, monitoring and evaluation, anti-corruption and risk management, corporate services, financial accounting, management accounting and supply chain management. The department declined from last year's performance of **94%** to **85.7%**. There were **21** targets planned for the quarter and only **18** were achieved.

<b>Administration</b>	<b>Adjusted Budget R'000</b>	<b>Final Actual Expenditure</b>	<b>Percentage %</b>
<b>Total(s)</b>	<b>271 198</b>	<b>60 934</b>	<b>22.5%</b>

### **Payment of Pay Progressions**

The Committee asked what informed the non-payment of pay progressions as this matter has been noted to be recurring by the Committee and further asked what plans were put in place to address the delays. The Department reported that the pay progression is normally processed after the annual report has been finalized in order to ensure that the Department

matches the performance of officials with that of the Department, as assessed by the Auditor General. The Department further reported that the payment of pay progression is being verified for all employees who qualify and payment will be processed by September 2016.

### **Three Vacant Senior Management Posts**

It was noted that there are three vacant posts at senior management level, the Committee asked for progress in the filling of the posts. The Department reported that the three posts (Director: Strategic Planning, M&E and Policy Coordination; Ehlanzeni District and Nkangala District) will be filled through rationalization; however the rationalization process has not been finalized as yet.

### **Signing of Performance Agreements**

The target on the PMS for Level 1-12 was not achieved reportedly due to the failure of managers and supervisors to ensure the signing of performance agreements; the Committee asked what corrective steps have been put in place to ensure that managers comply as this matter is recurring. The Department reported that the set target was based on the projected number of officials in the Department based on posts to be filled. Due to the moratorium, officials who were terminated were not replaced. Managers and supervisors are reportedly monitored through PERSAL reports to ensure that all employees under their sections sign performance agreements and are assessed on a quarterly basis, however the process is ongoing.

### **Risk Awareness and Management**

The Committee noted that there is only one official in the Risk Management Section and that the risk awareness target was not achieved, the Committee then asked if the Department has a plan in place to expand the section or to addressing the challenge. The Department reported that the post of the Assistant Manager is amongst the critical posts to be filled during the rationalisation process of level 1-12. However it has been recorded as one of the critical posts to be prioritised pending approval.

## Planning

Noting that the Department was barely meeting its planned targets, the Committee asked if its targets are set based on population and further asked what tool is used for planning. The Department reported to have welcomed the recommendation to use population information citing that there is definitely room for improvement in this regard. The Department reported that population information is also used to highlight population trends or challenges e.g. the vulnerability of women, youth and older person. The Department emphasised that the nature of most services provided is need driven, however when planning the following is taken into consideration: Baselines on previous performance, provincial **SERO** report, Household profiles and Social ills prevalence. The Department reported to strive to continuously devise other means to inform targeting.

## PROGRAMME 2: SOCIAL WELFARE SERVICES

The social welfare services programme forms the core function of the DSD; its purpose is to provide integrated development social welfare services to the poor and the vulnerable in partnership with stakeholders and civil society organizations. Its priorities stress the issue of poverty reduction for children, adults and older persons as well as social cohesion. The department managed to achieve the same percentage as in the last financial year's first quarter, that is, **66.7%**. There were **18** planned targets for the quarter and only 12 were achieved.

<b>Programme</b>	<b>Main Budget R'000</b>	<b>Actual Expenditure</b>	<b>Expenditure %</b>
<b>Management and support</b>	114 110	12 731	11.2%
<b>Services to older persons</b>	56 883	13 722	24.1%
<b>Services to people with disabilities</b>	52 252	12 978	24.8%
<b>HIV and AIDS</b>	51 203	12 793	25.0%
<b>Social Relief</b>	10 194	833	8.2%



<b>TOTAL</b>	<b>284 642</b>	<b>53 057</b>	<b>18.6%</b>
<b>Economic classification</b>			
<b>Compensation of employees</b>	85 110	20 443	24.0%
<b>Goods and services</b>	26 925	2 956	11.0%
<b>Total transfers and subsidies</b>	112 160	27 720	24.7%
<b>Payments of capital assets</b>	60 447	1 938	3.2%
<b>TOTAL</b>	<b>284 642</b>	<b>53 057</b>	<b>18.6%</b>

### None Achievements

#### Elderly People

The Department reported to have not achieved on the following targets:

- Elderly people reached through social work services, a total of 205 out of a planned target of 225 was achieved;
- 4500 older persons participating in active aging, only 960 was achieved reportedly due to the winter season.

