



LIMPOPO

PROVINCIAL GOVERNMENT

REPUBLIC OF SOUTH AFRICA

Department of
SPORT, ARTS & CULTURE

DEPARTMENT OF SPORT, ARTS AND CULTURE

2012 – 2013

CITIZENS REPORT

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1. FOREWORD BY THE MEC



In order to ensure that we deliver on our mandates of promoting social cohesion, advancing sport and recreation participation and development; creating a platform for promotion of our local artists and creating a reading and winning nation, the Department of Sport, Arts and Culture forged ahead in the 2012/13 Financial Year, despite various challenges.

We continue to ensure that IT infrastructure in community libraries creates access for all the people of this Province, to internet facilities – unlocking a world of information and opportunities. The final completion of 6 libraries in the rural areas of Limpopo is an achievement in promoting access to information.

The celebration of significant days on the country's calendar, such as Freedom Day and Heritage Day, continue to ensure that we create a conducive environment for the people of Limpopo, across the cultural divide, to interact and come closer together.

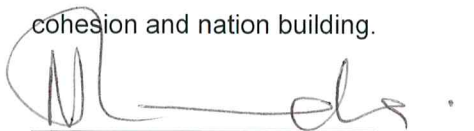
The Provincial Language Policy guides us in the implementation of creating multilingualism in our democratic dispensation and ensures that our people receive the services they deserve, in a language of their choice. The development of terminology and translation of documents remains one of the imperative services rendered by the Department's Language Services Unit.

Limpopo has proven time and again, to be the breeding ground for exceptional sporting talent. The roll-out of the School Sport Leagues Programme was a victory for the return of sport participation in the schools of Limpopo.

This programme is not only aimed at identifying talent, but is also meant to encourage learners to actively participate in various sporting codes; ensuring a healthy and active youth for a prosperous future.

We remain proud of the athletes we have managed to support in terms of high performance training and the progress we have made in terms of involving all our people in sport and recreation. The more citizens we involve in sport and recreation activities such as the Big Walk and Youth Camps, the more we contribute to a healthy and active nation. These programmes also contribute to making our youth more tenacious and guarded from falling prey to societal ills such as substance abuse, teenage pregnancies, HIV/Aids and criminal activities.

The coming Financial Year has its challenges in terms of budget allocation, but through innovation and creativity, the Department of Sport, Arts and Culture will continue to serve the people of Limpopo through its mandate of social cohesion and nation building.


Ms Merriam Ramadwa *MPC*
MEC for Sport, Arts and Culture

2. OVERVIEW OF THE ACCOUNTING OFFICER



The Department as a custodian of sport, arts and cultural programmes in the province is committed to deliver its services to the broader community of Limpopo in order to achieve the mandated outcome dubbed Empowered, fair and inclusive citizenship.

In response to social cohesion, the Department was able to host the annual Mapungubwe Arts Festival. On the museums and heritage services side, the department has attracted 8814 people who visited the existing museums and heritage sites with the aim of promoting culture and heritage. The Department is continuing to contribute towards the promotion of cultural tourism.

In Library and Archives Services, The Provincial Archives building in Polokwane has been completed and is functional despite limited financial resources.

In Sport and Recreation programme, the Department has successfully hosted five (5) farm sport festivals, trained 619 educators as coaches and technical officials to ensure efficient and effective delivery of the programme.

A stylized, handwritten signature in black ink, consisting of several overlapping loops and a vertical stroke.

Basani Baloyi
Head of Department

3. VISION

A champion of Sport, Arts, Culture and Heritage services for socio-economic development in Limpopo.

4. MISSION

To enhance unity in diversity through the provision of sport, arts, culture and heritage services for sustainable development.

5. LEGAL MANDATES

The Department delivers its services in accordance with the mandates derived from:

- The South African Constitution Act (108 of 1996)
- White Paper on Arts, Culture and Heritage services, 4 June 1996
- Northern Province Arts and Culture Council Act, No.6 of 2000
- Northern Province Language Act of 2000
- National Language Policy Framework
- Limpopo Provincial Heritage regulations, No.103 of 2003
- National Heritage Resources Act, 1999
- National archives Act, No. 43 of 1996 as amended and Provincial Archive Services Act, No.5 of 2001
- National Sport and Recreation Act, 1998
- White paper on Sport and Recreation, 1999
- South African Geographical Names Council Act 118 of 1998
- National Film and Video Foundation Act 73 of 1997
- National Arts Council Act 56 of 1997
- Local Government Municipal Structure Act (Act 117 of 1998)
- Pan South African Language Board Act 59 of 1995
- Provincial Library and Information Services Act, No.7 of 2001.
- South African Geographical Names Act 118 of 1998. [S2] 2 (a)
- Public Finance Management Act no 1 of 1999 and Treasury Regulations
- Northern Province Arts and Culture Council Act No.6 of 2000
- Promotion of Access to Information Act 2 of 2000
- Administrative Justice Act 3 of 2000

