Western Cape Government
Education
FOR YOU

WESTERN CAPE EDUCATION DEPARTMENT (WCED)

SERVICE DELIVERY IMPROVEMENT PLAN 2023/2025

(1 April 2023 to 31 March 2025)

Service One:

Offer National Senior Certificate (NSC)/ Senior Certificate (SC) Examinations Registrations and Client Service Support

Service Two:

Provide Communications to Parents and Citizens

Revised by the Branch: Government Services Access & Improvement: CD: Service Delivery Improvement, Citizen Relations & Public Participation: D: Service Delivery Satisfaction Assessment & Improvement: DPSA

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ACRONYMS AND ABBREVIATIONS

APP	Annual Performance Plan
AR	Annual Report
BML	Broad Management and Leadership
BPM	Business Process Map
CSS	Customer Satisfaction Survey
DTP	Desk Top Programme
DBSSM	Directorate: Business Strategy and Stakeholder Management
DotP	Department of the Premier (Western Cape)
DPME	Department of Performance Monitoring and Evaluation
DPSA	Department of Public Service and Administration
HoD	Head of Department
IIWG	IDP Indaba Working Group
MEC	Minister of Electoral Council
NSC	National Senior Certificate
OHS	Occupational Health and Safety
PDI	Process Design and Improvement
PPF	Provincial Principals' Forum
SC	Senior Certificate
SCA	Senior Certificate Assessment
SDIP	Service Delivery Improvement Plan
SOP	Standard Operating Procedure
SOR	Statement of Results
SP	Strategic Plan
TOPCO	Top Management Committee
WCED	Western Cape Education Department
WCG	Western Cape Government

OFFICIAL SIGN OFF

It is hereby certified that this Service Delivery Improvement Plan:

- Was developed by the management of the **Western Cape Education Department** under the guidance of the **Provincial Minister of Education, David Maynier**.
- Was prepared in line with the current Strategic Plan (**2020-2025**) and the Annual Performance Plan (**2022/2023**) of the **Western Cape Education Department**.
- Is compiled with the latest available information from departmental business units and (**state other statutory sources**).

Coordinated by:

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Date: 2023/03/31

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Accounting Officer: Western Cape Education Department

Date: 31/03/2023

Authorised by:

Mr. David Maynier

Executive Authority: Western Cape Education Department

Date: 04/04/2023

ANNEXURE A: SDIP TEMPLATE

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

PREREQUISITES
A. Attach/Send a link of the Departmental Strategic plan, Service Delivery Model, Set Norms & Standards and the Service Standards for all services offered by the Department *Note: The Department do not have a SDM in place but is in the process of developing an implementation/Project Plan demonstrating how and when it will be implemented. **https://wcedonline.westerncape.gov.za/files/atoms/files/WCED StratPlan 2020-2025.pdf** **https://wcedonline.westerncape.gov.za/files/atoms/files/WCED APP 2022-2023.pdf** **https://wcedonline.westerncape.gov.za/wced-services-access-schedule** **https://wcedonline.westerncape.gov.za/documents/WCED-ServiceAccessSched/HeadOffice/2021%20HO%20Service%20Charter%20Sept13_eng.pdf** *AIM: Identify service offering of the departments which outlines quality and quantity of the department*
B. 1. Frontline/ Service Delivery departments: **Identify the Key services through synthesis of internal and external analysis of departmental service delivery** **(Attach/Send a link of the integrated complaints/ Queries/ Enquiries/Litigation/ Poor performing service reports and/or Satisfaction survey results and any other documents required in the SDI Directive and Template as POE)** **https://wcedonline.westerncape.gov.za/documents/PlanningStrat/ReportsandStudies/WCEDReports/WCED-CustomerSatisfactionSurvey2021.pdf** *AIM: to identify service delivery weaknesses within your department or agencies or public entities providing services on behalf of the department*
2. Oversight Departments: **List SDI focus areas identified through synthesis of internal and external analysis of departmental service delivery** **(Attach the integrated results and other documents required in the SDI Directive and Template as POE)** *AIM: to identify service delivery weaknesses within the department and across a Province/SOE/ Public Entities/sectors/clusters* **Service 1: Offer National Senior Certificate (NSC)/ Senior Certificate (SC) Examinations Registrations and Client Service Support** This critical (key) service was not identified through synthesis of internal and external analysis of departmental service delivery but informed by the Western Cape Government's Strategic Plan and the WCED Strategic and Annual Performance Plans. **Service 2: Provide Communications to Parents and Citizens** This critical (key) service was not identified through synthesis of internal and external analysis of departmental service delivery but informed by the Western Cape Government's Strategic Plan and the WCED Strategic and Annual Performance Plans.
SUMMARY OF THE SDIP CRITICAL (KEY) SERVICES
C. Populate the table below *AIM: identify service delivery improvement interventions*

