

CITIZENS REPORT 2015-2016



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

Department of
SPORT, ARTS & CULTURE

DEPARTMENT OF SPORT, ARTS AND CULTURE

2015 – 2016

CITIZENS REPORT

DEPARTMENT OF SPORTS, ARTS & CULTURE

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1. FOREWORD BY THE MEC

The 2015/16 Citizen report presents us an opportunity to report to the citizenry and our stakeholders on the work we have done as a department in the last year of our Medium term Strategic Framework. It comes about at the confluence of the end of term of the Fourth democratic administration of the Republic of South Africa and the beginning of the Fifth democratic administration.

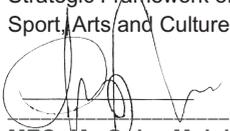
I regard this foreword to the Citizen Report to be a privilege. Limpopo has a large rural population base that is steeped in traditional customs and rituals, hence the relevance and the mandate of our Department as the custodian of our people's culture and heritage. As we step into the new financial year, we are obliged to give an account of how we performed the previous financial year.

In the financial year that has just ended, we witnessed a large number of the citizens of the province, both young and old getting involved in our mass sport participation and recreation programmes. This increased interest in sport and recreation bodes well for the realization of the vision of the National Development Plan with regards to promoting a healthy life style and social cohesion.

Limpopo is a predominantly a rural Province with significant backlogs in infrastructure delivery. Working together with our people, we have delivered Library infrastructure which seeks to encourage the culture of reading in our communities. We are convinced that the delivery of libraries in our communities would add impetus to the culture of learning and teaching in our communities and thus contribute to the enhancement of the Human Resource Development Strategy of the Province.

As we present the 2015/16 Citizen Report of the Department, I wish to take this opportunity to pay homage to my predecessors for the foundation they laid in championing the mandate of the Department of Sport, Arts and Culture.

It is our commitment that as we present this Citizen Report and move into the new Medium Term Strategic Framework of government for 2015 – 2019, a lot more would be done in advancing Sport, Arts and Culture in the Province.



MEC: Ms. Onica Moloi

DEPARTMENT OF SPORTS, ARTS & CULTURE



2. OVERVIEW OF THE ACCOUNTING OFFICER

In the year 2015\16 the Department has managed to improve on its performance, as compared to the previous financial year. The Department was allocated with the budget of R396, 662 000 and managed to spend 95% of the allocation and the performance of the Department is at 90%.

The role of the Department in the socio-economic development and diversity management remains of critical importance and of priority. However due to limited allocation of the budget, the Department finds difficulties in exploring this critical area to its potential. Despite the challenges of resources, the Department is trying its level best to ensure that provision of services to the people of Limpopo is carried out, as per its core mandate. During the year under review the Department has managed to implement programmes, such as Freedom day, and Heritage Day. These are programmes that are celebrated as significant days as per the national calendar. Through these programmes together with the Mapungubwe Arts Festival, and other sport programmes, such as school competition, tournaments and leagues, the Department managed to reach to more than 112000 people from different background, which is in line with the Department`s mandate of ensuring social cohesion and nation building in the province.

However provision of community library to our constituency still remains a challenge, for the Department, because of the structural arrangements in term of building of the libraries. The library challenge is thorny to the Department as it affects the spending patterns and resulting in the Department being allocated minimal budget. This has a negative bearing on the Department as it constrains the activities of the Department and therefore deprives the people of Limpopo of the services entitled to them. This pose a threat to the province as a whole, as young people who constitute a higher percentage of the province`s target group, migrate to other provinces, that have more opportunities, in the field of Sport and Arts. The Department intends to continue with its support to sport development in the province.

The Department plans to take sport, arts and culture to the next level, as it has the potential to boost the economy of the province, in the areas of sport tourism, talent development and artistic marketing.

A handwritten signature in black ink, appearing to be 'Mabakane Mangena', written over a horizontal line.

Mabakane Mangena
Head of Department (Acting)

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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)
- PFMA 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 & Integrity
- Accountability
- Transparency & Fairness
- Discipline and Commitment
- Team work
- Appreciation & Recognition

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7. STRATEGIC OBJECTIVES

7.1 ADMINISTRATION

The Branch has the following objectives:

- To achieve clean audit report.

7.2 CULTURAL AFFAIRS

The Branch has the following objectives:

- To promote and develop sustainable arts; culture; museums and heritage and language services programmes
- Advancement of artistic disciplines into viable industries facilitated.
- To sustain three existing provincial museums infrastructure
- To develop and implement literature programmes

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
- High performance athletes identified and supported.
- To develop and nurture sport management skills

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8. SUMMATION OF ACCOMPLISHMENTS FOR 2015/16

8.1 ADMINISTRATION BRANCH

- unqualified audit
- spent 95 budget
- A Credible asset register maintained
- 62 posts filled.

