



GAUTENG PROVINCE
SPORT, ARTS, CULTURE AND RECREATION
REPUBLIC OF SOUTH AFRICA

2021/22 SERVICE DELIVERY STANDARDS

CONTENTS

1. VISION	4
2. MISSION	4
3. VALUES	4
4. LEGISLATIVE MANDATE	5
5. GDSACR OUTCOMES	5
6. GDSACR KEY STRATEGIES	5
7. PROGRAMME SPECIFIC SERVICE STANDARDS	6
PROGRAMME 2: CULTURAL AFFAIRS	6
PROGRAMME 3: LIBRARY AND ARCHIVAL SERVICES	8
PROGRAMME 4: SPORT AND RECREATION	9
8. GENERIC SERVICE STANDARDS	11
9. MESSAGE TO THE CLIENT	15
9.1 Your rights	15
9.2 How You Can Help Us	15
10. CONCLUSION	16
11. SIGN-OFF OF 2021/ 22 SERVICE DELIVERY STANDARDS	16

LIST OF ACRONYMS AND ABBREVIATIONS

APP	Annual Performance Plan
BP	Batho Pele
DPSA	Department of Public Administration and Services
GDSACR	Gauteng Department of Sport, Arts, Culture and Recreation
GPG	Gauteng Provincial Government
HOD	Head of Department
MEC	Member of the Executive Council
MPSA	Ministry of Public Service and Administration
OOP	Office of the Premier
PAIA	Promotion of Access to Information Act
PAJA	Promotion of Administrative Justice Act
SDF	Service Delivery Forum
SDIP	Service Delivery Improvement Plan
WPTPSD	White Paper on Transforming Public Service Delivery

1. VISION

“An active, creative and modernised Gauteng City Region contributing to sustainable economic growth and social cohesion”.

2. MISSION

In pursuit of the above vision, the DSACR will work in an integrated manner among and within communities to create an enabling environment and accelerated social transformation for sporting, artistic, and cultural excellence, by:

- Facilitating talent identification and development in partnership with key stakeholders;
- Positioning the business of sport and creative industries as catalysts for sustainable socio-economic growth;
- Modernisation of the economy through the bidding and hosting of major sporting and cultural events;
- Providing access to sport, arts, cultural activities, library, archival services and facilities;
- Transforming the Gauteng heritage landscape; and
- Pursuing 4th industrial revolution through modernized system.

3. VALUES

In working towards the achievement of the mandate and vision set out above, the DSACR subscribes to the following internal values:

Table 1: SACR Values

Teamwork and Collaboration	We work co-operatively, by asking for and giving information and support, and sharing success with others across our department and across all spheres of government
Honesty and Integrity	We are honest, trustworthy and straightforward in all our dealings, and use time, money and resources effectively and efficiently.
Respect and Diversity	We value others for their contribution, irrespective of personal differences, we involve and listen to others, and show consideration and empathy for their emotional and physical wellbeing
Stakeholder Focused	We consult, encourage feedback and provide services that meet or exceed the needs, standards and timescale of our internal and external stakeholders, in a courteous, open, transparent and speedy manner
Employee Focused	We value all employees; provide equal access to opportunities for development, recognition and reward.
Accountability	We are personally accountable for delivering on our commitments.
Quality	We provide outstanding products and unsurpassed service that, together, deliver premium value to our customers.

4. LEGISLATIVE MANDATE

The Departmental Service Standards are therefore developed in response to the following legislation:

- Chapter 10 section 195(1) of the Constitution outlines the basic values and principles governing public administration
- Promotion of Access to Information Act (PAIA), Act 2 of 2000
- Promotion of Administrative Justice Act (PAJA), Act 3 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination
- The White Paper on Transforming Public Service Delivery (Batho Pele) (WPTPS) 1997
- The Public Service Regulations, 2001
- The MPSA directive of 30 October 2008

5. GDSACR OUTCOMES

The following are the Outcomes of the DSACR linked to the priorities of the GGT2030 Plan of Action.

- Compliance and responsive governance.
- Transformed, capable and professional Sport, Arts and Cultural Sector.
- A diverse socially cohesive society with a common national identity.
- Integrated and accessible Sport, Arts and Cultural infrastructure services.
- Increased market share of and job opportunities created in sport, cultural and creative industries.