The Committee then enquired on the measures put in place to ensure that all planned targets are achieved. The Department reported that the under achievement is noted and measures are put in place to ensure uptake of the planned activity - Social Workers are going to provide these services at the service Centers. To intensify the active ageing programme, Social Auxiliary Workers in the 3 districts were reportedly trained by Department of Culture Sports and Recreation to be able to conduct active ageing programme at the comfort of the older persons' environment.

#### People with Disabilities (PWD)

The Department reported to have achieved 1073 from the set target of 3556 on people with disabilities (PWD) accessing funded protective workshops, the Committee enquired how the Department plans to addressing the shortfall. The Department reported that a plan has been developed to intensify awareness programme to ensure that persons with disabilities do access services in the funded protective workshops.

On the target of support group sessions conducted for PWD, the Department indicated that the underachievement was slow due to transport constraints to venues. The Department further reported that support groups will be held at ward level to eliminate logistical challenges, adding that this will be closely monitored to effectively manage emerging trends.

*HIV and AIDS people reached through social behavior change services*

The Committee noted as per the reported of the Department that the target on HIV and AIDS people reached through social behavior change services was not achieved; however the appointment and training of facilitators have been recently finalized. The Committee asked how the Department plans to ensure achievement of all planned targets in this regard. The Department reported that appointment of the facilitators have been finalized and have all undergone training and each district has developed a catch up plan and with the support of Government Capacity Building and Support (GCBS) which will upscale the roll out of behavior change programme.

The Committee further asked if the Social Behavior Change Facilitators are appointed on permanent basis. The Department reported that the facilitators are not permanently appointed, they are, however, receiving stipend from the EPWP conditional grant and are working closely with community based Organizations in view of sustainability and skills transfer.

**Payment of Capital Assets**

The Committee requested that Department to provide a progress report on the five listed projects below, considering that Swartfontein first phase has been completed as per the Committee's recent visit:

- Swartfontein phase 1 & 2
- Nkangala treatment Centre
- Glenmore branch office (on final account as per the APP,P.21)
- Hendrina branch office (on final account as per the APP,P.21)
- Jerusalem branch office (on final account as per the APP,P.21)

The table below reflects the progress on the above listed infrastructure projects as per the report of the Department:

Nr	Project Name	Contract Number	Main Budget R'000	Total April-July 2016 R'000	% Spent against budget R'000	Comments
1	Nkangala Treatment Centre	N/A	61 300	14 209	23.2%	Busy with evaluation and adjudication processes.
2	Swartfontein Treatment Centre (Phase II)	N/A	18 348	-	0.0%	Busy with evaluation and adjudication processes.
3	Hendrina Branch office	PWRT/PRE/1056/14/M P	1 350	30	2.2%	Project completed, opened officially on 27 July 2016 and snag list completed
4	Glenmore Branch Office	PWRT/2087/14/MP	1 350	62	4.6%	Project complete. Awaiting final account
5	Swartfontein Treatment Centre (Phase 1)	PWRT/PRE/2088/14/M P	1 950	1 499	76.9%	Project complete. Awaiting final account
6	Jerusalem Branch Office	DPWRT/030/13/MP	1 350	92	6.8%	Project complete. Awaiting final account
<b>Total</b>			<b>85 648</b>	<b>15 892</b>	<b>18.6%</b>	

### Shortage of Social Workers

The Committee asked what the Department was doing to address the shortage of Social Workers to curb the increase on social ills. The Department reported to have written a memo to the Director General, and further requested for a meeting with the Director General through the Management Committee of the Department comprised of the Chief Directors and the Head: Social Development. The Department further reported that the DG requested the Department to re-submit the memo indicating prescripts that are contravened by none appointment/replacement of professionals within the Department. The Department reported to being in the process of finalizing the request.