6. CORE VALUES

The Department of Sport, Arts and Culture has committed itself to the following values:

- Honesty and Integrity
- Accountability
- Transparency and Fairness
- Discipline and Commitment
- Team work
- Appreciation and Recognition

7. STRATEGIC OBJECTIVES

7.1 ADMINISTRATION

The Branch has the following objectives:

- To develop and implement citizen participation programmes
- To develop and implement capacity building programmes

7.2 CULTURAL AFFAIRS

The Branch has the following objectives:

- To promote and develop sustainable arts; culture; museums and heritage as well as language services programmes
- To sustain three existing provincial museums infrastructure
- To develop and implement literature programmes
- To advance artistic discipline into viable industries

7.3 LIBRARY AND ARCHIVE SERVICES

The Branch has the following objectives:

- To develop Library and information services infrastructure
- To provide relevant library materials
- To develop and implement records management services
- To conserve and preserve archivalia

7.4 SPORT AND RECREATION

The Branch has the following objectives:

- To implement sport and recreation programmes
- To establish, support and transform institutional structures
- To develop and nurture sport management skills

8. SUMMATION OF ACCOMPLISHMENTS FOR 2012/13

8.1 ADMINISTRATION BRANCH

- Implement the risk strategy at the department
- Conduct outreach and engagements with stakeholders

8.2 CULTURAL AFFAIRS BRANCH

- Support two Arts and culture structures (LACC & Moral Regeneration)

- Hosted three significant days hosted in the cultural calendar (Freedom & Heritage)
- Implement eleven Marketing opportunities for artists and crafters programme.
- The department has successfully hosted the Flagship programme , Mapungubwe Arts Culture festival
- 15 000 of participants attracted in social cohesion and national identity programmes.
- 2 Statutory bodies supported (LIHRA and GNC)
- 1 Exhibition staged to popularise national symbols targeting youth
- 9177 people Visited Provincial museum and heritage facilities.
- 4 Projects implemented that redress previously disadvantaged languages
- 1 Language coordinating structures supported –Provincial Language committee.
- 142 Documents translated and edited into official languages.

8.3 LIBRARY AND ARCHIVES BRANCH

- 395 Library monitoring visits done.
- 608 Books and 09 periodicals purchased
- 6 Community libraries completed
- 4 Community libraries provided with ICT infrastructure.
- 1 Toy library service provided to Thulamela library.
- 125 Linear meters of transfers received from Governmental bodies
- 3 Awareness and promotional projects/Programmes rolled out to communities
- 53 Records managers trained.
- 24 Governmental bodies inspected.
- 15 Records classification systems approved.

8.4 SPORT AND RECREATION BRANCH

- 11117 Sport and recreation programmes implemented.
- 87 Institutional structures established, supported and transformed
- 11Sport events and programmes staged.
- 6 affiliated and functional clubs per sporting code supported.
- 163 coaches, 163 technical officials and 211 sport administrators were trained.
- 5 competitions held.
- 58 hubs were supplied with equipment's.
- 1 mass mobilisation programme conducted.
- 1 youth camp staged
- 58 coordinators trained in coaching and technical officials.

- 9764 people participated in recreational sport events/ programmes - youth, women, elderly citizens and differently able people.
- 17 Recreational Sport Events / programmes staged.
- 523 Schools supported with equipment and kits
- 350 educators trained to deliver school sport programmes.
- 5 focus schools identified and supported with equipment and playing attire
- 9 school sport structures supported
- 3 schools competitions supported
- 27048 learners participating in school sport.

9. PRIORITY AREAS FOR THE FINANCIAL YEAR 2013/14

- Implement risk management strategy
- Implement a credible and comprehensive asset management register.
- Develop systems and controls in HRM and Finance
- Strengthen the monitoring and evaluation function
- Implement national liberation route programme
- Promote social cohesion and nation building programmes
- Implement projects that redress inequalities in languages
- Upgrading 8 libraries and built two libraries
- Inspect 40 governmental bodies
- stage tournaments and/ leagues
- Implement capacity building programmes for coaches, technical officials and administrators in various sporting code
- Increase number of athletes participating in national school competitions
- Increase the number of communities participating in Sport

10. MAIN CUSTOMERS

The Department of Sport, Arts and Culture has the following internal and external stakeholders.

