Province of the
EASTERN CAPE
HUMAN SETTLEMENTS

SERVICE DELIVERY IMPROVEMENT PLAN (SDIP) 2021 - 2024

FOREWORD BY THE MEC

The development of the Service Delivery Improvement Plan demonstrates our commitment to robustly implement the Batho Pele transformation strategy. This strategy dictates and obligates our Department to be accountable to the clients and communities it is serving. In the previous MTEF period, the Department promised the people of the Eastern Cape that it will improve the process of housing allocation and the issuing of title deeds. To date, the Department established Beneficiary Allocation Committees in two (2) Metros (NMM & BCM) and twenty-two (22) local Municipalities. The remaining eight (8) Municipalities are targeted in the 2021/22 financial year. The Provincial Beneficiary Allocation Policy has been approved in the financial year 2018/19 to guide the implementation and proper functioning of the Beneficiary Allocation Committees.

The Department acknowledges the backlogs in the issuing of Pre and Post Title Deeds. In the financial year 2021/22 Financial year, the Department is planning to issue 4503 title deeds in various categories (Pre-1994, Post -1994, Pre - 2014, Post -2014 and New Title Deeds). It is worth noting that the Title Deed Restoration Grant has come to an end in financial year of 2020/21, therefore the HSDG budget will be utilised for transfers of the outstanding Pre 2014 Title deeds.

As the Department, we will strive to meet and if possible, exceed the expectations of our clients, because we appreciate that our customers are entitled to quality services and ownership of their houses. The development of the Service Delivery Improvement Plan is one amongst many interventions that we are implementing in order to ensure that our Department is more user friendly, accessible, effective and responsive to the needs of all clients and stakeholders.

Our promise of “People First", dictates and obligates our Department to be accountable to the people it is serving. Service Standards have been published so that the people of Eastern Cape can hold the Department accountable in case of non-delivery of the services identified. In qualifying this statement, we have published service standards for our clients to see how committed we are in serving them. In ensuring the enhancement of service delivery, we shall increasingly continue to engage and consult our communities regarding their needs and tailor our services accordingly, because we believe that direct communication with the community and clients increases Government accountability and performance of needs-based services.

The Service Delivery Improvement plan is a clear expression of the department’s commitment to create an environment characterised by a culture of service excellence which will provide a foundation for reduction and where possible totally eradication of homelessness within our communities, thereby grounding the principle of a democracy where everyone enjoys the fruits of freedom for real.

As a Member of the Executive Council responsible for Human Settlements, I hereby present the Service Delivery Improvement Plan 2021/22 – 2023/24.

Ms Nonceba Kontsiwe
Member of Executive Council of Human Settlements

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SECTION A -ABBREVIATIONS & DEFINITIONS

ABBREVIATIONS	DEFINITIONS
BAC	Beneficiary Allocation Committees
BCM	Buffalo City Municipality
EEDBS	Enhanced Extended Discount Benefit Scheme
FLISP	Finance Linked Individual Subsidy Programme
GDP	Growth and Development Plan
HRD	Human Resource Development
HRSC	Human Science Research Council
OD	Organisational Development
MTEF	Medium Term Expenditure Framework
NMBM	Nelson Mandela Bay Metropolitan
PGCP	Provincial Growth and Development Plan
PSC	Project Steering Committee
PSM	Public Service Month
TVBC	Transkei, Venda, Bophuthatswana, Ciskei
SDIP	Service Delivery Improvement Plan
SOP's	Standard Operating Procedures
SONA	State of the Nation Address
SOPA	State of the Province Address

SIGN-OFF PAGE OF THE SDIP BY HOD & EXECUTING AUTHORITY



23.03.2021

Mr C Mabunda **Date**
Acting Director: Strategic Planning

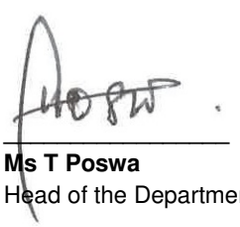
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Ms B Gobe **Date**
Acting Chief Director: Strategy and Systems

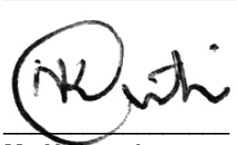
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23.03.2021

Ms T Poswa **Date**
Head of the Department

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23.03.2021

Ms N Kontsiwe **Date**
MEC Department of Human Settlements

SECTION B – SDIP DEVELOPMENT APPROACH

1. INTRODUCTION

The Service Delivery Improvement Plan for the department is aimed at providing a yardstick for our clients and customers to measure the performance of the department on the services that are identified for improvement. Moreover, the Service Delivery Improvement Plan assists the community of Eastern Cape to understand the standard of service they will receive from the Department and also to know what to expect when engaging with the Department. The development of the Service Delivery Improvement Plan (2021-2024) is guided by Public Service Regulations of 2001, the White Paper on the transformation Public Service (Batho Pele) of 1997 and the draft Operations Management Framework for the Public Service.

2. PREPARATORY PROCESS

The following documents and processes were considered during the development of the SDIP:

- The State of the Nation Address (SONA) by the South African President was considered where the President made mention of the importance of implementing Batho Pele Principles.
- The State of the Province Address (SOPA)
- The Strategic Plan of the Department
- Monitoring and Evaluation report was analysed
- Custodians of the services consulted
- EXCO reports analysed
- Customer Care reports analysed
- Benchmark with other Sector Departments
- Concurrence from Top Management

The following SDIP Team was responsible for the development of the Service Delivery Improvement Plan:

DESIGNATION	SURNAME	CONTACT NUMBERS
Acting Director Strategic Planning	Mr. Mabunda C	043 7119507
Deputy Director Strategic Planning	Mr. Mabunda C	043 7119507
Admin Officer Strategic Planning	Ms. Rala. T	043 7119928
Admin Officer Strategic Planning	Ms. Sicwetsha Z	043 7119707

The Directors working within the following Units for the identified areas of improvement were consulted during the development of the SDIP:

DIRECTORATE	STEPS	RESPONSIBLE PERSON
Beneficiary Management	Information on the current performance, problem statement and the planning for the MTEF	Director Beneficiary Management
Title Deeds	Information on the current performance, problem statement and the planning for the MTEF	Director Sales and Transfers Director Land Acquisition
Strategic Plan	Confirmation of the APP targets for the MTEF	Director Strategic Planning
Social Facilitation & Customer Care	Reports on the complaints by the communities	Director Social Facilitation and Customer Care

3. COMMUNICATION PLAN:

ACTIVITY	RESPONSIBLE UNIT
Conduct information session for the employees of Beneficiary Management and Title Deeds	SDIP Unit
Development of Standard Operating Procedures (SOP's)	OD & SDIP Unit
Information Sessions on the SDIP for the frontline offices	SDIP Unit
Information session on the SDIP for citizens/targeted service beneficiaries (Talk shows, Bulletin)	Communication Consumer Education

4. IMPLEMENTATION PLAN

DIRECTORATE	ACTIVITY	RESPONSIBLE UNIT
Beneficiary Management	Training of employees in the Needs Register	Director Capacity Building and Municipal Support
	Establishment of the Allocations Committee	Director Beneficiary Management
	Training of the Allocations Committee	Director Beneficiary Management
	Review the "To Be" process map	Director HRD & OD and SDIP Unit
	Costing of the "to Be" Process	Director HRD & OD and SDIP Unit
	Develop the Standard Operating procedures	Director HRD & OD, SDIP Unit and Director Beneficiary Management
Title Deeds	Review the "To Be" process map	Director HRD & OD and SDIP Unit
	Costing of the "to Be" Process	Director HRD & OD and SDIP Unit
	Develop the Standard Operating procedures	OD, SDIP Unit and Director Land Acquisition

5. REPORTING AND MONITORING PLAN

Strategic Planning Directorate will collect and consolidate the following reports on the implementation plan from the directorates of the identified services and also on the improvement identified during the implementation:

- Quarterly Reports
- Annual Reports

6. EVALUATION PLAN

The impact evaluation will be conducted by the SDIP unit with the Directorate of the identified service at the end the MTEF period.

7. CHANGE MANAGEMENT PLAN

- Organisational Development (OD) will be working with Beneficiary Management and Title Deeds units and conduct workshops on the new processes
- Beneficiary Management staff will be trained to use the Needs Register.
- Allocations Committee will be introduced to the staff and communities and its role when allocating houses.
- Communities will be consulted through Consumer Education for information sharing

SECTION C - LEGAL MANDATE, LISTED SERVICES & SITUATIONAL ANALYSIS

1. VISION

Integrated sustainable Human Settlements with improved quality of household lives by 2030, for residents of Eastern Cape.

2. MISSION

Provision of quality integrated and sustainable Human Settlement s that offer our communities a better living environment

3. VALUES

1. Transparency and accountability	6. Good governance and clear communication
2. Respect and courtesy	7. Acknowledge the centrality of human dignity in all that we do
3. Professionalism and integrity	8. Ethical conduct that upholds a client oriented public service ethos
4. Commitment and teamwork	9. Achieving more and better together
5. Service Standards	10. High quality service delivery through client-oriented approaches

4. LEGISLATIVE AND OTHER MANDATES

4.1 Constitutional mandates

The Constitution of the Republic of South Africa, (Act No 108 of 1996) is the basis for executing the mandate of the Department of Human Settlements in particular Section 26 and Schedule 4.Section 26: Access to adequate housing is a basic human right. Government is to ensure the environment is conducive to the progressive realisation of this right. Schedule 4: National and Provincial Governments have concurrent legislative competence. This Schedule guides the assignment of delegations of section components of the housing functions to Municipalities.