ANNEXURE A: SDIP TEMPLATE

NUMBER OF SDI KEY SERVICES (BASED ON DEPARTMENT'S RESOURCE CAPABILITY & COMPETENCIES)	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT SPECIFIC SET STANDARD	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVINDENCE
KEY SERVICE1: Offer National Senior Certificate (NSC)/ Senior Certificate (SC) Examinations Registrations and Client Service Support	Offer National Senior Certificate (NSC) / Senior Certificate (SC) examinations Registration	Clients are assisted at the Walk-in Centre (located at Head Office) for SC exam registrations. *"Recording and capturing of applications will give an indication if all clients received the service required."*	• All clients who visit the Walk-in Centre to register for the SC exams are assisted (located at Head Office)	• 100% of clients who visit the Walk-in Centre are assisted (located at Head Office) for SC exam registrations	Management Reports
		Clients are assisted at the Walk-in Centre (located at Head Office) for NSC exam registrations. *"Recording and capturing of applications will give an indication if all clients received the service required."*	• All clients who visit the Walk-in Centre to register for the NSC exams are assisted (located at Head Office)	• 100% of clients who visit the Walk-in Centre are assisted (located at Head Office) for NSC exam registrations	
	Offer National Senior Certificate (NSC) / Senior Certificate (SC) Examinations Client Services Support	All switchboard calls are attended to by exams personnel. *"Recording of calls will give an indication if all clients received the service required."*	• 100% switchboard calls attended to by exams personnel	• 100% switchboard calls attended to by exams personnel	Management Reports
		Citizens access the Exam webpage on the WCED website for their information	• 20 000 people by end July and 50 000 people by the end of January accessed the Exam webpage for Admission letter and / or results	• 20 000 people by end July and 50 000 people by the end of January accessed the Exam webpage for Admission letter and / or results	

ANNEXURE A: SDIP TEMPLATE

NUMBER OF SDI KEY SERVICES (BASED ON DEPARTMENT'S RESOURCE CAPABILITY & COMPETENCIES)	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT SPECIFIC SET STANDARD	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVINDENCE
		All requests for re-mark of subjects / papers is successfully processes. *"Recording of applications and the issuing of re-mark results will give an indication if all clients received the service required."*	• 100% requests for re-mark of subjects/ papers were received	• 100% requests for re-mark of subjects / papers were received	
		All applications for statement of results are processed. *"Recording of applications and issuing of SORs will give an indication if all clients received the service required."*	• 100% of applications for statement of results were processed	• 100% applications for statement of results were processed	
		All applications for replacement certificates are processed within 10 working days from receipt of a correctly completed application form. *"Recording of the applications will give an indication if all clients received the service required."*	• 85% of applications for certificates are processed within 10 working days from receipt of a correctly completed application form	• 85% of applications for certificates are processed within 10 working days from receipt of a correctly completed application form	
KEY SERVICE 2: Provide Communication to Parents and Citizens	No of major campaigns to support WCED strategic objectives.	4 Annual major campaigns to support WCED strategic objectives concluded.			Management reports