INTERNAL CUSTOMERS	EXTERNAL CUSTOMERS
MEC Head of Department Senior Management Departmental Personnel	Provincial Citizenry Municipalities Provincial Departments NGO'S Students and Learners Athletes and Artists Writer's Associations Business Entities Statutory Bodies Traditional leaders/healers Minister of Sport and Recreation

	Minister of Arts and Culture National and Provincial Portfolio Committees on Sport , Arts and Culture and Sport and Recreation Sports Federations and Associations State Information Technology Agency Limpopo Academy of Sport
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11. THE FOLLOWING SERVICES ARE PROVIDED FOR BOTH INTERNAL AND EXTERNAL CUSTOMERS

- MEC Support Services (internal)
- Communication, IT and Events Management
- Arts, Culture and Language Services
- Library and Information Services
- Archives Services
- Sport and Recreation
- Risk Management (internal)
- Supply Chain Management
- Strategy and Policy Development
- Budget and Expenditure Management
- Human Resource Management and Development

12. STATEMENT OF PUBLIC SERVICE COMMITMENT

We, the officials of the Department of Sport, Arts and Culture - a champion of sport, recreation, arts, culture and heritage services in the Province, hereby commit ourselves to service excellence to the people of Limpopo. We further commit ourselves to executing our tasks in such a manner that it advances the creation of social cohesion, nation building and a common understanding and respect of the heritage and culture of all our people.

We undertake to fulfil our mandate in such a way that it positively and meaningfully contributes towards the goals of National Government, especially with the eye on reduction of poverty and unemployment; the battle against crime and the creation of a healthy and active nation.

We also hereby recommit every employee of this Department to a continued and unwavering service to the citizens of Limpopo – our clients – and to the creation of a healthy, proactive and eager workforce.

13. BATHO PELE PRINCIPLES AND HOW THEY WERE ACHIEVED

Principle	Achievements	Challenges	Interventions 2013/14
COURTESY			
Employees always introduce themselves when serving citizens all the time	Some officials introduce themselves	Some officials do not introduce themselves	Conduct workshops for staff on Batho - Pele change management and customer care.
Employees wear official name tags while on duty.	Some officials wear name tags.	Budget constraint to procure name tags	Budget will be made available to purchase name tags, all officials will be encouraged to wear them at all times.
Clear sign posts/directions to and at Public Service institutions are available at all times.	Sign posts erected at new head office building.	Signage not available at Makwarela offices and Schoemansdal museum	Budget will be allocated to address the challenges in identified areas.
TELECOMMUNICATION			
Employees' official cellular phones are accessible at all times.	Officials available at all times	Switchboard not operational during lunch time.	Develop an alternative method of informing public or redirect the calls to an automatic recorded message
Where a telephone is not answered within three (3) rings, a caller is diverted to another person or back to the switchboard for taking a message.	The standard is complied with as the switchboard is manned by two (2) officials and there is always an alternate official.	None	None
All messages are written down in the duplicate message book and passed on to the relevant unit within a day.	Messages captured using message pads and transferred to the relevant officials.	None	None

Principle	Achievements	Challenges	Interventions 2013/14
SERVICE DELIVERY COMPLAINTS AND REDRESS			
Where services were not rendered according to customers' expectations, an apology is tendered within three (3) working days.	An apology is tendered within three (3) working days.	None.	None.
Once a client has lodged a complaint, progress relating to the full investigation is communicated within 14 working days.	Feedback is provided to customers who are not satisfied about the quality of services provided.	Not all complaints are responded to within 14 working days.	The hotline complaints to be part of the SMS meetings to ensure that they are addressed timeously.
Any verbal complaint is responded to within 30 working days.	Verbal complaints addressed within the stipulated time frame of 7 – 14 working days.	Difficult to monitor	The relevant Directorate to document all verbal complaints
Investigation of service delivery complaints is finalised within 30 days.	12 Service delivery complaints (six (6) presidential and six (6) Premier's Hotline complaints) received and finalised	Capacity to investigate reported complaints	None
The right of a client to seek a second opinion is respected and referred to the relevant section within a day.	Rights of clients respected at all times.	None	None
INFORMATION			
Employees give reliable information at all times.	Reliable information provided at all times.	None	None
Information to the customers is available at all public places in all provincial languages.	Information is available mostly in English.	Not all provincial languages are used to provide information.	Raise awareness in all public institutions on the use of all languages.
Information on government activities is made available on request, within 14 working days.	Information is made available within the requested time frame of 14 days.	None	None
MAIL			
Correspondence is acknowledged within three (3) days of receipt.	Correspondence is acknowledged within at least three (3) working	Correspondence that is acknowledged	All correspondence to be acknowledged in writing and