4.2 Legislative mandates

LEGISLATION	BRIEF DESCRIPTION OF THE ACT
The Housing Act, 1997(Act No. 107 of 1997)	This act creates the provision for the granting of housing subsidies for low income earners
Prevention of Illegal Eviction from Unlawful Occupation of Land Act, 1998	This act repeals the Prevention of illegal squatting act (Act 52 of 1951) and makes provision for a fair and equitable process to be followed when evicting people who have unlawfully invaded land, from their homes. The Act makes it an offence to evict without following the due process of law
The Housing Consumer Protection Measures Act, 1998	Provides for the establishment of a statutory regulating body for homebuilders. The National Home Builders Registration Council registers builders engaged in certain categories of housing construction, and regulates the home building industry by formulating and enforcing a code of conduct
The Rental Housing Act, 1999as amended	The Rental Housing Act repeals the Rent Control Act (1976) and defines Government responsibilities in respect of rental housing property. It creates mechanisms to promote relations between landlords and tenants
Social Housing Act, No.16 of (2008)	The Act provides for the establishment of affordable rental accommodation for low to medium income households in designated Restructuring Zones i.e places of economic opportunities, enabling spatial and social integration
Home Loan and Mortgage Disclosure Act, 2000	This Act provides for the establishment of the Office of Disclosure and the monitoring of financial institutions serving the housing credit needs of communities

4.3 Secondary Legislation

LEGISLATION	BRIEF DESCRIPTION OF THE ACT
Promotion of Access to Information Act 2 of 2000 (as amended)	The Act underlines the importance of access to information for an open, democratic and transparent society. The Act gives legislative form to Section 32 of the Bill of Rights of the Constitution and should be interpreted as legislation giving effect to a constitutional right.
Broad Based Black Economic Empowerment Act, No 53 of 2003	The Act aims at promoting the achievement of the constitutional right to equality by increasing broad-based and effective participation of Black people in the economy. It also sets parameters for the development of the Property Charter and the Construction Charter as mechanisms to secure commitment from stakeholders in the construction and property industries
Youth Commission Act	The Act reflects Government commitment to ensure the promotion and protection of the rights and needs of youth
Control of Access to Public Premises Act	Ensure that strict control guidelines over the access control to Public Premises. These controls enhance the safeguarding and securing of public premises thereby reducing the risks and threats to the State Organs. This in turn will assist in minimizing losses resulting from theft and unauthorized access
Promotion of Administrative Justice Act (No. 3 of 2000)	This Act gives effect to Section 33 of the Constitution (Just Administrative Action). It ensures that decisions that affect the public are taken in a way that is procedurally fair and it gives people the right to request written reasons for decisions they disagree with. In this way, it creates greater transparency - people may be less tempted to act corruptly if they know they will have to explain themselves to the public
The Protected Disclosures Act (PDA) (No.26 of 2000	The PDA (often called the 'Whistle-blowers Act) encourages employees to disclose information about unlawful and irregular behaviour in the workplace. It offers protection from victimisation for 'whistle-blowers', as long as they meet the requirements and follow the procedure set out in the Act
The Financial Intelligence Centre Act (FICA) (No. 38 of 2001)	This Act creates the Financial Intelligence Centre and was designed to combat money laundering
Division of Revenue Act	Makes provision for the equitable division of revenue raised nationally, among the National, Provincial and Local spheres of Government and the responsibilities of all three spheres pursuant to such division and for matters connected therewith. The Integrated Housing and Human Settlement Development Grant is managed in terms of the DoRA.
Inter-Governmental Relations Framework Act of 2005	Establish a framework for National, Provincial and Local spheres of Government to promote and facilitate the settlement of inter Governmental disputes and matters connected therewith
Preferential Procurement Policy Framework (Act No 5 of 2000)	This Act gives effect to Section 217, Chapter 3 of the Constitution by providing a framework for the implementation of the Procurement Policy contemplated in Section 217, Chapter 2, of the Constitution and to provide for matters connected therewith
Public Finance Management (Act 105 of 1999)	This Act regulates financial management in National Government and Provincial Government
Transforming Public Service Delivery White Paper (Batho Pele)	The White Paper provides a policy framework and a practical implementation strategy for the transformation of public service delivery
Public Service Act and Regulations	This Act stipulates and regulates the functioning and management of the Public Services
Skills Development Act & Skills Development Levies Act	This Act regulates the training and Development of the employees and the funding thereof
Labour Relations Act	This governs the employment practices and relations in the workplace
Occupational Health and Safety Act	It regulates the Health and safety issues in the workplace

4.4 Policy mandates

POLICY MANDATES	BRIEF DESCRIPTION OF THE POLICY
White Paper: A new Housing policy and Strategy for South Africa, 1994	Commits Government to the establishment of socially and economically integrated communities situated in areas allowing convenient access to economic opportunities as well as health, educational and social amenities
National Housing Code, 2000 (Revised)	Provides administrative guidelines for implementation of national housing policy
The Comprehensive Plan for the Development of Sustainable Human Settlements (Breaking New Ground, 2004)	A multi-dimensional plan focusing on improving the quality of living environments, new tenure options, integration, fast track delivery, capacity building and anti-corruption measures
National Environmental Management Act	Provides several measures and tools by which the Environment can be managed including Strategic Assessment, Environmental Impact and Auditing procedures. In addition, regulatory instruments enforce the appropriate practices and protect the environment from harmful activities
Policy on Emergency Housing Assistance within urban and rural contexts	Facilitate programmes that will ensure speedy provision of temporary housing relief to people, urban and rural areas within the province of the Eastern Cape who find themselves in emergency situations. For an example, Their existing shelters have been destroyed or damaged by natural causes. Their prevailing situation poses an immediate threat to their lives, health and safety, this can happen in instances where the area is not environmentally safe, condemned building, built below the railway lines, flood plains, tornado. They been evicted or face a threat of imminent evictions e.g. farm-dweller and worker evictions or tenant evictions
Policy on Housing People Infected With and Affected By HIV and AIDS	The policy overcomes the barriers affecting housing delivery to HIV and AIDS victims and orphans who are always left destitute by enhancing their sustainable Human Settlements. Ensure that there is uniform and equitable approach in the utilization, provision and management of facilities that are funded and managed under the ambit of this policy
Performance Management and Development System Policy	The policy clearly provides a clear and concise guide for managing the performance of staff
Supply Chain Management Policies and Procedures	Procurement Policy for Urgent Interventions for Housing Delivery in the Eastern Cape deals with elimination of backlog in housing delivery and accelerated housing delivery. Acquisition Management Manual – it provides guidelines that regulate procurement of goods and services by organs of state in a fair, competitive, cost-effective, transparent and equitable manner
Compliance and Risk Management Policies	Compliance to policies and eliminate risks in the procurement of goods and services to fulfil the provisions of the Public Finance Management Act.
Employee Relations Policies	It governs and guides the employer and employee relations in the workplace and management of employee wellness
Human Capital Policies	It stipulates the principles guiding the management of personnel relating to recruitment, maintenance and exit
Human Resource Development Policies	HRD policy clearly guides the employees and the employer on the training and development of staff
Employee Relations Policies	It governs and guides the employer and employee relations in the workplace and management of employee wellness
Information and Communication Technology Policy	It ensures efficient and effective use of information and Communication technology resources and applications

OTHER MANDATES MILLENIUM DEVELOPMENT GOALS (MDG)

NATIONAL OBJECTIVES	PROVINCIAL OBJECTIVES
More equitable distribution of the benefits of economic growth and reduce inequality	Boosting the physical asset base of the poor
Ensure universal access to basic services	Supporting access to basic services
Improve the safety of citizens by reducing incidents of crime and corruption	Assuming access to legal entitlements and security
Build a nation free of all forms of racism, sexism, tribalism and xenophobia	Victim Empowerment Programme (VEP)

5. SERVICES

The Services that are rendered by the Department are the following:

5.1 Provide houses to the qualifying housing beneficiaries including Destitute, Military Veterans and Vulnerable groups

- Subsidies for the disabled people
- Individual subsidy
- Consolidation subsidy
- Institutional Subsidy
- Rural Subsidy
- Project linked subsidies
- Finance linked individual subsidy programme (FLISP)
- Peoples housing process
- Discount benefit scheme
- Grant funding for the redevelopment of Public sector hostels

5.2 Issuing Title Deeds for ownership of property (house) handed over to qualifying beneficiaries.

5.3 Provide Consumer Education and Social Facilitation for the housing beneficiaries in a Human Settlement

5.4 Upgrading Informal settlement development and project enhancement

5.5 Provide the effective and efficient dispute resolution between the Landlord and the Tenant

5.6 Provide Social housing

5.7 Provide housing subsidy and ensuring quality management of housing products

5.8 Provide Rural and Farm housing Development

6. DEPARTMENTAL SITUATIONAL ANALYSIS

Sustainable Human Settlements lies at the heart of integrated development, as the Department affirms its commitment to social transformation and economic upliftment through ensuring maximum participation of all relevant sector departments and stakeholders. In so doing, the Department seeks to ensure that settlements attracting housing investment from the state should have schools, clinics, recreational facilities, running water, and adequate sanitation and importantly, have access to economic activities.

Moving forward the Department will enhance its stakeholder mobilization programme to augment its delivery capacity. Key stakeholders of the note are the following:

- Municipalities, women, youth, Non-Government organisations, private sector and communities.

There is a crucial role of the NGO sector and communities in the Enhanced Peoples Housing Process and Rural Housing Subsidy Voucher. Private sector, in particular the banking sector, has an important role to play in respect of Gap Market Housing and the Social Housing programme

While the department continue to forecast the provincial performance over the next twenty years it is important to take note that certain constraints will continue to hinder speedy delivery and shall require meticulous management including ongoing strategizing for appropriate interventions. Few of these constraints are: inadequate bulk infrastructure in small towns; declining housing development grant, difficult terrain and inaccessible rural construction sites, general lack of skills and capacity in the construction industry, few accredited and capable social housing institutions and the threat of disasters that can be associated with global warming and climate change.

6.1 Eastern Cape population Dynamics

Population dynamics provide essential information on patterns of population change and growth. Demographic figures are critical to the decision makers in all spheres of Government as they provide estimated number of people living in each municipality and type of housing programmes are mostly required by potential beneficiaries.

According to the mid-year population report (2020), South Africa has an estimated total population of 59.62 million people, an increase of 1.9 million from 57,73 people according to the 2019 mid-year population survey. These statistics are divided according to the nine South African provinces. More than half of the 59.62 million people are found in three of the country's provinces namely Gauteng, KwaZulu Natal and Western Cape. The Eastern Cape is ranked number four of the most populated provinces, with an increase to 6.73 million from 6 .5 million in 2019. The Province has the least increase of 0.8% in its population compared to other provinces.

In 2016 Black Africans constituted 86.4%; Colored people constituted 8.6%; Indians at 0.4% and White people counted 4.6%. In addition, approximately 38% (2.6 million) of population of the Province is made up of individuals aging between 15-34 years. This means that the province was made up of mostly economically active group. However, it is evident that the population of the Eastern Cape is not stable. It is fluctuating as evidenced from the abovementioned population figure for 2018 that was mentioned at 6.5 million, which was down from the 2016 figure of 6.9 million; and now up again in 2020 to 6.73 million people.

It is noted that the Province is divided into six district Municipalities: Sarah Barthman, Amathole, Joe Gqabi Chris Hani, OR Tambo and Alfred Nzo Municipalities. These district Municipalities are further sub-divided into thirty-one local Municipalities with their administrative powers. There are two metropolitan Municipalities' i.e. Buffalo City and Nelson Mandela Bay Metropolitan Municipalities.

The table below depicts the Eastern Cape population distribution by district Municipalities during the period 2011 and 2016.