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NUMBER OF SDI KEY SERVICES (BASED ON DEPARTMENT'S RESOURCE CAPABILITY & COMPETENCIES)	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT SPECIFIC SET STANDARD	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVINDENCE
		Target setting for campaigns is not possible as it is dependent on a number of factors such as the availability of sites for billboards, for example, at a particular timeframe targeting a particular community and demographic. It is also dependent on timeslots available for radio, which ranges in costs, and fluctuates. Therefore, pre-target setting is not possible.	Learner Admissions campaign • Pamphlets for all exit grades • Posters for schools with exit grades • Radio ads • Print ads – community newspapers • Digital banners • In taxi and back of bus OOH • Mobile and Static Billboards • Mall activations – Hosting of enrolment days • Loud Hailer services in communities • Social Media – promoted posts	Learner Admissions campaign • Pamphlets for all exit grades • Posters for schools with exit grades • Radio ads • Print ads – community newspapers • Digital banners • In taxi and back of bus OOH • Mobile and Static Billboards • Mall activations – Hosting of enrolment days • Loud Hailer services in communities • Social Media – promoted posts	
			Language and Mathematics – including Learning Losses (Back on Track) • Print ads – community newspapers • Digital banners • In taxi and back of bus OOH	Language and Mathematics – including Learning Losses (Back on Track) • Print ads – community newspapers • Digital banners • In taxi and back of bus OOH	Management reports

ANNEXURE A: SDIP TEMPLATE

NUMBER OF SDI KEY SERVICES (BASED ON DEPARTMENT'S RESOURCE CAPABILITY & COMPETENCIES)	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT SPECIFIC SET STANDARD	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVINDENCE
			• Mobile and Static Billboards • Social Media – promoted posts • Radio	• Mobile and Static Billboards • Social Media – promoted posts • Radio	
			School infrastructure delivery • Radio ads • Billboards (Digital and Static) • Social Media – promoted posts	School infrastructure delivery • Radio ads • Billboards (Digital and Static) • Social Media – promoted posts	Management reports
			Teacher appreciation • Print ads – community newspapers • Digital banners • Mobile and Static Billboards • Social Media – promoted posts • Radio	Teacher appreciation • Print ads – community newspapers • Digital banners • Mobile and Static Billboards • Social Media – promoted posts • Radio	
	Social media: Communication with parents & citizens	Increase social media: communication with parents & citizens	• Current Facebook reach: 2,505,101 • Current Twitter impressions: 664 000	• Projected Facebook reach: 2,700,000 • Projected Twitter Impressions: 700 000	
	Number of media statements of key activities and developments relevant to key strategic objectives are published	Media statements of key activities and developments relevant to key strategic objectives are published	On average (last 3 years) 85 Media statements of key activities and developments relevant to key strategic	85 Media statements of key activities and developments relevant to key strategic objectives published,	https://wcedonline.westerncape.gov.za/media-releases

ANNEXURE A: SDIP TEMPLATE

NUMBER OF SDI KEY SERVICES (BASED ON DEPARTMENT'S RESOURCE CAPABILITY & COMPETENCIES)	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT SPECIFIC SET STANDARD	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVINDENCE
			objectives were published.		
	Number of language services material concluded: Editing and Translation	Language services material concluded: Editing and Translation:	Language services material concluded: Editing and Translation: 1 301 documents 4 346 pages	Language services material concluded: Editing and Translation: 1 301 documents 4 346 pages	Management reports:
	Edu-media services in support of strategic objectives are delivered to WCED components.	Edu-media services requested (incl. DTP, Maintenance of the WCED on-line website; http://wcedon-line.westerncape.gov.za; printing, audio & video production and still photography)	4 831 Edu-media services requested (incl. DTP, Maintenance of the WCED on-line website; http://wcedon-line.westerncape.gov.za; printing, audio & video production and still photography)	4 831 Edu-media services requested (incl. DTP, Maintenance of the WCED on-line website; http://wcedon-line.westerncape.gov.za; printing, audio & video production and still photography)	WCED on-line website; http://wcedon-line.westerncape.gov.za

PREREQUISITES
A. Attachment/link to the analyzed Batho Pele standards based on complaints/ other performance measures *AIM: Identify the status of the quality of services* ***WCED Batho Pele Standards not yet concluded.***
B. Attachment/link to the problem analysis conducted *AIM: to identify the weaknesses on the quality of services provided with a department/ institution* ***WCED: SDIP analysis not concluded for the SDIP 2023 – 2025 period. Listed services were continued as per the last SDIP concluded.***
C. Attachment/link to the identified interventions *AIM: identify quality of service delivery improvement interventions* ***WCED: SDIP identified interventions will be confirmed with Department of the Premier (WC).***
SUMMARY OF THE BATHO PELE STANDARDS
D. Populate the table below *Departments shall identify the applicable indicators as outlined in the guidelines in order for them to improve on the quality of services they provide.*