6. GDSACR KEY STRATEGIES

- Creative Industries Development Framework;
- Performing Arts Strategy;
- Visual Arts Strategy;
- Music Strategy;

- Competitive Sport Strategy;
- Integrated Sport Plan;
- Gauteng Sport Policy and Plan;
- Craft Strategic Framework;
- Competitive Sport Strategic Framework;
- Grant-in-Aid Policy Framework for the allocation of funding to sector related organisations and institutions;
- Gauteng Arts in Schools Strategy;
- Gauteng Language Policy Framework;
- Gauteng Provincial Archives and Records Services Bill, 2013; and
- Revised White Paper on Arts, Culture and Heritage.

7. PROGRAMME SPECIFIC SERVICE STANDARDS

PROGRAMME 2: CULTURAL AFFAIRS

KEY SERVICES	SERVICE STANDARDS					
	QUANTITY	QUALITY (STANDARD)	TARGET GROUP (BENEFICIARIES)	TARGET AREA (WHERE)	TIME	FULL STATEMENT
Creative Arts Implement Arts and Culture Programmes	229 non-fee-paying schools participating in Arts and Culture Wednesday programme	Non-fee-paying schools participating in Arts and Culture Wednesday programmes	Learners/ youth	Gauteng City Region	April 2021 – March 2022	Foster the love for Arts and Culture at schools and to ensure that learners divert on indulging on substance abuse
	1 000 women trained in the Basetsana scriptwriting and directing workshop	Providing capacity to women in scriptwriting and directing workshop for theatre and film	Women	Gauteng City Region	July – December 2021	Job creation through capacity building in the film sector

KEY SERVICES	SERVICE STANDARDS				FULL STATEMENT	
	QUANTITY	QUALITY (STANDARD)	TARGET GROUP (BENEFICIARIES)	TARGET (WHERE)		AREA
Creative Industries Creating an enabling environment for artists and crafters through various initiatives	200 creatives supported on product development	Creatives supported on product development (skilling and upskilling to improve product quality in local production spaces)	Crafters, visual artists, and fashion designers	Gauteng City Region	April 2021 – March 2022	Creatives supported on product development to upskill and improve product quality
	14 Arts and Culture events financially supported	Arts and Culture supported financially (Signature, local and community events) to retain the hosting of events in Gauteng	Communities, artists, organisations, companies etc.	Gauteng City Region	April 2021 – March 2022	Support Arts and Culture events financially
	20 market access initiatives implemented	Implementation of market access initiatives provide platform for crafters, fashion designers and visual artists to exhibit and sell their products. Furthermore, creatives will be supported to participate in continental and international markets	Communities, artists, organisations, companies etc.	Gauteng City Region	April 2021 – March 2022	Implementation of market access initiatives provide platform for crafters, fashion designers and visual artists to exhibit and sell their products.
	10 creatives supported through the virtual fashion and art gallery	Creatives supported through the virtual fashion and art gallery	Crafters, visual artists, and fashion designers	Gauteng City Region	July – December 2021	Creatives supported through the virtual fashion and art gallery
Heritage, Geographical Names and Language						
Promote and preserve the Gauteng heritage landscape	25 Heritage sites researched	Provincial Heritage sites researched	Communities	Gauteng City Region	July 2021 – March 2022	Provincial Heritage sites researched to be preserved for the liberation history
	6 National and Historical Days	National and Historical Days celebrated	Communities, artists, organisations,	Gauteng City Region	April 2021 – March 2022	Celebration of national and historic days in

	celebrated		companies etc.			order to promote social cohesion and nation building
	20 community conversations/ dialogues held to foster social interaction	Social cohesion and national building conversations conducted	Communities	Gauteng City Region	April 2021 – March 2022	Conduct Social cohesion and national building conversations