District/Metro Municipality	Total Population		% change
	2011	2016	
Sarah Baartman	450 580	479 923	6,5
Amathole	855 793	914 820	2,9
Chris Hani	806 478	830 494	4,2
Joe Gqabi	348 667	373 340	7,0
OR Tambo	1 336 045	1 456 926	6,7
Alfred Nzo	801 344	867 894	8,3
Buffalo City Metropolitan	781 027	810 528	6,9
Nelson Mandela Bay Metropolitan	1 152 115	1 263 051	9,6
EASTERN CAPE	6 532 049	6 996 976	6,6

Source: Statistic South Africa, Census 2011 and Community Survey 2016

Based on the above table, the most populous district Municipalities in 2016 were OR Tambo District Municipality and Nelson Mandela Bay Metropolitan Municipality respectively. Moreover, the highest percentage population changes were found in Nelson Mandela Bay Metropolitan which had 9.6% and Alfred Nzo District Municipality with 8.3 %. On the other side, Amathole District had a 2, 9% of population change which was the lowest population percentage change.

The Eastern Cape Province is located in the eastern part of South Africa. The province borders three South African provinces KwaZulu-Natal, Free State and Western Cape. According to mid-year population estimates released by Statistics South Africa (2018), the province is predominately populated by black Africans, with the most widely spoken language being isiXhosa. It is mostly rural and is among the country's poorest provinces. Furthermore, it has two metropolitan Municipalities i.e. Buffalo City and Nelson Mandela Bay which are regarded as major economic hubs of the province.

It was estimated that 75% of the land within the province falls under the custodianship of the tribal land and significant number of people are residing in rural areas. These disperse rural settlements are difficult terrain conditions as a result they have a negative impact on infrastructure service delivery initiatives as well as on spatial planning reform interventions (Stats SA 2016).

6.2 Migration Trends

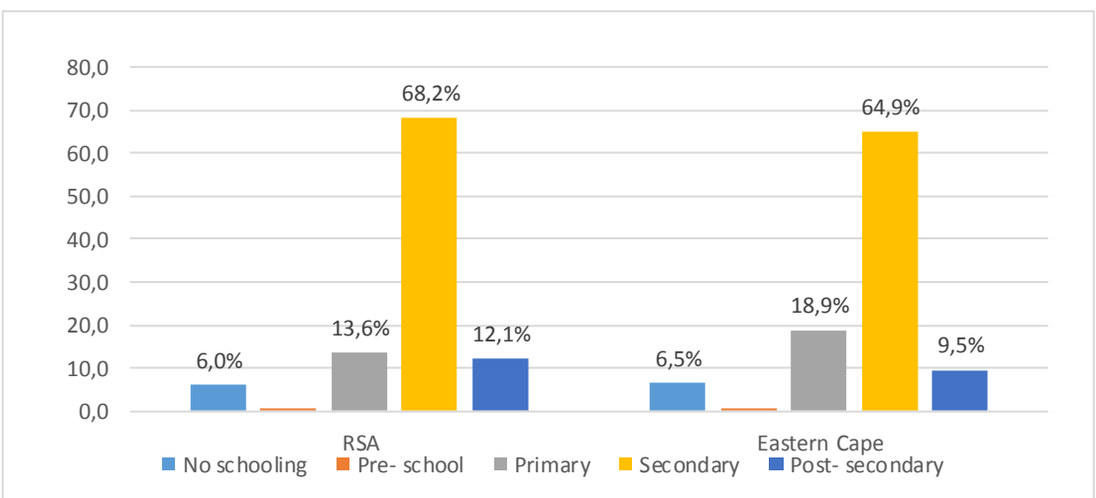
The South African Statistics report that shows that there is a significant decrease in the number of people leaving the province compared to the 2016 statistic of about 362 174. Despite, the net loss of individuals, the province experienced in-migration from outside of South Africa. It is clear from the statistics that most people migrating from the Eastern Cape Province to Western Cape followed by Gauteng. It was noticeable that most of the Eastern Cape people were moving to Western and Gauteng Province.

Lack of job opportunities and poor-quality life in the Province are major contribution factors that push most of the people to these provinces. On the other hand, the report highlighted that there is a reduction in international migration which is indicative of the COVID-19 travel restrictions over the past nine months.

6.3 Provincial Educational Level

Education is one of the basic human rights in South Africa, and the fundamental socioeconomic indicators for development. The information from Stats SA (2017), shows that the percentage of people without formal education in South Africa is 6.0 %, while the people with secondary education account for 68,2 % and people with post-secondary constitute 12.1 %. With regards to the Eastern Cape Province contributes 6,5% of people with no formal education. In terms of people with secondary education, the information from Stats South Africa shows that, the Eastern Cape accounts for 64,9% while 9.4 have post-secondary education.

See the table below on educational levels at National and Eastern Cape Province.



Source: Statistics South Africa 2017

6.4 Provincial Employment Rate

The 2020 Quarter Labor Force Survey findings reported a high rate of unemployment in South Africa with Eastern Cape having a high rate of unemployment and discouraged work seekers. ECSSEC report indicated that the Eastern Cape youth unemployment has been over 50% for the previous four quarters. The adult unemployment rate remains below the 30% mark.

This suggests that majority of the youth in the Province are unemployed as compared to other age groups. It requires the Department to focus on assisting the youth to establish their own Small Business Enterprises in Human Settlements as to reduce the high rate of unemployment in the Province.

ECSSEC report further shows that the female unemployment rate was standing at 36.6% and males were recorded at 37.2% in 2020. Both female and male unemployment decreased by 4.4 percentage points and 2.7 percentage points respectively. This clearly indicates that both genders are significantly affected by the high rate of rate of unemployment as a result of the outbreak of Covid-19 global pandemic and the economic recession. It implies that the Department should focus on the Human Settlements programs which seek to improve the livelihood of the Human Settlements beneficiaries and create job opportunities for the marginalised groups of the Province.

6.5 Disability Prevalence in the Province

The South African National Development Plan suggests that the roadmap towards the development of the strategies and measures aimed at improving the lives of the individuals living with disabilities in South Africa. In order to respond to the NDP, the Provincial Government put some programs towards addressing the plight of the people who are living with disabilities hence the Department prioritized Program of the Destitute and other Vulnerable Groups to provide housing opportunities to the most destitute and other vulnerable groups which included amongst others the disabled individual and elderly in the Province:

See the below table that depicts the prevalent of disability per provinces since 2011 and 2016

Province	Percentage		% change
	2011	2016	
Eastern Cape	9.6	8.5	1,1
Free State	11.1	11.0	1,0
Gauteng	5.3	6.7	1,4
KwaZulu Natal	8.4	8.6	0,2
Limpopo	6.9	6.4	0,5
Mpumalanga	7.0	7.5	0.5
Northern Cape	11.0	10.7	0,3
North West	10.0	8.7	1,3
Western Cape	5.4	6.3	0,9
South Africa	**7.5**	**7.7**	**0.2**

Sources: Stats SA Community Survey Report, 2016

Based on the above information, The Stats SA findings are clearly showing that the national disability prevalence increased slightly from 7.5 in census 2011 to 7.7 in Community Survey of 2016. It further stated that the provincial variations show that Free State and Norther Cape Provinces have the highest prevalence of persons with disabilities by 11%, followed by the North West and KwaZulu Natal 8.7% and 8.6 % respectively.

It is worthwhile noted that the Eastern Cape Province is amongst the provinces which are contributing toward the highest number of national disability average. The Province is contributing 8.5% of people living disabilities at the national average hence the Department made the commitment to prioritize the delivery of housing interventions to assist individuals who are living with disabilities and elderly so as to restore their dignity and fulfil constitutional rights of adequately housing.

6.6 Poverty

Stats SA findings indicated that most provinces reported a decline in the poverty headcount between 2011 and 2016. The Eastern Cape was standing at 12.7% in 2016 and the provincial poverty headcount has declined by 1.7% since 2011.

See the table below that reflects the poverty headcount between 2011 and 2016

Districts/ Metro Municipality	Poverty			
	2011		2016	
	Poverty Head count	Intensity of poverty	Poverty headcount	Intensity of poverty
Sara Baartman	**5,2%**	42,1%	**4,5%**	42,2%
Amathole	**18,7%**	41,4%	**18,7%**	43,1%
Chris Hani	**15,6%**	41,4%	**16,4%**	43%
Joe Gqabi	**16,8%**	41,3%	**13,4%**	43,7%
OR Tambo	**21,1%**	41,7%	**19,2%**	43,5%
Alfred Nzo	**25,6%**	41,9%	**22,1%**	44,3
Buffalo City Metropolitan	**9.3%**	43,3%	**7,3%**	42%
Nelson Mandela Bay Metropolitan	**4,6%**	44,3%	**3.0%**	42,3
Eastern Cape	**14%**	**41,9**	**12,7**	**43,3**

Source: Statistics SA, Community Survey report 2016

Moving from the above findings, the poverty headcount has dropped across all districts in the province except Chris Hani and Amathole District Municipalities respectively. In Amathole District Municipality, the level of poverty as measured by the headcount, remain unchanged between 2011 census and community survey 2016.

Despite the reduction in the poverty headcount between 2011 and 2016, the CS 2016 revealed that the intensity of poverty in the province has increased from 41.9 % to 43.3% in 2016. Based on the above information it becomes clear that one of the most contributing drivers of poverty in the Eastern Cape Province was the high rate of unemployment.