Principle	Achievements	Challenges	Interventions 2013/14
	days.	telephonically cannot be tracked.	records kept in registry.
Correspondence other than service delivery complaints is responded to within 14 working days.	The average it takes in most cases is seven (7) days	A reliable tracking method and system	Develop a way of tracking correspondence
MEETINGS			
Invitations to meetings are issued seven (7) days before the meeting.	Invitations issued seven (7) days before the meeting in some cases. The dates of critical meetings and terms of reference are made available in advance	Not always possible in instances where there are urgent and critical matters to be addressed.	The dates of the strategic meetings to be communicated
Where a scheduled meeting with clients cannot be attended to by an employee, a written apology is submitted two (2) days before the meeting unless alternative arrangements are made.	A template of apology has been developed for employees to comply with. In urgent and unforeseen circumstances it cannot be submitted within 2 working days.	None.	Encourage officials to submit written apologies for meetings which will not be attended timeously.
Employees strictly adhere to the starting time of pre-arranged scheduled meetings.	Standard not adhered to at all times.	Starting time of meetings not honoured in all meetings.	Develop a change management intervention to encourage employees to adhere to time for meetings.

14. OUR MAIN SERVICES AND HOW THEY WERE EXECUTED

Our service standards are set in consultation with our customers. These are our service standards, and the results we achieved in 2012/13.

14.1 PROGRAMME: CULTURAL AFFAIRS

KEY SERVICE	FULL STATEMENT/ STANDARDS	PROGRESS & CHALLENGES	FUTURE PLANS
Celebration of Significant Days	To contribute to social cohesion through celebration of national significance days annually.	Freedom day celebration	To continue contribution to social cohesion through celebration of national significant days. The Department to develop an inter –racial social cohesion strategy
Widen access to arts and culture services	Provision of support to statutory and non - statutory bodies of arts and culture.	Arts and Culture associations LACC, MRM, PLC, LIHRA,GNC, Limpopo Language Forums, Limpopo Writers Association, were supported.	To develop a service delivery agreement with all statutory and non - statutory bodies annually.
Number of projects implemented that redress inequalities in Languages.	projects implemented that redress inequalities in languages.	4 projects implemented that redress inequalities in Languages.	Continue redressing inequalities in Languages.
Number of people visiting the museum facilities	people visiting the museum facilities annually	9 177 people visited the museums infrastructures	Continue to attract people visiting the museum facilities

14.2 PROGRAMME: LIBRARY AND ARCHIVES

KEY SERVICE	FULL STATEMENT/ STANDARDS	PROGRESS AND CHALLENGES	FUTURE PLANS
Built , upgrade and maintain library facilities	Built 6 community libraries at identified local municipality annually	6 new libraries practically completed viz, Mulati, Musina, Saseleman, Molepo, Vlaktefontein and Shongwane.	To build 2 libraries at nzhelele and Bakgoma
Provision of books and other library material.	Provision of book to community libraries	608 books and 09 periodicals purchased	To continuously procure relevant books and library material.
Number of library monitoring visits done	Monitoring of libraries on quarterly basis	395 monitoring visits conducted	To continue monitoring community libraries
Ensure sound records management services within governmental bodies and municipalities	Governmental bodies' records systems are approved within 14 working days quarterly	15 record classification systems approved	To reposition records management services as a strategic function in the Department
Capacity building for	Capacity building is	53 records managers were	To continue providing

KEY SERVICE	FULL STATEMENT/ STANDARDS	PROGRESS AND CHALLENGES	FUTURE PLANS
records managers	provided to records staff, provincial departments and archivists.	trained.	support to records managers through capacity building
Monitoring of record management practices in governmental institutions.	Monitoring of records management practices is conducted on a quarterly basis.	24 governmental bodies inspected.	To continue monitoring records management practices in governmental institutions.