PROGRAMME 3: LIBRARY AND ARCHIVAL SERVICES

KEY SERVICES	SERVICE STANDARDS						FULL STATEMENT
	QUANTITY	QUALITY (STANDARD)	TARGET (BENEFICIARIES)	TARGET (WHERE)	AREA	TIME	
Provision of library information services	3 new libraries built	Libraries under construction	Communities	Gauteng City Region		January – March 2022	Build community libraries to render Library and Information Service to the community
	20 Born to Read programmes implemented	Born to Read programmes implemented	Communities	Gauteng City Region		July – December 2021	Born to Read programme implemented to assist mothers to read to their children (unborn and infants). It takes place in clinics, hospitals and public places.
	50 local emerging authors supported	Local emerging authors supported	Communities	Gauteng City Region		January – March 2022	Support local authors for economic empowerment and upliftment of authors by way of buying their book titles
Provision of archival services	30 registry inspections conducted	Registry inspections conducted	Communities	Gauteng City Region		April 2021 – March 2022	Registry inspections conducted to ensure compliance of sound records management practices

PROGRAMME 4: SPORT AND RECREATION

KEY SERVICES	SERVICE STANDARDS				FULL STATEMENT	
	QUANTITY	QUALITY (STANDARD)	TARGET GROUP (BENEFICIARIES)	TARGET AREA (WHERE)		TIME
School Sport						
School Sport Mass Participation Programmes implemented	460 schools provided with equipment and/or attire as per established norms and standards	Schools provided with equipment and/or attire as per established norms and standards	Learners, Educators, and Schools	Gauteng City Region	October – December 2021	Schools provided with sets of equipment and/or attire in ensuring the delivery of school sport programs. Emphasis must be on previously disadvantaged schools
	8 000 learners participating in school sport tournaments at provincial level	Learners participating in school sport tournaments at provincial level	Learners and Schools	Gauteng City Region	April 2021– March 2022	Learners (boys, girls, able – bodied and learners with disabilities) supported to participate in the tournaments at a provincial level.
Sport Development and Coordination						
Implementation of the sport development and coordination programmes	200 people trained to deliver the Sport Academy Programme	People trained to deliver the Sport Academy Programme	Coaches Technical Officials Sport Administrators Federations Sport Councils Educators Contract Workers Sportsmen and Sportswomen	Gauteng City Region	April – December 2021	Training provided to sport officials and athletes to deliver the sport academy programmes
	2000 people participating in Water Safety Programmes	People participating in the Water Safety Programme	Communities	Gauteng City Region	July 2021 – March 2022	People participating in the Water Safety Programme to assist in decreasing the number of drownings in the Province, the water safety programme includes water safety education and the learn to swim programme

	2 new sport focused schools in previously disadvantaged communities supported	New sport focused schools in previously disadvantaged communities supported	Learners and Schools	Gauteng City Region	July – December 2021	Increased number of sport focused schools supported especially in previously disadvantaged communities
--	---	---	----------------------	---------------------	----------------------	--

KEY SERVICES	SERVICE STANDARDS						FULL STATEMENT	
	QUANTITY	QUALITY (STANDARD)	TARGET (BENEFICIARIES)	GROUP	TARGET (WHERE)	AREA		TIME
Recreation Provide sustainable recreational/ Siyadlala hub programmes	163 000 people actively participating in organised sport and active recreation programmes and events	People actively participating in organised sport and active recreation programmes and events	Communities		Gauteng City Region		April 2021 – March 2022	Increased levels of regular participation in organized sport and active recreation programmes
	50 provincial programmes (Hanyani wellness and healthy lifestyle) implemented	Provincial programmes (Hanyani wellness and healthy lifestyle) implemented	Communities		Gauteng City Region		April 2021 – March 2022	Provincial programmes that are implemented in line with the main purpose of the grant as provincial Hanyani and wellness programme
Major events Host major events	12 sport events financially supported (Signature, Major, Community and Local)	Sport events financially supported (Signature, Major, Community and Local)	Communities		Gauteng City Region		April 2021 – March 2022	Sporting events that will contribute to the socio-economic objectives of the Province

8. GENERIC SERVICE STANDARDS

All officials and managers of the Department will be clearly identifiable through the official name badges that they ought to wear. They will also be courteous to all clients and stakeholders at all times. Other generic service standards will be as follows:

STANDARD	HOW IT WILL BE IMPLEMENTED
Provide clear and straightforward information about our targets and achievements.	We will publish this information in departmental Strategic Plans, Annual Performance Plan, Annual Performance Plan, Budget Speech and Annual Report, Braille Annual Report, Annual Citizens' Report, as well as updating the Departmental website at www.sacr.gpg.gov.za
Consult clients to find out how we can improve our services.	We will carry out regular Customer Satisfaction Surveys and consult communities through Imbizo's.
Be open to new ideas and use customer feedback to develop and improve our services.	We will encourage people to suggest new ideas through the customer comments and suggestion boxes.
Develop strategic partnerships to make sure we effectively deliver the wide range of services we offer.	The Department will actively seek to establish strategic partnerships across the different tiers of Government, with Non-Governmental Organisations, Community-Based Organisations, the public and other potential partners and stakeholders.
Make sure that officials are fully qualified and trained in all aspects of their work.	Training and development for officials will be conducted in accordance with the departmental Skills Development Plan.
Provide effective and efficient departmental services.	The Departmental will ensure its services are provided effectively and efficiently through the 51 hub service points across the Province, Cluster Offices, identified schools and the Head Office.
Encourage people to use our services by promoting them and targeting them to specific groups of people.	We will advertise and promote all departmental programmes, facilities and events. Clients and potential clients will be kept up to date through GPG's public information system, the Departmental website and the media.
Promote good governance in all we do.	We will identify and develop necessary procedures and systems to promote accountability and transparency working with strategic partners and oversight bodies. We will institute benchmarking exercises to compare our own performance with others on a regular basis and make the necessary adjustments. We will comply with public service rules and regulations in all we do.
Treat client information in a responsible manner.	We are committed to protecting the privacy of information and handling client information in a responsible manner.
Communicate effectively with all stakeholders.	We will communicate verbally and/or in writing with everyone, depending on the need of the stakeholders, promptly. Our communication will be done in a courteous and professional manner, addressing the issue/s on hand, whilst taking cognisance of the need for inclusion and that of cultural diversity.
Be available to serve the public.	Officials and managers will be on duty from 08H00 until 16H30 during normal weekdays (excluding Sundays and Public Holidays).
Replying to letters e-mails and/or faxes swiftly.	<ul style="list-style-type: none"> • Written responses will be sent within 5 working days, at most 10 working days. • If you have an e-mail address, please quote it in all your correspondence. We will respond to you within 7–14 working days.

STANDARD

HOW IT WILL BE IMPLEMENTED

- For more complex enquiries, we aim to respond within 20 working days of receipt. Where this is not possible, due to the nature of the inquiry, we will keep you informed of the progress accordingly.
- Kindly include your contact details, such as your telephone no./cell no.; e-mail address; and/or postal address, when communicating with the Department.

Establish and maintain an effective Customer Desk at key departmental service points, such as Head Office and the Cluster Offices.

The Customer Desk will be dealing with complaints, compliments and suggestions as follows:

A. COMPLAINTS - Complaints related to quality of service will be considered thoroughly, fairly and dealt with effectively. Please ensure that when you contact us, you have details of the specific problem, the address and/or the location of the service point, as well as the name/s of the people you are complaining about.

- **Step 1:** Discuss with the official directly involved. If unresolved proceed to step 2.
- **Step 2:** Make a written complaint to the immediate supervisor. This will be responded to in writing, within 7 days. If unresolved, proceed to step 3.
- **Step 3:** Make a written complaint to the Senior Manager – in cases where the immediate supervisor is not the Senior Manager (Step 2). This will be responded to in writing, within 7 days. If unresolved, proceed to step 4.
- **Step 4:** Make a written complaint to the Executive Manager – in cases where the next respondent is the Executive Manager (Following from Step 3). This will be responded to in writing; and if unresolved, proceed to step 5.
- **Step 5:** Submit the written Complaint to the Head of Department (HOD) with additional information explaining why still aggrieved. If unresolved, proceed to step 6.
- **Step 6:** Lodge a written complaint with the Member of the Executive Council (MEC) within 2 weeks after receipt of response from the HOD with additional information explaining why still aggrieved. The MEC will review the complaint within 2 weeks and then respond to the complainant by the third week. The final decision will be in writing. If the matter is still unresolved, proceed to Step 7.
- **Step 7:** A member of the public may, in exceptional cases, feel so dissatisfied that an independent review can be requested by the Public Protector.