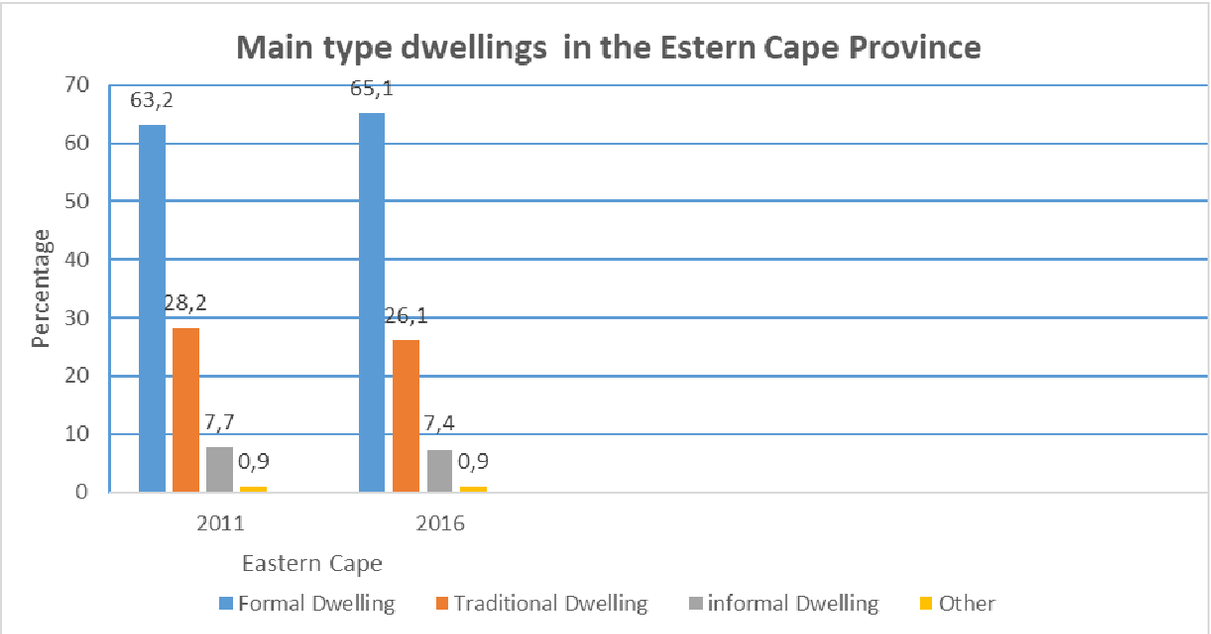
6.7 Provincial Human Settlements Delivery

This section will provide a broad picture of Provincial household's main type of dwellings, a number of Government subsidized dwellings delivered to qualifying beneficiaries, a comparison of informal settlements amongst the nine provinces and lastly provide the number of demand of decent housing as per Housing Needs Register as well as Community Survey of 2016.

6.8 Types of Settlement Dwellings

During the census of 2011 to community survey of 2016, 65.1% of households were residing in formal dwellings in the Eastern Cape Province. It is interesting to note that the number of households residing in both traditional and informal dwellings were steadily decreasing by 2, 1% and 0, 3% respectively. The census results showed that lowest percentage of those living in the informal dwellings in the province was lower when compared to other forms of dwellings between 2011 and 2016.

The table below depicts the percentage of distribution by type of mainly dwelling in the Eastern Cape Province between 2011 and 2016

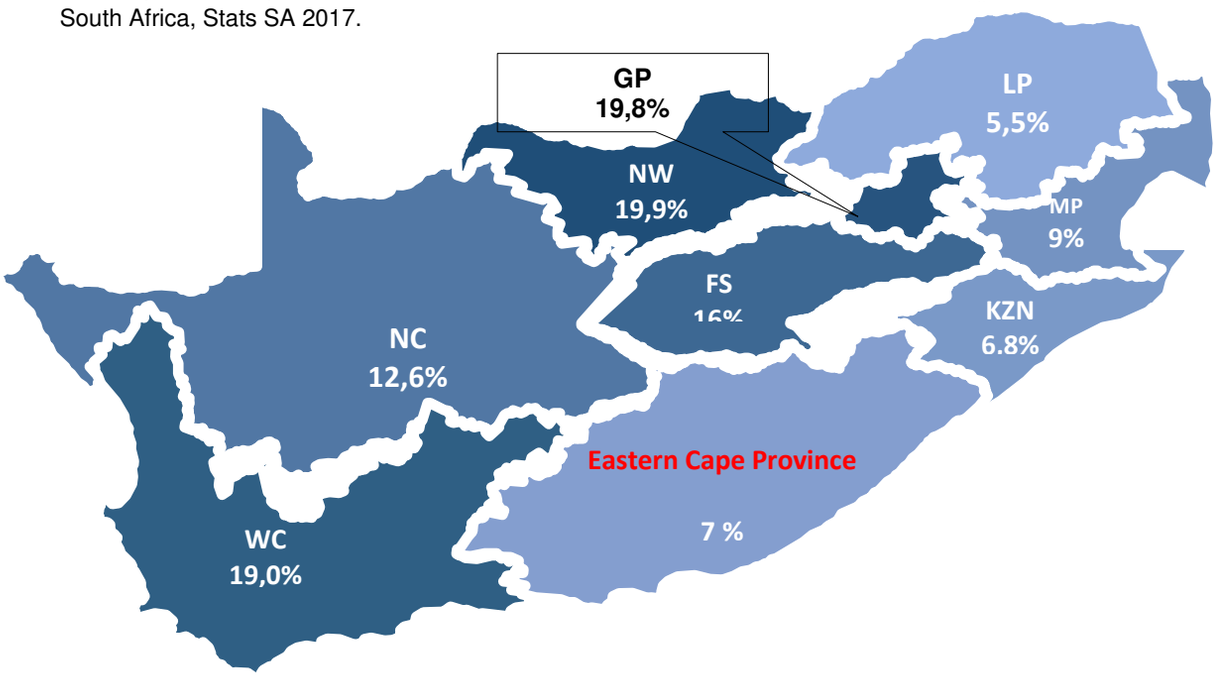


Source: Statistics South Africa, Census 2011 and Community Survey 2016

Based on the mentioned table, those households who are living in formal dwellings in the Province were fourteen points lower than the national average. The percentage of households living in traditional dwellings were almost four times higher than the national average in 2016. It is interesting to observe that there is increasing number of people who were living in formal dwellings by 1.9 % in 2016.

6.9 Informal Settlement Dwellings

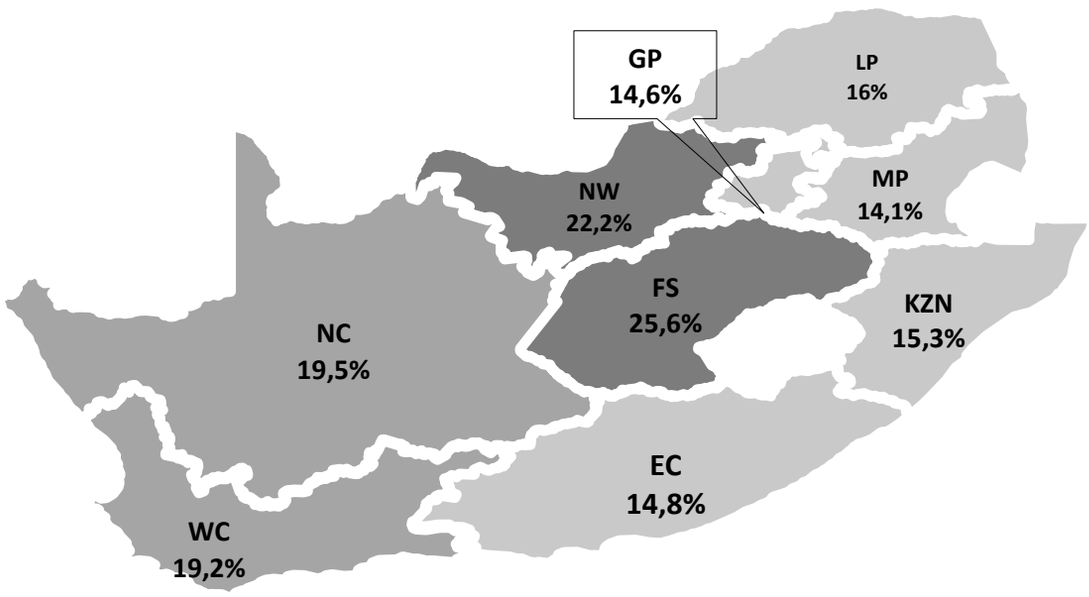
The map below depicts the number of households who lived in the informal dwellings in South Africa, Stats SA 2017.



Based on the above map, it was revealed that the Eastern Cape is amongst the provinces that have lowest proportion of the households who were reported to be residing in the informal dwelling. The Province had 7% of households who were living in the informal dwellings.

6.10 Government-Subsidized Houses

The map below is representing the percentage of households by province, which live in low cost houses or Government-subsidised houses, Stats SA 2017.



Based on the information presented of the nine provinces mentioned on the map above, the Eastern Cape Province is amongst the provinces which reported a lower proportion of households who were residing in Government subsidized houses. While other provinces such as Free State had a higher proportion of households who were reported to be living in Government subsidized housing at approximately one-quarter (25.6 %), the Eastern Cape reported a figure of 14.8% of households that resided in Government-subsidized dwellings.

Flowing from the above information, Sarah Baartman District Municipality 46, 6% and Nelson Mandela Bay Municipality 40, 2% were recorded as having the highest proportion of households who were residing in Government subsidy housing.

On the other hand, OR Tambo had 6.3% households and Alfred Nzo district had 6.6% households residing in the Government subsidized houses.

The table below represents the distribution of households in Government-subsidized dwellings.

District/Metro Municipality	Government Subsidised Dwellings		Not Government Subsdised Housing		Total
	Number	%	Number	%	Number
Sarah Baartman	63 752	**46,4**	73 531	**53,6**	137 282
Amathole	24 450	**11,6**	187 136	**88,4**	213 763
Chris Hani	41 184	**21,4**	151 529	**78,6**	194 291
Joe Gqabi	18 879	**19,9**	76 095	**80,1**	95 107
OR Tambo	19 730	**6,3**	40 334	**93,7**	314 080
Alfred Nzo	12 978	**6,6**	182 650	**93,4**	195 975
Buffalo City	59 735	**23,9**	190 677	**76,1**	250 412
Nelson Mandela Bay Metropolitan	146 094	**42,2**	217 101	**59,8**	363 195
EASTERN CAPE	386 802	**22%**	1 119 053	**78%**	1 764 105

Source: Statistics South Africa, Census and Community Survey 2016

6.11 Provincial Housing Demand

Even though the Eastern Cape Department Human had delivered more than 386 802 low cost houses to qualifying beneficiaries, the supply of housing opportunities does not meet the ever-increasing demand of housing opportunities. Stats SA 2016 reported that there are more than 600 000 households who are in need of decent houses in the province.

See the table below that illustrates the proportion of housing demand according to eight regions of the Province

District/Metropolitan Municipality	Traditional Dwelling/ structure made of traditional material	Informal dwellings	others	Total
Sara Baartman	3 339	12 967	1 546	**17 852**
Amathole	86 731	11 951	961	**102 815**
Chris Hani	72 948	5 562	3 576	**81 877**
Joe Gqabi	24 475	4116	399	**29 069**
OR Tambo	170 065	3 989	2 975	**176 946**
Alfred Nzo	104 679	4 447	3 285	**112 415**
Buffalo City Metropolitan	8 593	62 363	1 813	**69 806**
Nelson Mandela Bay Metropolitan Municipality	868	25 490	1 274	**27 633**
	471 698	**130 885**	**15 829**	**618 413**

Source: Statistics South Africa, Census and Community Survey 2016

Base on the above-mentioned table, OR Tambo and Alfred Nzo District Municipalities had the highest proportion of households who are in need of decent housing. On the other hand, Sarah Baartman is standing at 17 852 households, which is the lowest number compared to other districts. Poverty and shortage of basic services are amongst the main contributing factors of ever-increasing demand of decent shelter since OR Tambo and Alfred Nzo were regarded as one of the poorest regions in the Province (Stats SA CS 2016).