14.3. PROGRAMME: SPORT AND RECREATION

KEY SERVICE	FULL STATEMENT/ STANDARDS	PROGRESS & CHALLENGES	FUTURE PLANS
Promotion of sport development programmes.	Annual promotion, identification and implementation of six (6) sport development programmes in all districts as per White Paper on Sport and Recreation.	11117 people benefited from sport programmes	To continue promoting sport development programmes.
Sport development capacity building.	Capacity building by accredited service providers is offered to athletes, coaches and administrators on a quarterly basis.	163 coaches, 163 technical officials and 211 sport administrators trained.	To continue providing support to sport officials through capacity building.
Establishment and support of clubs.	Establishing and supporting clubs	25 clubs established and supported.	To implement an effective club development system
Athletes supported through High Performance programmes	Support of athletes through High Performance programmes	615 athletes supported through High Performance programmes	To continue supporting athletes.
School Mass sport participation-	Implementation of school sport mass participation programme annually.	27048 learners participated in school sport mass participation programme.	To increase participation of learners in school mass participation programme
Training of educator coaches, technical officials, administrators and volunteers.	Coaches, technical officials, Administrators and volunteers are trained by accredited service providers on an annual basis.	350 educators trained to deliver school sport programmes 58 coordinators trained as administrators	To continue training educators, coaches, technical officials and administrators for efficient and effective implementation of school sport programmes.
Promotion of sport and recreation activities.	188 Games, intra-games and festivals for athletes in participating	17 recreation sport events staged.	To increase the number of sport and recreation activities promoted

KEY SERVICE	FULL STATEMENT/ STANDARDS	PROGRESS & CHALLENGES	FUTURE PLANS
	schools/communities are held annually.		
Community Mass Participation Programme	Mass participation in sport activities is implemented in 62 communities annually.	58 communities benefited from the programme.	To promote and sustain community mass participation programmes

15. ORGANISATION AND STAFFING: STAFF ESTABLISHMENT

The Department has 317 posts on its approved and funded establishment

- 309 posts are filled
- **113 posts are filled by males**
- **196 posts are filled by females**
- 8 posts are vacant

16. SPECIAL GROUPS EMPLOYED

Women	Males with disabilities	Female with disabilities
192	7	3

17. OVERALL ORGANISATION AND STAFFING

Blacks	White	Indian	Coloured	Disabled
356	9	3	2	10

18. BUDGET

The budget for the 2012 - 2013 financial year is **R303, 430** million and **85%** of this budget, which is **258,520** million, was spent.

Expenditure per economic classification:

- Compensation of employees R 112,511m
- Goods and services R 97,582m
- Transfers and subsidies R1,480m
- Payment for capital assets R 36,316m

Total expenditure R 258,5200m

Surplus R 44,910

19.LOCATION OF OFFICES:

Head office

Physical Address

Olympic Towers
21 Biccard Street
Polokwane
Tel: (015) 284 4000
Fax: (015) 284 4058

Postal Address

Private Bag X9549
Polokwane
0700

DISTRICT OFFICES

Waterberg District

105 Collins Street
Private Bag x1005
Modimolle
0510
Tel: (014) 717 4832
Fax: (014) 717 5193

District Manager: Mr. Machaba M.J

Batho Pele Coordinator: Ms. Pretorius R.

Vhembe District

Thohoyandou Government Buildings
Private Bag X5031
Thohoyandou
0950
Tel: (015) 962 4625/4
Fax: (015) 962 4643

District Manager: Mr. Mphaphuli T.S

Batho Pele Coordinator: Mr Baloyi Rollet

Sekhukhune District

Lebowakgomo Legislature Building
2nd Floor
Private Bag X75
Lebowakomo
0730

Tel: (015) 633 6828/6168

Fax: (015) 633 6671

District Manager: Mr. Mabotha K.P

Batho Pele Coordinator: Mr. Ledwaba B

Capricorn District

Olympic Towers
21 Biccard Street
Polokwane
0700

Tel: (015) 284 4000

Fax: (015) 284 4058

District Manager: Mr. Mabotja L

Batho Pele Coordinator: Ms. Sejaphala M

Mopani District

Giyani Parliament
Department of Sport, Arts and Culture
Ground Floor
Private Bag x 9688
Giyani
0826

Tel: (015) 812 3107/ 3349

Fax: (015) 812 1623

District Manager: Ms. Makhobela H

Batho Pele Coordinator: Ms. Neguyuni Violet

For more information please contact:

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Citizens Report 2012 -2013

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