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

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
1) PROFESSIONAL STANDARDS - PUBLIC SERVANTS:	N/A				
2) WORKING ENVIRONMENT STANDARDS:	Number of Occupational Health and safety meeting held per annum	• 12 OHS Meeting per year • 2 Fire Drills per year • Regular Occupational Health and Safety meetings are held, which are	• 12 OHS Meeting per year • 2 Fire Drills per year • Monthly Occupational Health and Safety meetings are held, which are	• 12 OHS Meeting per year • 2 Fire Drills per year • Monthly Occupational Health and Safety meetings are held, which are	Appointment letters of officials, certificates for completed safety courses, OHS Management Reports

<table>
<tr><th>BATHO PELE PRINCIPLES & SET STANDARDS</th><th>KEY PERFORMANCE INDICATORS (KPI)</th><th>SET BATHO PELE STANDARDS</th><th>BASELINE: YEAR 0</th><th>OVERALL SDIP CYCLE TARGET</th><th>PORTFOLIO OF EVIDENCE</th></tr>
<tr><td></td><td></td><td>attended by safety reps (per floor).
• OHS team consists of Floor Marshals, Fire Officers, First Aiders on each floor at Head Office.
• Unannounced Safety Drills are conducted regularly.</td><td>attended by safety reps on all floors.
• OHS team consists of Floor Marshals, Fire Officers, First Aiders on each floor at Head Office, selected bi-annually.
• Safety Drills are conducted regularly.</td><td>attended by safety reps on all floors.
• OHS team consists of Floor Marshals, Fire Officers, First Aiders on each floor at Head Office, selected bi-annually.
• Safety Drills are conducted regularly.</td><td></td></tr>
<tr><td>3) ACCESS STANDARDS:</td><td>Access point where services are delivered.</td><td>Percentage of access (equal) to service recipients in term of department-specific services, on an ongoing basis</td><td>The service is accessible-:
• At WCED Head Office, 1 North Wharf Square, 2 Lower Loop Street, Foreshore, Cape Town, 8001
• 8 x Educational District offices

<table><tr><th colspan="2">Institutions</th></tr><tr><td>Public ordinary schools</td><td>1 449</td></tr><tr><td>Public schools for learners with special needs</td><td>67</td></tr><tr><td>Subtotal</td><td>1 516</td></tr><tr><td>Hospital schools[1]</td><td>4</td></tr><tr><td>Total</td><td>1 520</td></tr><tr><td>District offices</td><td>8</td></tr></table></td><td>The service is accessible-:
• At WCED Head Office, 1 North Wharf Square, 2 Lower Loop Street, Foreshore, Cape Town, 8001
• 8 x Educational District offices

<table><tr><th colspan="2">Institutions</th></tr><tr><td>Public ordinary schools</td><td>1 453</td></tr><tr><td>Public schools for learners with special needs</td><td>67</td></tr><tr><td>Subtotal</td><td>1 520</td></tr><tr><td>Hospital schools[2]</td><td>4</td></tr><tr><td>Total</td><td>1 524</td></tr><tr><td>District offices</td><td>8</td></tr></table></td><td>https://wcedonline.westerncape.gov.za/documents/WCED-ServiceAccessSched/HeadOffice/2021%20HO%20Service%20Charter%20Sept13_eng.pdf</td></tr>
</table>

[1] Tygerberg, Red Cross, Maitland Cottage Home, Groote Schuur.
[2] Tygerberg, Red Cross, Maitland Cottage Home, Groote Schuur.