6.12 Access to basic Services

The provision of the basic services is the one of the main contributors toward the creation of sustainable communities in the province, thus the hereunder section presents the access of basic services within the province such as water, electricity, refuse removal and ablution facilities.

6.13 Access to Water

In the Eastern Cape, it was estimated that about 85% of households have access to safe drinking water while 15 % of dwellings have no access to safe drinking water. It was also reported that piped water inside the house was mainly source of drinking water. Nelson Mandela Bay Municipality was standing at 77, 3 %, followed by Buffalo City Municipality which was standing at 50,2% and Sarah Baartman had highest percentage of households with access to piped drinking water inside their residences.

On the other hand, the majority of households without access to safe drinking water were mostly found in rural districts of OR Tambo with 57.1% followed by Alfred Nzo 52, 4%. The lowest access to safe drinking was reported in Ngquza Hill (19, 4), Port St Johns (20, 3%), and Mbizana Local Municipalities respectively.

See the table below that depicts distribution of households by access to safe drinking water per district Municipalities.

District /Metropolitan Municipalities	Access to safe drinking water		No access to safe drinking Water		Total
	Number	%	Number	%	Number
Sarah Baartman	116 933	**85,1**	20 508	**14,9**	137 442
Amathole	157 833	**75,9**	52 890	**24,1**	210 813
Chris Hani	146 063	**77**	46 017	**23**	192 080
Joe Gqabi	68 280	**72,7**	25 636	**27,3**	93 916
OR Tambo	133 977	**42**	178 015	**58**	311 991
Alfred Nzo	92 190	**47**	101 485	**53**	193 675
Buffalo City	230 103	**92**	21 204	**8**	251 306
Nelson Mandela Bay Metropolitan Municipality	331 908	**91,5**	34 811	**8,5**	366 719
EASTERN CAPE	**1 277 287**	**72,7**	**480 566**	**27,3**	**1 757 942**

Sources: Statistics South Africa, Community Survey 2016

It was indicated that, over 1 million households in the province reported that their supplier of drinking water was mainly from the Municipalities while 19 1862 (1, 1%) households were recorded that their source of drinking water was supplied by water vendor. OR Tambo and Alfred Nzo District Municipalities reported that their drinking water was mainly from flowing water, stream, river and springs rainwater.

Challenges

The Department of Human Settlements is currently experiencing the following challenges:

- Inadequate and decaying Bulk Infrastructure in secondary and small towns for unlocking new projects.
- Poor land – use Management practices in Municipalities in extending leading to land invasion.
- Delays by Municipalities in extending Restructuring Zones for expansion of social and affordable rental housing.
- Slow process in dealing with transfers by Municipalities.
- Poor working relations between the department and Municipalities.

7. KEY SERVICE AREAS FOR IMPROVEMENT

7.1 Allocation of houses to the qualifying housing beneficiaries in a Human Settlement who applied and were approved for Project linked Housing Subsidies

7.2. Issuing Title Deeds for ownership of property (house) handed over to qualify beneficiaries

1st KEY SERVICE

KEY SERVICES

Allocation of houses to the qualifying housing beneficiaries in a Human Settlement who applied and were approved for Project linked Housing Subsidies

SECTION D – ACTION PLANNING

SERVICE: Allocation of quality houses to qualifying Beneficiaries

All qualifying Beneficiaries to the subsidy

PROCESS MAPPING

See attached “Beneficiary Management - Annexure A”

PROBLEM STATEMENT

The Public Service Month is implemented as one of the flagship programs in line with the Batho Pele program of Government. The objective of such a campaign is to bring integrated Government services to the disadvantaged communities with an objective of making an impact and creating a lasting legacy. This also assisted communities in ventilating their challenges and views regarding the services they are receiving from Government departments. During the Public Service Month events that are hosted throughout the Province, it transpired that communities have common complaints regarding the allocation of houses. They complained about houses given to the wrong people who were not on the initial approved list. They even complain about councillors who are alleged to give houses to their relatives, friends and sometimes sell the houses. Some beneficiaries are renting out their houses whereas there are people who are really desperately in need of those houses. The department has challenges regarding the verification and allocation of houses to qualifying beneficiaries due to the fact that this function is performed by Municipalities.

In order to resolve this challenge, it was noted that the Capacity Building and Municipal Support Programme in the department has a direct communication with Municipalities and is responsible for the Needs Register which is a system utilised by Municipalities for identifying and registering the housing needs in the community. This Needs Register can assist the department in unlocking some of the challenges of the housing applicants that are not in the approved beneficiary list. Since Capacity Building and Municipal support in collaboration with the National Department is responsible for capacitating Municipalities in using the Needs Register they will also train the Beneficiary Management employees so that they can use it as well. The Minister in her Budget Vote speech on 15 July 2014 to the National Assembly stated, “the creation of a credible data base of those legitimately waiting for a house is of vital importance.” and that “Municipality will use this data base in the allocation of houses. This will protect the integrity of the data base and the system. It will also protect councillors who are often accused of corruption in the process of allocation of houses, as citizens will be able to check their own details and place on the waiting list.

Currently the Department is faced with the major challenge of reduced budget that is less than the approved beneficiaries. The obliges the department to focus on providing decent homes to the most destitute and vulnerable beneficiaries by building quality homes for the disabled, the elderly, child-headed families and only destitute military veterans. In an attempt to ensure fairness in the prioritisation process, the department is conducting socio-economic surveys to the already approved beneficiaries. The intention is to assess socio-economic status to confirm if there is still a need for housing.

Subsequently, the establishment of Beneficiary Allocation Committees across all Municipalities remain one of the key priorities .to curb the challenges highlighted above. The objective of the Beneficiary Allocations Committee is to facilitate a fair, transparent and inclusive selection for all housing development projects undertaken through the IRDP and ISUP and to ensure the prioritization of the most destitute and vulnerable groups in the allocation of houses. Its role is to administer the selection and allocation processes and to adhere to the set criteria as stipulated in the Allocation Policy. Each Local Municipality and Metro is required to have one Allocations Committee. Currently two (2) metros (NMM & BCM) and twenty-two (22) local Municipalities have established their Allocations Committees. The remaining eight (8) Municipalities are targeted in the 2021/22 financial year. The Buffalo City Metro, Dr Beers Nauder, Ndlambe and Kouga local municipality have active Allocations Committees. The provincial beneficiary allocation Policy has been approved in the financial year 2018/19 and is guiding the process. Municipalities are encouraged to

customize the provincial allocations policy according to their local municipal needs taking into consideration the provincial priorities.

Currently the Department is faced with the major challenge of reduced budget that is less than the approved beneficiaries. This obliges the department to focus on providing decent homes to the most destitute and vulnerable beneficiaries by building quality homes for the disabled, the elderly, child-headed families and only destitute military veterans. In an attempt to ensure fairness in the prioritisation process, the department is conducting socio-economic surveys to the already approved beneficiaries. The intention is to assess socio-economic status to confirm if there is still a need for housing. This also informs the prioritisation process.

The department continues to respond to beneficiary administration challenges at local level. The adoption of Beneficiary Correct Occupation Programme (BCO) marks a signification milestone. The objective of BCO is to ensure that houses are occupied by rightful owners as reflected in the Housing Subsidy System (HSS). The programme is executed through conducting door to door or physical verification. Both the province and the Municipalities are active participants in the programme. Thus far, thirty-eight (38) BCOs have been conducted and the department is in a process of tabling the reports to affected Municipalities for actioning.

ALLOCATION OF QUALITY HOUSES TO QUALIFYING DESTITUTE BENEFIARIES

2021-2024 MTEF STANDARD REPORT STATEMENT		DESIRED STANDARD 2021-2024		
		2021– 2022 Annual Target	2022– 2023 Annual Target	2023– 2024 Annual Target
Quantity:	2100 Destitute beneficiaries will be approved	700 Destitute beneficiaries approved	700 Destitute beneficiaries approved	700 Destitute beneficiaries approved
Quality:	The Department will hand over houses to the qualifying destitute beneficiaries as per the National Housing Code	Houses are allocated to qualifying beneficiaries as per the Housing Code. Align the Departmental beneficiary management process with the National Housing Code	Houses are allocated to qualifying beneficiaries as per the Housing Code within the financial year 2018/19 under review.	Houses are allocated to qualifying beneficiaries as per the Housing Code within the quarter under review.
Professional standard	The Department will hand over houses to the qualifying beneficiaries as per the National Housing Code	The Department will hand over houses to the qualifying beneficiaries as per the National Housing Code	The Department will hand over houses to the qualifying beneficiaries as per the National Housing Code	The Department will hand over houses to the qualifying beneficiaries as per the National Housing Code
Legal standard	Housing Act, Act 107 of 1997, Housing Consumer Protection Measures Act, National Building Regulations and Building Standards Act, Prevention of illegal Eviction and Unlawful Occupation of Land Act, Act19 of 1998	Housing Act, Act107 of 1997, Housing Consumer Protection Measures Act, National Building Regulations and Building Standards Act, Prevention of illegal Eviction and Unlawful Occupation of Land Act, Act19 of 1998	Housing Act, Act107 of 1997, Housing Consumer Protection Measures Act, National Building Regulations and Building Standards Act, Prevention of illegal Eviction and Unlawful Occupation of Land Act, Act19 of 1998	Housing Act, Act107 of 1997, Housing Consumer Protection Measures Act, National Building Regulations and Building
Consultation	Consult 12 978 Housing beneficiaries before the projects starts, during and after	4276 Consultation of Housing beneficiaries before the projects starts, during and after	4326 Consultation of Housing beneficiaries before the projects starts, during and after	4376 Consultation of Housing beneficiaries before the projects starts, during and after
Access	12 978 Housing beneficiaries will be work-shopped by Consumer Education around the beneficiary rights pertaining to houses	4276 Housing beneficiaries work-shopped by Consumer Education around the beneficiary rights pertaining to houses	4326 Housing beneficiaries work-shopped by Consumer Education around the beneficiary rights pertaining to houses	4376 Housing beneficiaries work-shopped by Consumer Education around the beneficiary rights pertaining to houses
Courtesy	36 Establishment of PSC supported at project level and issues related to the community are lifted and promptly addressed. Feedback on the housing beneficiary applications will be provided to the community	12 Steering Committees will be supported during this Establishment of PSC at project level and issues related to the community are lifted and promptly addressed. Feedback on the housing beneficiary applications will be provided to the community	12 Steering Committees will be supported during this Establishment of PSC at project level and issues related to the community are lifted and promptly addressed. Feedback on the housing beneficiary applications will be provided to the community	12 Steering Committees will be supported during this Establishment of PSC at project level and issues related to the community are lifted and promptly addressed. Feedback on the housing beneficiary applications will be provided to the community