STANDARD

HOW IT WILL BE IMPLEMENTED

B. COMPLIMENTS/SUGGESTIONS

Because we are always seeking to improve our services, we welcome suggestions on ways to improve our services, thereby becoming more effective and efficient. Please let us know how we are doing and give us feedback on departmental programmes, activities and events by e-mailing your compliments/comments and suggestions to the Endowment's Web Manager, Attention: Customer Service Coordinator, at www.sacr.gov.za

You may also write us at the following address:

Private Bag X33, **JOHANNESBURG**, 2000

For general information about the Department, information about our specific programs and activities, and our publications, please e-mail the Web Manager as indicated above.

Our public information telephone number is: **(011) 355 2500**

Promote and encourage public participation in all departmental policies, programmes and projects.

We will

- Distribute the agenda for all departmental meetings/workshops/seminars at least 5 working days before the meeting;
- Give a written response to questions arising from Public Participation forums/platforms within 10 working days after the event, where applicable; and
- Provide the minutes/proceedings of the previous engagements, 10 working days after the event, in preparation for the follow-up engagement/s.

Practice the Code of Good Conduct.

- All officials and managers will ensure that they practice the approved departmental Code of Conduct, at all times, in the execution of their duties.

Adhere to Batho Pele Principles.

- All officials and managers will ensure that they adhere to the Batho Pele Principles, at all times, in the execution of their duties.

Support the Promotion of Access to Information Act.

We will

- Develop and implement a departmental PAIA Manual;
- Inform all stakeholders about the procedures that they need to follow when in need of departmental

STANDARD

HOW IT WILL BE IMPLEMENTED

- information;
- Establish and maintain sound record keeping systems that are aligned to the departmental File Plan;
- Inform officials of all systems and procedures pertaining to record keeping and provide the necessary training accordingly.
- Publish and distribute the departmental Annual Report in accordance with Treasury and Legislation requirements, including to strategic stakeholders;
- Publish and distribute the departmental Braille Annual Report to increase access to departmental information;
- Publish and distribute the departmental Annual Citizens' Report to increase access to departmental information by ordinary citizens;
- Publish and distribute the departmental information on key services that the Department provide to increase access to departmental information by ordinary citizens;
- Translate departmental information in different official's languages, incrementally over a five-year period.
- Make use of community radio stations to broadcast information about departmental programmes, policies and projects to increase access to departmental information by ordinary citizens;

Support the Promotion of Administrative Justice Act.

We will

- Establish and maintain appropriate systems and procedures in the execution of departmental policies, programmes and projects in accordance with applicable rules and regulations;
- Provide the necessary training and development for officials to promote adherence to departmental systems and procedures;
- Be fair, honest and transparent when dealing with departmental matters;
- Ensure payments are made within 30 days of the date of acceptance of the goods and/or services delivered in accordance with the Procurement Order/Contract and the date of receipt of an accurate invoice

9. MESSAGE TO THE CLIENT

9.1 Your rights

You are entitled to expect:

- to be treated in a courteous and respectful manner;
- equitable access to Departmental programs and services;
- treatment of personal information in accordance with relevant legislation;
- access to information under relevant legislation;
- your feedback and complaints to be treated seriously and impartially; and
- To be treated consistently in line with anti-discrimination legislation.

9.2 How You Can Help Us

You can assist us to provide outstanding services by:

- providing timely, honest, complete and accurate information;
- treating our staff with courtesy;
- meeting obligations that are derived from any reciprocal service relationship;
- providing feedback on the quality of our services;
- keeping up to date with information on departmental policies, programmes and projects; and
- playing an active role in public participation processes.

10. CONCLUSION

The Department of Sport, Arts, Culture and Recreation remains committed to the equitable, open and transparent provisioning of public services relating to its mandate. GDSACR will strive for effective strategic partnerships to ensure maximum return on scarce resources. It will further forge ahead to ensure that services are provided in the spirit of the Batho Pele Principles and these Departmental Service Standards.

11. SIGN-OFF OF 2021/22 SERVICE DELIVERY STANDARDS:



Thato Setati

Deputy Director: Strategic Planning

Date: 27/05/2021



Ikgopoleng Masi

Head of Department

Department of Sport, Arts, Culture and Recreation

Date: 31/05/2021