ANNEXURE A: SDIP TEMPLATE

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
			• Operating times: Mon- Fri, 07:30 – 16:00 • WCED website - operational 24/7 http://wcedonline.westerncape.gov.za and Multi-channel client service interaction (In addition to website, WCED Education Portal http://wcedeportal.co.za/ • 8 X District offices (See Service Charter: Access list on Website)	• Operating times: Mon- Fri, 07:30 – 16:00 • WCED website - operational 24/7 http://wcedonline.westerncape.gov.za and Multi-channel client service interaction (In addition to website, WCED Education Portal http://wcedeportal.co.za/ • 8 X District offices (See Service Charter: Access list on Website)	
4) INFORMATION STANDARDS:	Number of Information sources available to citizens	**Service recipients should be given full, accurate, and user-friendly information about the services they are entitled to receive on a continuous basis.** Information available through: • 1 x published Annual Citizens Report on the website • 1 H/O and 8 Service Delivery • Concise and accurate information from our Client services: Call & Walk-in centres. • WCED website - operational 24/7 http://wcedonline.westerncape.gov.za Multi-channel client service interaction (In addition to	Information available through: • 1 x published Annual Citizens Report on the website • 1 H/O and 8 Service Delivery • Concise and accurate information from our Client services: Call & Walk-in centres. • WCED website - operational 24/7 http://wcedonline.westerncape.gov.za Multi-channel client service interaction (In addition to	Information available through: • 1 x published Annual Citizens Report on the website • 1 H/O and 8 Service Delivery • Concise and accurate information from our Client services: Call & Walk-in centres. • WCED website - operational 24/7 http://wcedonline.westerncape.gov.za Multi-channel client service interaction (In addition to	https://wcedonline.westerncape.gov.za/wced-report-citizens

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
		website, WCED Education Portal http://wcedeportal.co.za/	website, WCED Education Portal http://wcedeportal.co.za/	website, WCED Education Portal http://wcedeportal.co.za/	
5) REDRESS STANDARDS:	Turnaround time for complaints (promised standard of service or product not delivered) to be resolved.	**Service beneficiaries should be offered an apology, a full explanation and a speedy and effective remedy within 30 working days of their complaint ((promised standard of service or product not delivered).** https://wcedonline.westerncape.gov.za/give-us-your-feedback This is our complaints/ compliments facility through which you may: • express your appreciation to an individual or institution that has provided you with efficient service; • pay a compliment to the WCED for a service; • complain about poor service; or • seek redress because your complaint has been forgotten, received no attention or been treated as unimportant by WCED employees. • Every complaint registered will receive a written response within 14 days.	• 14 Presidential Hotline enquiries resolved at 98% compliance. • All Complaints amicably resolved within 30 days and feedback provided to clients. • Automation of follow-up on logged complaints is required.	• Increased the percentage of President Hotline enquiries resolved. • All Complaints amicably resolved within 30 days and feedback provided to clients. • Improvement on existing procedures and processes to follow-up on logged complaints.	https://wcedonline.westerncape.gov.za/wced-services-access-schedule https://wcedonline.westerncape.gov.za/give-us-your-feedback

<table>
<tr><th>BATHO PELE PRINCIPLES & SET STANDARDS</th><th>KEY PERFORMANCE INDICATORS (KPI)</th><th>SET BATHO PELE STANDARDS</th><th>BASELINE: YEAR 0</th><th>OVERALL SDIP CYCLE TARGET</th><th>PORTFOLIO OF EVIDENCE</th></tr>
<tr><td></td><td></td><td>WCED Complaints Mechanism, Directorate: Communication, Private Bag X9114, Cape Town, 8000, or https://wcedonline.westerncape.gov.za/give-us-your-feedback</td><td></td><td></td><td></td></tr>
<tr><td>6) CONSULTATION STANDARDS:</td><td>Percentage of service recipients consulted annually about the quality, cost and timing of department-specific services they are entitled to receive.</td><td>At least 10 % of service recipients consulted annually about the quality, cost and timing of department-specific services they are entitled to receive.