2021-2024 MTEF STANDARD REPORT STATEMENT		DESIRED STANDARD 2021-2024		
		2021– 2022 Annual Target	2022– 2023 Annual Target	2023– 2024 Annual Target
Information	4 Communication Strategy Programmes will be implemented. Pamphlets, Newspapers and Brochures are issued in Xhosa, English and Afrikaans .A toll-free number 086000 0039 issued to report Corruption Sharing departmental information to beneficiaries/Customers through radio station. e.g Talk shows.	4 Communication Strategy Programmes implemented Pamphlets, Newspapers and Brochures are issued in Xhosa, English and Afrikaans .A toll-free number 086000 0039 issued to report Corruption Sharing departmental information to beneficiaries/Customers through radio station. e.g Talk shows.	4 Communication Strategy Programmes implemented Pamphlets, Newspapers and Brochures are issued in Xhosa, English and Afrikaans .A toll-free number 086000 0039 issued to report Corruption Sharing departmental information to beneficiaries/Customers through radio station. e.g Talk shows.	4 Communication Strategy Programmes implemented Pamphlets, Newspapers and Brochures are issued in Xhosa, English and Afrikaans .A toll-free number 086000 0039 issued to report Corruption Sharing departmental information to beneficiaries/Customers through radio station. e.g Talk shows.
Openness and Transparency	12 978 Housing beneficiaries will be work-shopped by Consumer Education around the beneficiary rights pertaining to houses	4276 Housing beneficiaries to be work-shopped by Consumer Education around the beneficiary rights pertaining to houses	4326 Housing beneficiaries to be work-shopped by Consumer Education around the beneficiary rights pertaining to houses	4376 Housing beneficiaries to be work-shopped by Consumer Education around the beneficiary rights pertaining to houses
Redress	The Department will effectively manage grievances and complaints and provide corrective action for identified problems and complaints. Investigate the complaint and provide a written explanation with remedial action The customer care cases received will be resolved and referred within 30days.	The Department will effectively manage grievances and complaints and provide corrective action for identified problems and complains. Investigate the complaint and provide a written explanation with remedial action The customer care cases received will be resolved and referred within 30days.	The Department will effectively manage grievances and complaints and provide corrective action for identified problems and complaints. Investigate the complaint and provide a written explanation with remedial action The customer care cases received will be resolved and referred within 30days.	The Department will effectively manage grievances and complaints and provide corrective action for identified problems and complains. Investigate the complaint and provide a written explanation with remedial action The customer care cases received will be resolved and referred within 30days.
Value for Money	2100 Destitute beneficiaries will be issued authentic Title deeds	700 Destitute beneficiaries will be approved	700 Destitute beneficiaries will be approved	700 Destitute beneficiaries will be approved
Human Resources	8 personnel at Head Office	8 personnel at Head Office	8 personnel at Head Office	8 personnel at Head Office
Cost:	R723 181 160	R723 181 160	R723 181 160	R723 181 160
Time:	Annually	Annually	Annually	Annually

2nd KEY SERVICE

Issuing Title Deeds for ownership of property (house) handed over to qualifying destitute beneficiaries

SERVICE ISSUING OF TITLE DEEDS

All qualifying Destitute Beneficiaries

PROCESS MAPPING

See attached “Title Deeds- Annexure B”

PROBLEM STATEMENT

The Department of Human Settlements had a backlog in issuing of Pre and Post 1994 Title Deeds. The major challenge in issuing Pre 1994 Title Deeds is that they are regulated by several different Legislation that used to govern the Homelands (TVBC States). Some pre-1994 houses are held up in Parent Erven that were not subdivided and some needed rectification at which the department is in the process of drafting a policy for rectification. These pieces of Legislation need to be changed through amendments of Legislation so that they reflect the same content and guide. In addition to this Municipalities did not keep records of Pre-1994 houses. When statistics is requested by the Department, they provide lists of houses that have already been transferred and have title deeds. Dilapidated pre-1994 houses and the cancellation of Rectification program is also a challenge since this program will be assisting in transferring the houses that are in good condition. Due to delay in tranfer of properties by municipalities, the Department has taken the function of transferring properties. Although the function has been taken from Municipalities, the Pre-Conveyancing activities which includes Township Establishment, Lapsed General Plans, Opening of Township Register and lapsed consents remain a challenge that contributes to delays for transfers as this is the mandate of Municipalities. Provision of funds to attend to these matters have been done through the Title Deed Grant which is coming to an end on 31 March 2021. The new reporting has changed from Pre 1994 and Post 1994 to Pre 2014 and Post 2014. The Pre 2014 relates to Pre 1994 and Post 1994 whilst Post 2014 are transfers from April 2014 to current or new title Deeds.

TITLE DEEDS

2021-2024 MTEF STANDARD REPORT STATEMENT		DESIRED STANDARD 2021-2024		
		2021– 2022 Annual Target	2022– 2023 Annual Target	2023– 2024 Annual Target
Quantity:	32 803 Title Deeds will be issued to the qualifying destitute beneficiaries	4503 Title Deeds issued to beneficiaries	12 600 Title Deeds issued to beneficiaries	15 700 Title Deeds issued to beneficiaries
Quality:	The Department will issue32 803 Title deeds to the qualifying destitute beneficiaries as per the National Housing Code	4503 Authentic Title deeds to be to qualifying beneficiaries as per the Housing Code. Align the Departmental beneficiary management process with the National Housing Code	12 600Authentic Title deeds to be to qualifying beneficiaries as per the Housing Code. Develop Draft Departmental Title Deeds Policy	15 700 Authentic Title deeds to be to qualifying beneficiaries as per the Housing Code. Develop Draft Departmental Title Deeds Policy
Professional standard	Shall within 90 days issue Title Deeds to all qualifying destitute beneficiaries following the registration of the house	Shall within 90 days issue Title Deeds to all qualifying destitute beneficiaries following the registration of the house	Shall within 90 days issue Title Deeds to all qualifying destitute beneficiaries following the registration of the house	Shall within 90 days issue Title Deeds to all qualifying destitute beneficiaries following the registration of the house
Legal standard	Housing Act, Act 107 of 1997, Deeds Registry Act 5 of 2006	Housing Act, Act 107 of 1997,	Housing Act, Act 107 of 1997,	Housing Act, Act 107 of 1997,
Consultation	Consult 12 978 Housing beneficiaries before the projects starts, during and after	4276 Consultation of Housing beneficiaries before the projects starts, during and after	4326 Consultation of Housing beneficiaries before the projects starts, during and after	4376 Consultation of Housing beneficiaries before the projects starts, during and after
Access	12 978 Housing beneficiaries work-shopped by Consumer Education around the beneficiary rights pertaining to houses. The information Is accessed through Councillors	4276 Housing beneficiaries work-shopped by Consumer Education around the beneficiary rights pertaining to houses	4326 Housing beneficiaries work-shopped by Consumer Education around the beneficiary rights pertaining to houses	4376 Housing beneficiaries work-shopped by Consumer Education around the beneficiary rights pertaining to houses
Courtesy	Establishment of 36 PSC supported at project level and issues related to the community are lifted and promptly addressed. Feedback on the housing beneficiary applications will be provided to the community	Establishment of 12 PSC at project level and issues related to the community are lifted and promptly addressed. Feedback on the housing beneficiary applications will be provided to the community	Establishment of 12 PSC at project level and issues related to the community are lifted and promptly addressed. Feedback on the housing beneficiary applications will be provided to the community	Establishment of 12 PSC at project level and issues related to the community are lifted and promptly addressed. Feedback on the housing beneficiary applications will be provided to the community
Information	4 Communication Strategy Programmes implemented	4 Communication Strategy Programmes implemented	4 Communication Strategy Programmes implemented	4 Communication Strategy Programmes implemented
Openness and Transparency	Housing beneficiaries work-shopped by Consumer Education around the beneficiary rights pertaining to houses	Housing beneficiaries work-shopped by Consumer Education around the beneficiary rights pertaining to	Housing beneficiaries work-shopped by Consumer Education around the beneficiary rights	Housing beneficiaries work-shopped by Consumer Education around the beneficiary rights pertaining to houses

2021-2024 MTEF STANDARD REPORT STATEMENT		DESIRED STANDARD 2021-2024		
		2021– 2022 Annual Target	2022– 2023 Annual Target	2023– 2024 Annual Target
		houses	pertaining to houses	
Redress	The Department will effectively manage grievances and complaints and provide corrective action for identified problems and complains. Investigate the complaint and provide a written explanation with remedial action	The Department will effectively manage grievances and complaints and provide corrective action for identified problems and complains. Investigate the complaint and provide a written explanation with remedial action	The Department will effectively manage grievances and complaints and provide corrective action for identified problems and complains. Investigate the complaint and provide a written explanation with remedial action	The Department will effectively manage grievances and complaints and provide corrective action for identified problems and complains. Investigate the complaint and provide a written explanation with remedial action
Value for Money	32 803 Title Deeds will be issued to the qualifying destitute beneficiaries	4503 Authentic Title deeds to be to qualifying beneficiaries as per the approved list 2021/22	12 600 Title Deeds issued to beneficiaries as per the approved list 22/23	15700 Title Deeds issued to destitute beneficiaries as per the approved list 2023/24
Human Resources	6 personnel at Head Office	6 personnel at Head Office	6 personnel at Head Office	6 personnel at Head Office
Cost:	797 506 381	805 346 381	101 176 595.25	321 336 595.25
Time:	Annually	Annually	Annually	Annually

SECTION E: SERVICE CHARTER AND SERVICE STANDARDS 2021 – 2024

1. VISION

Integrated sustainable Human Settlements with improved quality of household lives by 2030, for residents of Eastern Cape.