8.2 CULTURAL AFFAIRS BRANCH

- 74570 participants attracted to social cohesion and national identity programmes
- Three significant days hosted in the cultural calendar (Freedom Day, Heritage day and Africa Day)
- The department has successfully hosted the Mapungubwe Arts Culture festival
- One provincial summit /indaba implemented
- 7549 people visited the facilities.
- 207 artists supported through social cohesion and national identity programmes
- 224 documents translated and brailed
- 07 language services offered to people living with disabilities
- 14 literature programmes\projects implemented

8.3 LIBRARY AND ARCHIVES BRANCH

- 21303 library material procured
- 5 community libraries using ICT Infrastructure.
- 336 library monitoring visits done
- 45 governmental bodies inspected
- 328 records managers trained.
- 10 records classification systems approved

8.4 SPORT AND RECREATION BRANCH

- 912 people trained as part of the club development programme
- 32 tournaments and / leagues staged
- 175 clubs supported with equipment and / attire

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- 03 of outreach programmes supported
- 219 youths attending the annual youth camp
- 5378 people actively participating in organized active recreational events
- 17921 learners supported to participate in district and provincial school competitions.
- 878 learners participating in national school competitions
- 19 of school sport structures supported
- 919 people trained.
- 18 school sport coordinators remunerated

9. PRIORITY AREAS FOR THE FINANCIAL YEAR 2016/17

- Implement risk management strategy.
- 85 language practitioners benefited from capacity building opportunities
- 12 multilingualism campaigns promoted
- Implement a credible and comprehensive asset management register.
- Strengthen the monitoring and evaluation function.
- 100 EPWP Job opportunities created
- 03 community outreach programmes in museums conducted
- Support 60 artists through social cohesion and national identity programmes.
- 25 000 participants attracted to social cohesion and nation building programmes organised.
- 20 heritage promotion of national symbols and orders implemented.
- 05 schools provided with modular libraries
- 09 community libraries provided with ICT infrastructure
- Procuring 29 000 library materials
- 60 governmental bodies inspected
- 500 athletes supported by the sports academies
- 11 200 people participated in the club development programme / provincial and national tournament
- 310 clubs audited and trained using the toolkit
- 250 youth attending the annual youth camp
- 13 500 people actively participating in organised active recreational events
- 05 focus schools identified and supported
- Increase number of athletes participating in national school competitions
- 550 educators and volunteers trained

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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 District Staff Limpopo Academy of Sport	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

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

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12. STATEMENT OF PUBLIC SERVICE COMMITMENT 2016/17

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 2015/16
COURTESY			
Employees always introduce themselves when serving citizens all the time	Most 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.	Lack of awareness and enforcement	Conduct awareness ,Monitor and report non compliance
Clear sign posts/directions to and at Public Service institutions are available at all times.	Clear sign posts are available on all departmental buildings.	None	None.

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Principle	Achievements	Challenges	Interventions 2015/16
TELECOMMUNICATION			
Employees' official cellular phones are accessible at all times.	Officials available at all times	None	None
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
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 immediately and 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.	Where possible complainant will be kept updated
Any verbal complaint is responded to within 30 working days.	Verbal complaints addressed within the stipulated time frame of 7 – 14 working days.	None	None
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	None	None

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Principle	Achievements	Challenges	Interventions 2015/16
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 is given at all times.	None	None
Information to the customers is available at all public places in all provincial languages.	Information is available in provincial languages at times.	Not all documents are translated due to understaffing	Request budget for staffing
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 days.	None	None.
Correspondence other than service delivery complaints is responded to within 14 working days.	The average it takes in most cases is seven (7) days	None	None
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	None	None

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Principle	Achievements	Challenges	Interventions 2015/16
	reference are made available in advance		
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 written apology is given where a meeting cannot be honoured within 2 days	In urgent and unforeseen circumstances it cannot be submitted within 2 workings days	Encourage employees 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 is adhered to. Employees are strictly adhering to the starting time of pre-arranged scheduled meetings	None	None

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 2015/2016

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, Heritage day and Africa day	To continue contribution to social cohesion through celebration of national significant days.
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	To develop a service delivery agreement with all statutory and non - statutory bodies annually.

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		Writers Association, were supported. The department does not have service delivery agreement with all statutory and non - statutory bodies	
Accessible to museum facilities	Statistics of people visiting museum facilities	7549 people visiting the museum facilities	Continue to attract people visiting the museum facilities

14.2 PROGRAMME: LIBRARY AND ARCHIVES

KEY SERVICE	FULL STATEMENT/ STANDARDS	PROGRESS AND CHALLENGES	FUTURE PLANS
Provision of books and other library material.	20 000 library materials procured	21303 library Material procured to community libraries	To continuously procure books and library material.
Provision of libraries with ICT Infrastructure	08 libraries provided with ICT Infrastructure	05 libraries provided with ICT Infrastructure	To continuously provide libraries with ICT Infrastructure
Monitor and support community library service	360 monitoring visit conducted	299 Monitoring visits conducted.	More monitoring visits to be conducted
KEY SERVICE	FULL STATEMENT/ STANDARDS	PROGRESS & CHALLENGES	FUTURE PLANS
Records classification systems approved	10 records classification system approved	10 record classification systems approved	To encourage stakeholders/clients to submit and return record classification system
Capacity building for records managers	Capacity building is provided to 200 records staff, provincial departments and archivists.	328 records managers were trained.	To continue training record managers
Inspection of governmental bodies	40 governmental bodies inspected	45 governmental bodies inspected.	To continue inspecting governmental bodies.