Clients are consulted through:
• Assessment Coordinators' Forum meetings held per annum
• Exam Coordinators' Forum meetings held per annum
• Provincial Principals Forum meetings held quarterly
• Provincial Education Labour Relations Council (PELRC) meetings held quarterly
• Customer Satisfaction Survey Report</td><td>WCED exceed the 10% minimum service recipients required for consultations

Clients are consulted through:
• Quarterly Assessment Coordinators' Forum meetings held per annum
• 2 Exam Coordinators' Forum meetings held per annum
• 4 x Provincial Principals Forum meetings held quarterly
• 4 x Provincial Education Labour Relations Council (PELRC) meetings held quarterly
• Annual Customer Satisfaction Survey Report concluded</td><td>WCED exceed the 10% minimum service recipients required for consultations

Clients are consulted through:
• Quarterly Assessment Coordinators' Forum meetings held per annum
• 4 Exam Coordinators' Forum meetings held per annum
• 4 x Provincial Principals Forum meetings held quarterly
• 4 x Provincial Education Labour Relations Council (PELRC) meetings held quarterly
• Annual Customer Satisfaction Survey Report concluded</td><td>https://wcedonline.westerncape.gov.za/documents/PlanningStrat/ReportsandStudies/WCEDReports/WCED-CustomerSatisfactionSurvey2021.pdf

Share folders of Agenda and Minutes of meetings over the years.

<table><tr><th>Participants</th><th>CSS reports</th></tr><tr><td>8595</td><td>2021</td></tr><tr><td>6552</td><td>2020</td></tr><tr><td>6303</td><td>2019</td></tr><tr><td>5394</td><td>2018</td></tr><tr><td>5644</td><td>2017</td></tr><tr><td>6498</td><td>Average</td></tr><tr><td>13,5%</td><td>Ave % of staff</td></tr></table></td></tr>
<tr><td>7) OPENNESS & TRANSPARENCY STANDARDS:</td><td>Total number of information sources available to the citizens</td><td>Service recipients should be informed how departments are managed, how much is spent on service delivery to the public, and who is in charge through an annual report to citizens.</td><td></td><td></td><td></td></tr>
</table>

ANNEXURE A: SDIP TEMPLATE

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
		Openness and transparency are further achieved through: • The publications (in 3 official languages of the Province and obtainable via the Walk-in Centre and the departmental website) • Annual Performance plans (APP) tabled by end Feb. • Annual Reports (AR) tabled by end Sep • Annual Citizen's Report disseminated • On-line (website) feedback mechanisms Documents above are printed based on legislative quantities required. It is advertised on the WCED's website that print copies can be provided based on motivational requests.	Openness and transparency are further achieved through: • The publications (in 3 official languages of the Province and obtainable via the Walk-in Centre and the departmental website) • Annual Performance plans (APP) tabled by end Feb. • Annual Reports (AR) tabled by end Sep • Annual Citizen's Report disseminated • On-line (website) feedback mechanisms Documents above are printed based on legislative quantities required. It is advertised on the WCED's website that print copies can be provided based on motivational requests.	Openness and transparency are further achieved through: • The publications (in 3 official languages of the Province and obtainable via the Walk-in Centre and the departmental website) • Annual Performance plans (APP) tabled by end Feb. • Annual Reports (AR) tabled by end Sep • Annual Citizen's Report disseminated • On-line (website) feedback mechanisms Documents above are printed based on legislative quantities required. It is advertised on the WCED's website that print copies can be provided based on motivational requests.	https://wcedonline.westerncape.gov.za/wced-annual-report https://wcedonline.westerncape.gov.za/annual-performance-plan https://wcedonline.westerncape.gov.za/wced-report-citizens
8) SERVICE STANDARDS	Percentage of set Service Standards in place within the department	**Service recipients are informed about the level, cost (if any), and quality of department-specific services they will receive through the publication of a service charter that is reviewed annually.** Service Schedule in place, containing 100% set Service Standards for the department	• The WCED published Service Charters for Head -Office and each of the Education Districts on the WCED-Online website,	• The WCED published Service Charters for Head -Office and each of the Education Districts on the WCED-Online website,	https://wcedonline.westerncape.gov.za/wced-services-access-schedule Published Service Schedule Published Service Charter