2. MISSION

Provision of quality integrated and sustainable Human Settlements that offer our communities a better living environment

3. STRATEGIC GOALS OF THE DEPARTMENT

The Department of Human Settlements will pursue these strategic goals, namely,

1. Integrated sustainable Human Settlements
2. Integrated planning, policy, research and legislative environment
3. Good governance

4. OUR CUSTOMENRS, STAKEHOLDERS AND PARTNERS AND FUNCTIONS

The Department of Human Settlements interface with the following organizations and groups in a relationship that ensure delivery of quality services and products to the people of the Eastern Cape:

OUR STAKEHOLDERS

- The National Department of Human Settlements
- Communities of the Eastern Cape
- Traditional leaders
- Other provincial departments
- National Departments working in Local Government and Infrastructure

OUR CUSTOMERS

- Communities in the Eastern Cape
- Municipalities
- Other Provincial Departments
- The Eastern Cape Legislature
- Traditional Leaders

OUR PARTNERS

- Financial Institutions
- Donor Organizations
- The Eastern Cape Legislature
- Traditional Leaders
- Emerging Contractors
- Other Government Departments
- Organized Labour
- Suppliers

5 OUR FUNCTIONS

OUR CORE FUNCTIONS

- Upgrading Informal settlement development and project enhancement
- To provide the effective and efficient management of housing assets i.e. Rental and Social housing
- To provide housing subsidy and ensuring quality management of housing products

- To promote Rural and Farm Housing Development
- To promote policy planning, research and capacity building for Human Settlement
- Good public governance

OUR SECONDARY FUNCTIONS

- Provide integrated human talent management
- Provide financial and risk management
- Provide supply chain and asset management
- Provide information communication technology
- Facilitate public sector and institutional transformation

6. OUR SERVICE DELIVERY GUIDING PRINCIPLES

In carrying out responsibilities, the Department of Human Settlement s strives to provide high-quality customer service guided by the ethos as enshrined in the Batho Pele principles. The Department therefore commit itself to a citizen centric approach that will emphasize putting people first. This will be realised through:-

i. **Consultation:** We will consult our customers about the level and quality of the public services they will receive from us, and wherever possible, will give them a choice about the services that are offered;
ii. **Service standards:** By publishing service standards, we will communicate the level and quality of public services citizens will receive from us so that they are aware of what to expect;
iii. **Access:** We will ensure that all citizens especially those from previously disadvantaged communities and citizens with special needs have equal access to the service to which they are entitled.
iv. **Courtesy:** We will provide customers with professional services in a willing, friendly and responsive manner at all times.
v. **Information:** We will provide Citizens with accurate and up-to-date information about the public services they are entitled to receive.
vi. **Openness and transparency:** We will use public forums, focus groups and consultative processes to listen to what our customers think about the quality and value of the services and products we provide, as well as the decisions we make
vii. **Redress:** We will offer an apology, a full explanation and a speedy and effective remedy if the promised standard of service is not delivered. We will also respond to complaints made by citizens in a sympathetic and reasonable period.
viii. **Value for Money:** We will use our resources in an economic and efficient manner in providing public services.

7. OUR COMMITMENT TO OUR CUSTOMERS

We acknowledge and appreciate that we may not achieve our objective of the provision of integrated and sustainable Human Settlement s without your support and participation. To facilitate effective client participation in our programmes we shall create an enabling environment by:-

i. Ensuring that our plans and programmes are informed by the needs of our clients
ii. Treating our clients and staff with dignity and humility
iii. Ensuring that our engagements with our clients and customers are characterised by a high level of professionalism excellence

8. MECHANISMS FOR THE REVIEW OF OUR PERFORMANCE

As a measure of ensuring that we build the institutional capacity and a culture of service excellence, we will implement intuitional measures of ensuring that we live up to our stated commitments to our Stakeholders, Customers and Partners. We will measure our performance by:

- Monitoring our service against the stated commitments, along with other performance indicators taken from our strategic plan, annual performance plan and operational plans

- Reporting on how well we have met our commitments at least once a year through the annual report.
- Reviewing and updating our service charter annually to ensure its relevance to your needs.
- We will conduct an independent review of this charter after three years.

9. FEEDBACK ON OUR SERVICES

We welcome your suggestions for improving our services, programmes and facilities. Should you as our client, stakeholder and or partner be unhappy with service we have rendered to you, we urge you to come forward. We promise to treat any complaint seriously, attend to it speedily and respond accordingly. You are further encouraged to lodge your complaint or complement as follows:

- Raise your concern directly with the officer concerned.
- Inform our customer care centre at the following address :
  Department of Human Settlements,
  Private Bag x13008
  Cambridge
  East London
  5206
  E-mail address: customercare@ecdhs.gov.za
- Speak or write to the Head of specific office

Included herewith in this Service Charter are contact details of the departmental leadership and top management to facilitate your interaction with our department:

DEPARTMENTAL DETAILS

PHYSICAL ADRESS:
Steve Tshwete House
31 – 33 Phillip Frame Road
Waverly Office Park
Chiselhurst
East London

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DISTRICT MANAGERS		
Mr Bongumsa Panda	Head of Chris Hani District	Tel no: 045 808 - 5204 Cell No: 071 602 4430 Fax No: 086 641 9980 E-mail: BongumsaP@ecdhs.gov.za Physical Address: Komani Hosp. Complex Cathcart Road Private Bag X 7192 Queenstown 5320
Vacant	Head of Joe Gqabi District	Physical Address: 29 Queens Terrace Old Library Building Aliwal North 9750

MEMBER OF SENIOR MANAGEMENT	PORTFOLIO	CONTACTS
Vacant	Head of OR Tambo District	Physical Address: Room 518; 5th Floor Bota Sigcau Building Corner of Owner & Leeds Street Umthatha 5099
Mr. L. KA Senzwa	Head of Amathole District	Tel no: N/A Cell : 082 315 2659 Fax No: N/A E-mail: LungisaS@ecdhs.gov.za Physical Address: 1st Floor Justice Building Chiselhurst 5206
Mr Mthobeli Mbambanisi	Head of BC Metro	Tel no: N/A Cell no: 082 828 3534 Fax No: N/A E-mail: MthobeliM@ecdhs.gov.za Physical Address: 1st Floor Justice Building Chiselhurst 5206
Ms Mpho Ndoni	Head of Sarah Baartman District	Tel no: 041 363 0781 Cell no: 071 6833 181 Fax No: 086 538 6007 E-mail: MphoN@ecdhs.gov.za Physical Address: Corporate Place–Fairview Office 66 Ring Road Greenacres Port Elizabeth 6001
Mr Zweledinga Nkayitshana	Head of Nelson Mandela Metro	Tel no: 041 363 0781 Cell no: 076 422 3170 Fax No: 086 538 6007 E-mail: Zwelidingan@ecdhs.gov.za Physical Address: Corporate Place–Fairview Office 66 Ring Road Greenacres Port Elizabeth 6001
Vacant	Head of Alfred Nzo District	Physical Address: 100 Main Street Private Bag X3512 Kokstad 4700
Customer Care Deputy Director Mr Mafa Yami Tel. (043) 711 – 9595 Cell: 071 609 0438 Switchboard for Head Office (043) 711 – 9500		

10. COMPLAINTS HANDLING PROCEDURE

To respond promptly to the complaints the Department of Human Settlements will implement the complaints handling procedure in Annexure C