### Thirty day policy of processing Claims

The Committee asked if the department was adhering to the policy of processing payment of suppliers within the 30 days of submission. The department reported that systems and processes to ensure that services providers are paid within 30 days have been strengthened; with reports produced monthly. The reports on payment of service providers are reportedly submitted monthly to the Provincial Treasury for further assessments and analysis and reasons are recorded in instances where payment of invoices received could not be paid within 30 days. The Department reported that on average the Department pays its suppliers within 15 days upon receipt of complete documentation to support payment,

however, the Department will continue to monitor this environment closely and also review systems and processes to ensure that suppliers are paid promptly.

### **PROGRAMME 3: CHILDREN AND FAMILIES**

The programme aims to provide for a comprehensive and integrated child and family care and support services to communities in partnership with stakeholders and civil society organizations. It focuses on providing alternative care and support to vulnerable children and to offer programmes and services to promote functional families. There were **16** targets planned for the quarter but only **10** were achieved.

<b>Children and Families</b>	<b>Adjusted Budget R'000</b>	<b>Final Actual Expenditure</b>	<b>Percentage %</b>
<b>Total(s)</b>	<b>543 628</b>	<b>116 123</b>	<b>21.4%</b>

#### **Early Childhood Development Programme (ECD)**

It was reported that the poor performance on the number of registered ECDs programmes is attributed to some projects not meeting the ECD norms and standards, especially at Ehlanzeni. The Committee enquired on measures put in place to addressing this challenge. The Department reported that in efforts to improve the services rendered in ECD Centres, especially health and safety issues, all ECDs are required to meet the set norms and standards. Due to infrastructure challenges in ECD Centres, the National Department of Social Development has made a bid for funding. In 2017/18 the Department reported that it will be allocated a conditional grant to focus on ECD infrastructure and also to increase the number of children subsidized in ECD Centres.

The Committee noted that the Department reported that the set target on the number of children accessing registered ECDs could not be achieved due to expired programme

certificate and that the renewal process has started to address the problem. The Department further reported that a plan to fast-track registration of ECD programmes was put in place. Thus far 54 ECD programmes were registered in Ehlanzeni. This will ensure that the number of children accessing registered ECD programmes is increased.

The Department also reported that all newly funded ECDs have been capacitated to improve on submission of claims. Follow-ups were reportedly done to all the ECD Centres that had not claimed in the 1<sup>st</sup> quarter and the situation is improving.

### **Isibindi Model**

A target on children accessing Isibindi Centres was not achieved; 10 000 beneficiaries were planned but 9 629 was achieved due to delays in the usage of new sites, as reported by the Department. The Committee further noted that the implementation of the ISIBINDI Model is reportedly done in conjunction with the National Association for Child and Youth Care Workers. The Department reported that the new sites have to be assisted to comply with all set requirements before they can be in a position to report on the number of beneficiaries that they are serving and all sites have to have trained child and youth care workers.

### **Municipal By-laws**

The Committee requested the Department to liaise with the Department of Cooperative Governance and Traditional Affairs to resolve the issues of Municipal By-laws relating to the removal of people working and begging on the streets. The Department reported to be working with other key stakeholders, however indicated that there is a need to strengthen collaboration with the Department of Cooperative Governance and Traditional Affairs. The Department reported to have developed a plan of action with key activities to address the challenges regarding people living and begging in the streets.

## PROGRAMME 4: RESTORATIVE SERVICES

This programme deals with the provision of the integrated developmental social crime prevention and anti-substance abuse services to the most in partnership with stakeholders and civil society. There are four sub-programmes, namely; management and support, crime prevention and support, victim empowerment (VEP) and substance abuse, prevention rehabilitation. The performance in Programme 4 declined from **91.3%** in the 2015/16 first quarter to **84%**. There were **19** targets planned for the quarter and only **16** were achieved.