ANNEXURE A: SDIP TEMPLATE

BATHO PELE PRINCIPLES & SET STANDARDS	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVIDENCE
9) VALUE FOR MONEY	Number of mediums available to provide services **in line with service user's needs and financial capability.**	**Services provided are in line with service user's needs and financial capability.** • WCED website http://wcedonline.westerncape.gov.za an operational 24/7 and Multi-channel client service interaction (In addition to website, WCED Education Portal http://wcedeportal.co.za/	• WCED website http://wcedonline.westerncape.gov.za • Operational 24/7 and Multi-channel client service interaction (In addition to website, WCED Education Portal http://wcedeportal.co.za/ Administration fees payable • R 55 for Statement of Results • R 153 for a copy of a Junior | Senior or ABET Level 4 certificate • If you obtained your qualification before 1992, the copy should be ready in 6-8 weeks. • If you matriculated after and including 1992, there is a longer waiting period as the certificate has to be requested from Pretoria – about 8 weeks	• WCED website http://wcedonline.westerncape.gov.za • Operational 24/7 and Multi-channel client service interaction (In addition to website, WCED Education Portal http://wcedeportal.co.za/ Administration fees payable • R 55 for Statement of Results • R 153 for a copy of a Junior | Senior or ABET Level 4 certificate • If you obtained your qualification before 1992, the copy should be ready in 6-8 weeks. • If you matriculated after and including 1992, there is a longer waiting period as the certificate has to be requested from Pretoria – about 8 weeks	https://wcedonline.westerncape.gov.za/application-issue-certificates

3. CHANGE MANAGEMENT PLAN

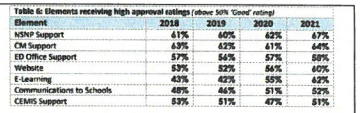
ANNEXURE A: SDIP TEMPLATE

	KEY PERFORMANCE INDICATORS (KPI)	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET	PORTFOLIO OF EVINDENCE
IDENTIFIED STAKEHOLDER CONSULTATION:	**Offer National Senior Certificate (NSC)/ Senior Certificate (SC) Examinations Registrations and Client Service Support** **Provide Communication to Parents and Citizens**	• First Thursdays • MEC Media Releases • Via Provincial Legislative Reviews / • Policy development processes • Annual School Surveys (Public, Special and Independent schools, Early Childhood Development (ECD) Centres) • Annual Customer Satisfaction Survey (Schools' staff reflection on WCED delivery) • 4 Provincial principals Forum meetings • 4 School Governing Body Association meetings • Annual request for Municipal Public participation Engagement sessions • Annually scheduled Engagements with Municipal and District IDP development processes	• First Thursdays • MEC Media Releases • Via Provincial Legislative Reviews / • Policy development processes • Annual School Surveys (Public, Special and Independent schools, Early Childhood Development (ECD) Centres) • Annual Customer Satisfaction Survey (Schools' staff reflection on WCED delivery) • 4 Provincial principals Forum meetings • 4 School Governing Body Association meetings • Annual request for Municipal Public participation Engagement sessions • Annually scheduled Engagements with Municipal and District IDP development processes	Share folders of evidence sets https://wcedonline.westerncape.gov.za/media-releases
COMMUNICATION MEASURES REQUIRED:	Number of Communications mediums used in delivering services over the year/period reporting.	• Circulars & separate needs-based Minutes per Branch • Media releases • Billboards • Adverts • Radio Interviews • Internet and Website – clips • Facebook • First Thursday • Other social media	• Circulars & separate needs-based Minutes per Branch • Media releases • Billboards • Adverts • Radio Interviews • Internet and Website – clips • Facebook • First Thursday Other social media	https://wcedonline.westerncape.gov.za/wced-circulars-and-minutes
INTERVENTIONS REQUIRED INTERNALLY:	**Offer National Senior Certificate (NSC)/ Senior Certificate (SC) Examinations Registrations and Client Service Support**	• Record "As-is-Process" with new building and access point in mind. • Record "As-is-Process" =	• Develop and conclude "To be process". • Develop and conclude "To be process". "Give Feedback"	