11. SERVICE STANDARDS 2021 -2024

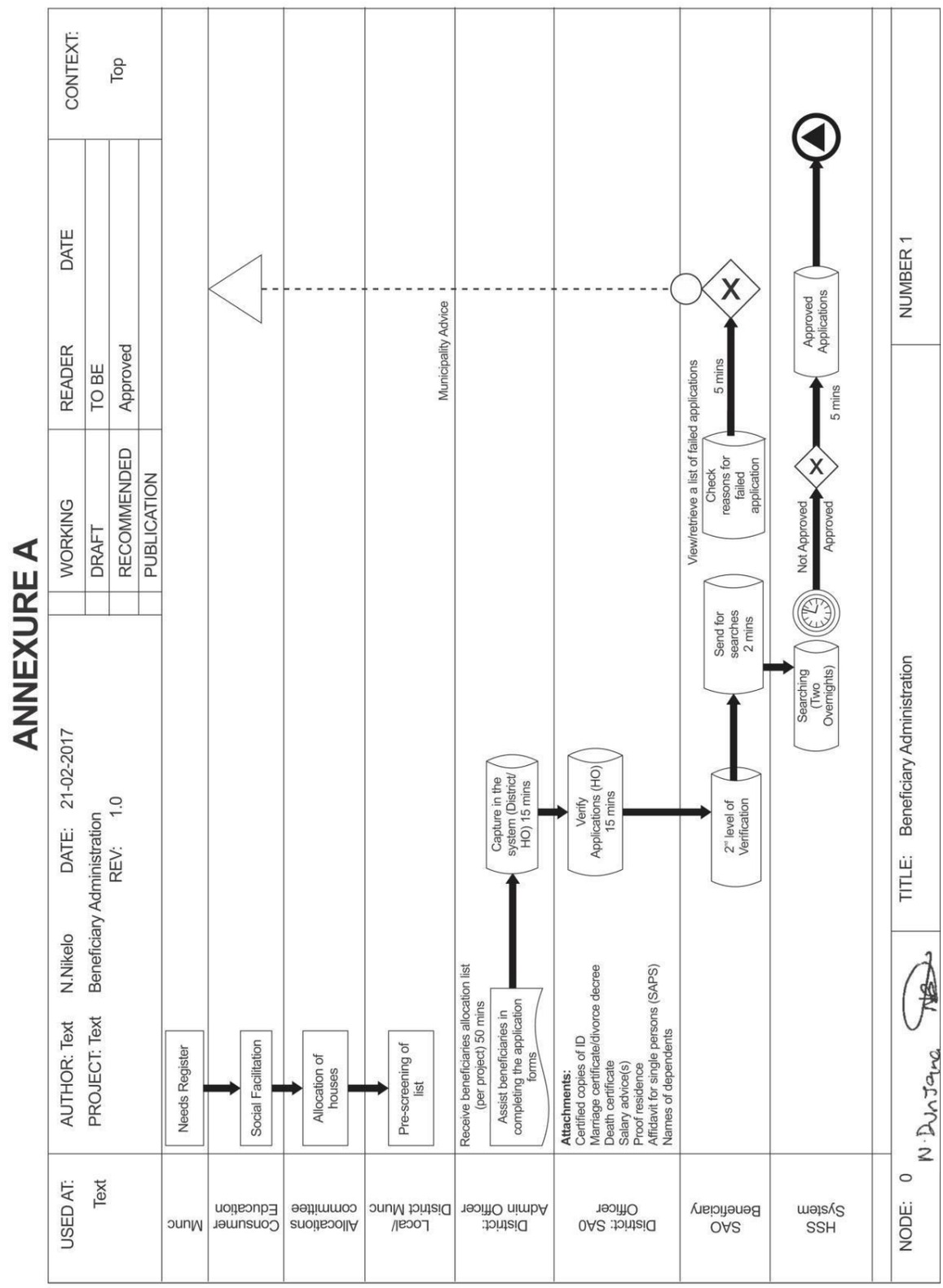
TRANSVERSAL SERVICE STANDARDS

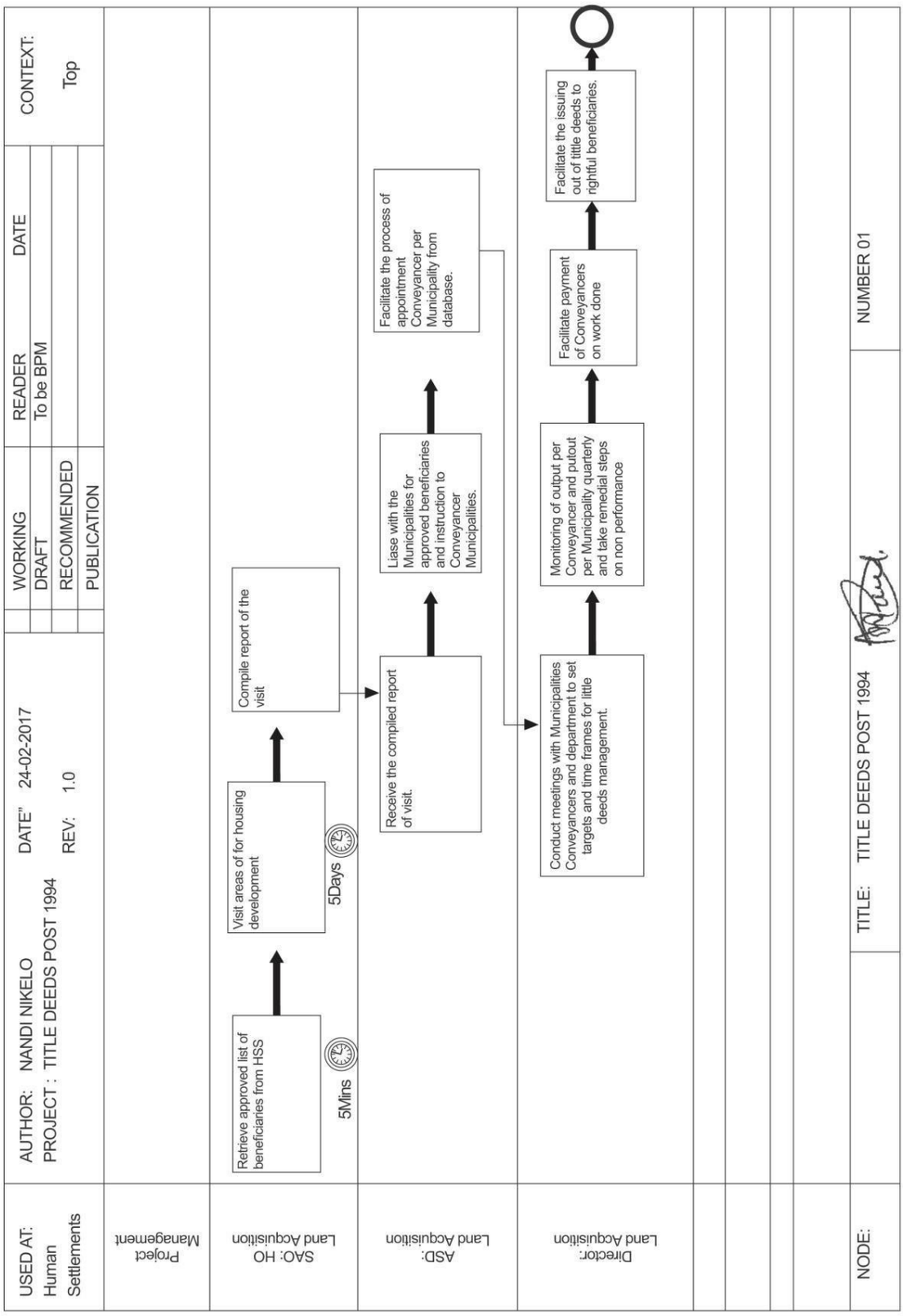
1. Telephones shall be answered within 5 rings in a friendly manner unless the respondent is not available.
2. Employees shall introduce themselves when answering telephones at all times.
3. Where an employee is not knowledgeable about the subject, s/he shall refer the matter to the relevant person/unit immediately.
4. Any employee who receives a message shall ensure that it is written down and passed on to the relevant person/unit within a day and the message shall be responded to within 3 working days.
5. Information on Government activities shall be made available on request within 10 working days.
6. Correspondence, including letters of complaint, shall be acknowledged within 3 working days of receipt, including details of who is dealing with the matter approximately time frame for resolving the matter and contact details.
7. Correspondence shall be responded to in writing within 10 working days in simple, appropriate language.
8. Correspondence for referral shall be sent to the relevant unit one day after receipt and the unit concerned shall respond within 10 working days.
9. Agendas of the meetings shall be issued at least 2 working days before the meeting.
10. Where a scheduled meeting with client/s cannot be honoured by an employee of the Department, an apology shall be made a day before the meeting.
11. All visitors shall be seated in a comfortable area and attended to within 10 minutes of their arrival.

OUTCOME (EXTERNALLY BOUND) SERVICE STANDARDS

1. The Eastern Cape Department of Human Settlements will fill all the funded vacant posts within 180 days following the closure of an advert.
2. The Eastern Cape Department of Human Settlements will process the payment of benefits to relevant beneficiaries whose next of kin had died whilst in the employment of the department within 90 days after submission of all relevant documents.
3. The Eastern Cape Department of Human Settlements will process and pay the benefits of employee who have retired or resigned within 90 days after submission of all the relevant documents.
4. The Eastern Cape Department of Human Settlements will pay its creditors (Provincial and National service providers) within 30 days following the receipt of invoice and confirmation of services and goods delivered.
5. The Eastern Cape Department of Human Settlements shall conclude a fair and transparent bid administration process of all tenders received within 90 days
6. The Eastern Cape Department of Human Settlements will develop / amend credible & effective service standards and consult them with communities after every 3 year period / interval utilizing appropriate channels.
7. The Eastern Cape Department of Human Settlements will inspect and handover quality housing units, services and social amenities (adherence to National Building Norms, Standards and guide) within 3 years from date of project commencement.
8. The Eastern Cape Department of Human Settlements shall approve housing subsidy applications which are fully compliant with the set criteria as outlined in the National Housing code within 30 days of receipt
9. The Eastern Cape Department of Human Settlements shall annually develop or review credible Business Plan for the Department with feasible Human Settlements projects
10. The Eastern Cape Department of Human Settlements will conduct continuous/sustainable Consumer Education and Social Facilitation in line with planned and implemented projects/
11. The Eastern Cape Department of Human Settlements will provide temporary Emergency Housing assistance to all qualifying beneficiaries in the Province within 1 to 3 months, following the confirmation of the state of readiness (social mobilization, allocation of suitable land and provision of services)

12. The Eastern Cape Department of Human Settlements shall within 14 days verify and assess all request received for Vulnerable people in the Province for the purpose of provision of housing.
13. The Eastern Cape Department of Human Settlements shall within 10 days from the date of the receipt of a request, submit accurate and credible information to Provincial and National Stakeholders
14. The Eastern Cape Department of Human Settlements shall provide support to 40 small enterprise development into sustainable business over a period of 3 years
15. The Eastern Cape Department of Human Settlements shall provide 9 500 short- and medium-term work opportunities through Expanded Public Works program on an annual basis
16. The Eastern Cape Department of Human Settlements will facilitate the construction and hand-over of Socio-Economic amenities within 2 years from the establishment of site
17. The Eastern Cape Department of Human Settlements within 90 days will issue Title Deeds to all qualifying beneficiaries in the province following the registration of a house
18. The Eastern Cape Department of Human Settlements shall on quarterly basis identify all risk including emerging risk and conduct risk analysis for the purpose of mitigating to an accepted level
19. The Eastern Cape Department of Human Settlements shall within 30 days of receipt of enquiry, provide accurate and reliable feedback to all stakeholders on legal enquiries
20. The Eastern Cape Department of Human Settlements shall within 90 days of receiving complaints conduct preliminary investigations and provide feedback to internal and external stakeholders on all fraud and corruption related issues


ANNEXURE A
AUTHOR: Text N.Nikelo DATE: 21-02-2017
PROJECT: Text Beneficiary Administration
REV: 1.0
WORKING
DRAFT
RECOMMENDED
PUBLICATION
READER DATE
TO BE
Approved
CONTEXT:
Top
USED AT:
Text
Munc
Consumer Education
Allocations committee
Local/ District Munc
District: Admin Officer
District: SAO Officer
SAO Beneficiary
HSS System
Needs Register
Social Facilitation
Allocation of houses
Pre-screening of list
Municipality Advice
Receive beneficiaries allocation list (per project) 50 mins
Assist beneficiaries in completing the application forms
Capture in the system (District/ HO) 15 mins
Verify Applications (HO) 15 mins
Attachments:
Certified copies of ID
Marriage certificate/divorce decree
Death certificate
Salary advice(s)
Proof residence
Affidavit for single persons (SAPS)
Names of dependents
2nd level of Verification
Send for searches 2 mins
View/retrieve a list of failed applications
Check reasons for failed application
5 mins
Searching (Two Overnights)
Not Approved
Approved
5 mins
Approved Applications
NODE: 0
TITLE: Beneficiary Administration
NUMBER 1


ANNEXURE B
USED AT: Human Settlements
AUTHOR: NANDI NIKELO
DATE" 24-02-2017
PROJECT : TITLE DEEDS POST 1994
REV: 1.0
WORKING
DRAFT
RECOMMENDED
PUBLICATION
READER
To be BPM
DATE
CONTEXT:
Top
Project Management
SAO: HO Land Acquisition
ASD: Land Acquisition
Director: Land Acquisition
Retrieve approved list of beneficiaries from HSS
5Mins
Visit areas of for housing development
5Days
Compile report of the visit
Receive the compiled report of visit.
Liase with the Municipalities for approved beneficiaries and instruction to Conveyancer Municipalities.
Facilitate the process of appointment Conveyancer per Municipality from database.
Conduct meetings with Municipalities Conveyancers and department to set targets and time frames for little deeds management.
Monitoring of output per Conveyancer and putout per Municipality quarterly and take remedial steps on non performance
Facilitate payment of Conveyancers on work done
Facilitate the issuing out of tittle deeds to rightful beneficiaries.
NODE:
TITLE: TITLE DEEDS POST 1994
NUMBER 01

ANNEXURE C

COMPLAINTS MANAGEMENT FRAMEWORK Flow Chart -