<b>Restorative services</b>	<b>Adjusted Final Actual</b>	<b>Expenditure</b>	<b>Percentage</b>
	<b>Budget</b>		<b>%</b>
	<b>R'000</b>		
<b>Management &amp; support</b>	4 084	1 663	40.7%
<b>Social crime prevention and support</b>	54 335	12 624	23.2%
<b>Victim Empowerment Programme</b>	28 670	6 384	22.3%
<b>Substance abuse</b>	71 824	10 926	15.2%
<b>Total(s)</b>	<b>158 913</b>	<b>31 597</b>	<b>19.9%</b>
<b>Economic Classification</b>			
<b>Compensation of employees</b>	76 051	19 699	25.9%
<b>Goods &amp; services</b>	20 248	3 884	19.2%
<b>Total transfers and subsidies</b>	32 837	8 014	24.4%
<b>Payment of capital assets</b>	29 777	-	0.0%
<b>TOTAL</b>	<b>158 913</b>	<b>31 597</b>	<b>19.9%</b>

### Prevention

The Committee enquired on the impact of the quantitative numbers reported on prevention programmes especially families programmes and substance abuse. The Department reported that prevention is one of the modes of intervention within the social work profession and this level of service delivery focuses on strengthening and building the capacity, self-

reliance and resilience of service beneficiaries while addressing individual, environmental and societal factors to create conditions that enhance or support wellness. Services are focused on preventing development needs from developing into social challenges or risks. The Department reported that this level of service delivery includes the developmental services as espoused by the White Paper on Social Welfare and the primary prevention of the development of a 'disease' or problem. The Department further reported that it is very difficult to indicate whether the prevention programmes are making an impact or not. However, anecdotal evidence does indicate that people who went through a prevention programme cope better with life challenges. The Department has reportedly not conducted an impact study to assess the impact of the prevention programme especially in the areas where the programme has been rolled out.

## PROGRAMME 5: DEVELOPMENT AND RESEARCH

This programme is aimed at the development and research in the province. It has the following sub-programmes:

- Professional and administrative support;
- Youth development;
- Sustainable Livelihood;
- Institutional capacity building;
- Research and demography;
- Population capacity development and advocacy.

There were **35** targets planned for the quarter and only **23** were achieved.

Development and research	Adjusted Budget R'000	Actual Expenditure	Percentage %
Management and support	78 917	21 061	26.7%
Community mobilization	944	248	26.3%
Institutional capacity building	4 290	343	8.0%

<b>Poverty alleviation</b>		46 301	5 006	10.8%
<b>Community based research</b>		1 815	658	36.3%
<b>Youth development</b>		54 206	7 076	13.1%
<b>Women development</b>		1 465	46	3.1%
<b>Population policy promotion</b>		8 397	1 581	18.8%
		<b>196 335</b>	<b>36 019</b>	<b>18.3%</b>
<b>Economic classification</b>				
<b>Compensation of employees</b>		84 891	22 416	26.4%
<b>Goods and services</b>		21 235	4 061	19.1%
<b>Total transfers and subsidies</b>		58 845	9 542	16.2%
<b>Payment of capital subsidies</b>		31 364	-	0%
<b>TOTAL</b>		<b>196 335</b>	<b>36 019</b>	<b>18.3%</b>

### None Achievement

The Committee noted with concern that a high number of target in this programme were not achieved and requested the Department to explain how the new procurement process is going to assist in meeting the non-achieved targets. The Department reported to have reviewed the approach of procuring direct from retailers and opted to use the service providers. The Department reported that a service provider will be appointed and is expected to procure the identified goods for all eligible households. The list of items will be provided to the service provider on a set time frame (that is; on quarterly basis).The role and responsibility of the service provider will be among other as follow:-

- Procurement of items according to the list provided through the assessment process.
- The procurement of equipment as per the departmental specifications.



- Delivery of items to the respective district offices for distribution.
- The Department will monitor all eligible households through a designated checklist

The Department also reported that the target on the beneficiaries of poverty reduction initiative will be reached as soon as the households are supported.

### **Poverty**

The Committee urged the Department to effectively implement its plan to reduce poverty and close the shortfall. The department has reportedly reviewed the approach of procuring direct from retailers, opting to use the service providers. The process to appoint the service provider is reportedly underway, to procure the identified goods for all eligible households. Regarding the provision of food through DSD programmes, the department reported to have addressed the challenge of reporting tools and to date a total number of 37, 729 people have accessed food during the 1st month of the 2nd quarter.