ANNEXURE A: SDIP TEMPLATE

	Provide Communication to Parents and Citizens	"Give Feedback" complaints/ complements mechanism.	complaints/ complements mechanism	
INTERVENTIONS REQUIRED EXTERNALLY:	Number of mediums variety of communications used as measures/interventions externally	Use of relevant communication measures / interventions externally • Billboards • Adverts • Radio Interviews • Internet and Website – clips • Facebook • First Thursday • Other social media	Use of relevant communication measures / interventions externally • Billboards • Adverts • Radio Interviews • Internet and Website – clips • Facebook • First Thursday • Other social media	https://wcedonline.westerncape.gov.za/media-releases
4. MONITORING, REPORTING AND EVALUTION PLANS				
MONITORING PLAN:	• Implementation of the SDIP will be monitored through quarterly and annual reporting • Progress (implementation) reporting conducted and deliberated at TOP Management meetings to ensure gaps are identified; addressed and intervention improvement suggestions are monitored/ reported upon. • Progress Report and or Annual Assessment will be submitted to DPSA annually (New DPSA template)			
REPORTING PLAN:	• Reporting, Monitoring and Evaluation Plan in place to accurately report on progress. • Reporting and Assessment submitted to DPSA annually • The reporting to be conducted on a monthly (end of month) quarterly and annually. Set targets to be assessed. Causes of concerns and gaps will be highlighted, deliberated, and resolved in order to ensure improved performance. • The Annual progress reporting to be approved by the DG, and Premier for submission be submitted to the Department of Public Service and Administration (DPSA).			
EVALUATION PLAN:	• No Evaluation Plans were committed to for the financial year 2023 2024 as per the WCED APP 2023 2024			
	KEY PERFORMANCE INDICATORS (KPI)	**BASELINE: YEAR 0**	**OVERALL SDIP CYCLE TARGET**	**PORTFOLIO OF EVIDENCE**
SATISFACTION MEASURES:	Rating feedback on individual items within the Customer Satisfaction Survey (School staff) extracted. • Offer National Senior Certificate (NSC)/ Senior Certificate (SC) Examinations	Annual Customer Satisfaction Survey (School staff) • Exams and Assessments Services ratings (Satisfactory to Excellent) = 93%	Improvement on the baseline satisfaction rating: • Exams and Assessments Services ratings (Satisfactory to Excellent) = 94%	Annual Customer Satisfaction Survey Reports https://wcedonline.westerncape.gov.za/documents/PlanningStrat/ReportsandStudies/WCEDReports/WCED-CustomerSatisfactionSurvey2021.pdf

ANNEXURE A: SDIP TEMPLATE

	Registrations and Client Service Support • Provide Communication to Parents and Citizens	• Communication to Schools ratings (Satisfactory to Excellent) = 91%	• Communication to Schools ratings (Satisfactory to Excellent) = 92%	 Table 6: Elements receiving high approval ratings (above 50% 'Good' rating) Element 2018 2019 2020 2021 NSNP Support 61% 60% 62% 67% CM Support 63% 62% 61% 64% ED Office Support 57% 56% 57% 58% Website 53% 52% 56% 60% E-Learning 43% 42% 55% 62% Communications to Schools 48% 46% 51% 52% CEMIS Support 53% 51% 47% 51%
ECONOMY MEASURES:	• Offer National Senior Certificate (NSC)/ Senior Certificate (SC) Examinations Registrations and Client Service Support	Administration fees payable (DBE influenced) • R 55 for Statement of Results • R 153 for a copy of a Junior | Senior or ABET Level 4 certificate • If you obtained your qualification before 1992, the copy should be ready in 6-8 weeks. If you matriculated after and including 1992, there is a longer waiting period as the certificate has to be requested from Pretoria – about 8 weeks	Administration fees payable (DBE influenced) • R 55 for Statement of Results • R 153 for a copy of a Junior | Senior or ABET Level 4 certificate • If you obtained your qualification before 1992, the copy should be ready in 6-8 weeks. If you matriculated after and including 1992, there is a longer waiting period as the certificate has to be requested from Pretoria – about 8 weeks	https://wcedonline.westerncape.gov.za/application-issue-certificates
EFFICIENCY MEASURES:	• Percentage of staff trained (in-house) to ensure quality services provided to citizens (Annual Reports)	• 83% Percentage of staff trained (in-house) to ensure quality services provided to citizens	• 85% Percentage of staff trained (in-house) to ensure quality services provided to citizens	Department Training Schedule/Report
EFFECTIVENESS MEASURES:	• N/A	N/A	N/A	N/A