### **Food Security**

The Committee asked the Department to provide progress report on the target on people accessing food through the DSD programme as 85 679 was planned but only 21 117 was achieved. The Department reported that the programmes have been implemented and targeted people have accessed food, however; there was under reporting due to incorrect reporting tools used which caused delays in the collation of the necessary data for all targeted beneficiaries. The challenges have been reportedly addressed and there is improvement in the collation of data from all programmes which will be reported in the next reporting period.

The Committee further enquired why no household accessed food through the DSD food security programme out of the planned target of 51. The Department reported that there were delays in submission of the required documentation for approval by one NPO. The NPO has since been approved and the Service Level Agreement signed and the funds transferred.

## Food Parcels

The Committee asked how the project of food parcels is monitored and further enquired on the criteria used for selection of beneficiaries. The Department reported that guidelines for implementation of social relief were reviewed to ensure there are proper monitoring systems and clear criteria in place for distribution of food parcels; there is a procedure which guides a practitioner when assessing applicants for social relief. Maintenance registers are reportedly kept to record food parcels which have been issued to clients and acknowledgement letters are signed by clients upon receipt of the food parcels. The Department also reported that items delivered are listed on the acknowledgement letter for clients to confirm upon receipt.

The Department outlined that the following persons qualify for Social Relief:

- Applicants of any social grant who have no other source of income/food
- Clients who are on chronic care
- A person who has been found medically unfit to undertake remunerative work for a period of less than six months. (Medical report to be submitted as proof by the applicant)
- Applicant does not receive maintenance from a person obliged to pay such maintenance and a proof that efforts made to trace such person has been unsuccessful
- The breadwinner has been admitted to an institution for less than six months. (Proof of admission to be submitted by the applicant)
- Unemployed persons where there is no source of income in the family
- Orphans and child-headed households
- Holiday parents, (families who are willingly take a child from any residential facility but due to some circumstances are not able to provide food to the child or children)
- A person who is not receiving assistance from any other organization.

The procedure for social relief: grocery is outlined as follows by the Department:

- A community member, councillors, Home Based Care Workers, constituency offices, tribal offices, CDW's, Community Development Practitioners, Social Auxiliary Workers, Probation Officers and Assistant Probation Officers can

identify a family or an individual in need. However, that does not conclude provision of the Social Relief.

- A referral letter where possible is required with the address of the needy family.
- A Social Worker shall complete the intake form.
- Investigation of home circumstances and report shall be compiled by a Social Worker, Social Auxiliary Worker or Probation Officer. Issues identified cutting across the programmes should be discussed at office level including sustainable livelihood and youth empowerment programmes.
- The final report shall be submitted with attachment if available (birth certificates, Identity document, passports, death certificates) and specifications of additional items where there is a need together to the supervisor.

The Department outlined the following as the final procedure:

- Supervisors shall provide recommendations based on the report compiled by the Social Worker, Social Auxiliary Worker or Probation Officer.
- Approval shall be done by Sub-district Social Welfare Manager and shall indicate the type of relief and whether the local food banks or the contracted suppliers should be utilized.
- The report will then be forwarded to district finance section for processing.
- The procurement section will request quotations from the contracted service providers.
- Service provider shall be requested to prepare the food and present it in packages per family.
- Food is delivered to the client or family member who attaches his/her signature in acknowledgement of receipt of all items received within a period of seventy two (72) hours of the application.
- Original documentation including the invoices should be forwarded to the District Office within two (2) days after purchasing for payment processing.
- Sub-district offices shall be expected to keep one social relief register with a reference or file number and details of the beneficiaries and submit this to the District Office by the 2nd working day of the month.
- The social relief budget allocation shall be kept at the District.

- Where food banks in a form of provincial food distribution centres and community food depots and cooperatives exist, the suppliers of social relief should be from those areas.

### **Infrastructure Development**

Aware that the Department has a problem of monitoring its infrastructure development projects together with the implementing agent, the Committee asked how the department plans to address this challenge. The Department reported that infrastructure projects are implemented by the Department of Public Works, Roads and Transport (DPWR&T) as the Implementing Agent, the Department has a unit of Infrastructure Management which its primary responsibility is to co-ordinate departmental infrastructure plans and monitor implementation of those projects. The Department reported that monitoring of projects by the unit is performed through regular sites visitation, holding site meetings with contractors and also producing monthly progress report per project. The Department indicated that site visitations are conducted together with the Implementing Agent in order to address challenges which require the intervention of both the Department and DPWRT. The Department also reported that there are schedule meetings to discuss a wide range of matters with regard to infrastructure delivery between the Department and Implementing Agent.

## **6. COMMITTEE FINDINGS**

After the deliberations on the 1<sup>st</sup> quarterly report of the Department of Social Development for the 2016/17 financial year, the Committee found that:

- a) (i) There is a delay in the filling of the three vacant funded posts in the senior management (Director: Strategic Planning, M&E and Policy Coordination; Ehlanzeni District and Nkangala District) that has been reported that it will be done through the rationalization process, however the process is not yet finalized;

- (ii) The vacant funded post for Assistant Manager: Risk is also planned to be filled through the rationalization process (that is to be finalized), currently there is only one official (Manager: Risk Management) designated in the Risk Management Section/Unit;
- b) The Department is not achieving its planned targets and it is also under spending its resources, this will have a negative effect on the Department (planning and budget allocation) by the end of the financial year if it is not addressed/improved;
- c) The Department is in the process of finalizing its request to the Director General for an exemption to be made in the moratorium for the appointment of Social Workers in efforts to curbing the increase of social ills;
- d) There is a need for the Department to strengthen its collaboration with the Department of Cooperative Governance and Traditional Affairs to resolve the issues of municipal by-laws relating to the removal of people working and begging on the streets;
- e) The Department is failing to monitor its infrastructure development programme together with the implementing agent (DPWRT) hence the non-achievement of set targets (poor progress reported) and under expenditure recorded.

## 7. RECOMMENDATIONS

After the findings, the Committee recommended that the Department must:

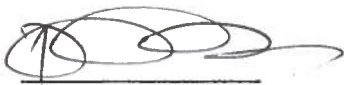
- a) Fast track the rationalization process for the appointment of the approved vacant posts for (i) (Director: Strategic Planning, M&E and Policy Coordination; Ehlanzeni District and Nkangala District) and (ii) Assistant Manager: Risk and provide progress report by 30 September 2016;
- b) Improve on planning and ensure that set targets are Specific Measurable Attainable Realistic and Time bound, and supported accordingly with continuous monitoring and evaluation for effectiveness and efficiency;
- c) Provide progress on the Department's request to the Director General for an exemption to be made in the moratorium for the appointment of Social Workers by 30 September 2016;
- d) Provide progress on the Department's effort to strengthen its collaboration with the Department of Cooperative Governance and Traditional Affairs to resolve the issues of municipal by-laws relating to the removal of people working and begging on the streets by 30 September 2016;
- e) Develop and effectively implement collaborative measures in partnership with the implementing agent (DPWRT) to improve the monitoring and evaluation of the infrastructure development programme and also provide progress reported if any by 30 September 2016.

## 8. CONCLUSION

The Chairperson would like to thank the MEC, the HOD and the officials of the Department of Social Development for availing themselves for the deliberations on the 1<sup>st</sup> quarterly report of the Department.

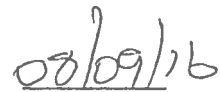
The Chairperson would further like to thank Members of the Committee for their active participation and contribution during the deliberations of the 1<sup>st</sup> quarterly report of the Department, the Auditor-General's office and the Legislature staff for their support and contribution towards the production of this report.

**Lastly, the Chairperson requests that the House adopts the report with its recommendations and request the Department to submit the progress report on 30 September 2016.**



**HON P NGOBENI**

**CHAIRPERSON: PORTFOLIO COMMITTEE ON  
HEALTH AND SOCIAL DEVELOPMENT**



**DATE**