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14.3. PROGRAMME: SPORT AND RECREATION

KEY SERVICE	FULL STATEMENT/ STANDARDS	PROGRESS & CHALLENGES	FUTURE PLANS
people trained as part of the club development programme	Train 900 people for club development	Train 912 people for club development	To continue training athletes.
KEY SERVICE	FULL STATEMENT/ STANDARDS	PROGRESS & CHALLENGES	FUTURE PLANS
Capacity building for sport administrators	100 Capacity building for sport administrators	100 sport administrators Trained	To continue supporting administrators
Tournaments and / leagues staged	30 Tournaments and / leagues staged	32 Tournaments and / leagues staged	To continue to stage Tournaments and / leagues
Training of people	900 people trained	919 people (educators) trained due to non-availability of trainees	To continue supporting educators.
People actively participating in organised active recreational events	4810 People actively participating in organised active recreational events	5378 People actively participated in organised active recreational events	More athletes to be encouraged to participate in organised active recreational events
Athletes supported to participate in district and provincial school competition	11500 athletes supported to participate in district and provincial school competition	17921 athletes supported to participate in district and provincial school competition	More schools to be encouraged to register and participate.

15. ORGANISATION AND STAFFING: STAFF ESTABLISHMENT (HR)

The Department has 329 posts on its approved and funded establishment

- 318 posts are filled
- 164 posts are filled by males
- 154 posts are filled by females
- 11 funded posts are vacant
- In addition to 318 posts filled, the Department has 170 contract employees and vacant of 81.

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16. SPECIAL GROUPS EMPLOYED

Women	Men	Males with disabilities	Female with disabilities
239	233	6	2

17. OVERALL ORGANISATION AND STAFFING

Blacks	White	Indian	Coloured	Disabled
472	11	3	2	8

18. BUDGET

The budget for the 2015- 2016 financial year is R396, 662 million and 95% of this budget, which is 378, 780 million, was spent.

Expenditure per economic classification:

• Compensation of employees	R 144,760m
• Goods and services	R 171,569m
• Transfers and subsidies	R10,137m
• Payments for financial assets	R0
• Payment for capital assets	R 52,314m
Total expenditure	R 378,780m
Surplus	R 17,882m

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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
Lebowakgomo
0730
Tel: (015) 633 6828/6168
Fax: (015) 633 6671

District Manager: Mr. Ratshikhopha F.

Batho Pele Coordinator: Mr. Ledwaba B

DEPARTMENT OF SPORTS, ARTS & CULTURE

Capricorn District

Archives Building
11 Potgieter Street
Polokwane
0700

Tel: (015) 297 0616/0192

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: Mr. Rasebotsa F.

Batho Pele Coordinator: Ms. Neguyuni Violet

For more information please contact:

Acting Chief Director Corporate Services : Ms F.D Maguga

Olympic Towers
21 Biccard Street
Polokwane
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E-mail: Magugaf@sac.limpopo.gov.za

Deputy Director Delivery & Batho Pele: Mdluli TA.

Tel: 015 284 4222 (W)

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Assistant Director Service Delivery & Batho Pele: Seopa C N.

Office No.45 - 2nd Floor.

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Cell: 0722094833

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Help Desk Officer: Mathye K.S

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The Head of Department
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<http://www.sac.limpopo.gov.za>



EIGHT BATHO PELE THE TRANSFORMATION

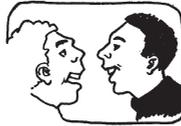
The Public Service will put the following
And we will step up implementation to arrive at

1 CONSULTATION

You can tell us what you want from us.

You will be asked for your views on existing public services and may also tell us what new basic services you would like. All levels of society will be consulted and your feelings will be conveyed to Ministers, MECs and legislators.

THE PRINCIPLE: *You should be consulted about the level and quality of the public services you receive and, wherever possible, should be given a choice about the services that are offered.*



1

2 SERVICE STANDARDS

Insist that our promises are kept.

All national and provincial government departments will be required to publish service standards for existing and new services. Standards may not be lowered! They will be monitored at least once a year and be raised progressively.

THE PRINCIPLE: *You should be told what level and quality of public services you will receive so that you are aware of what to expect.*



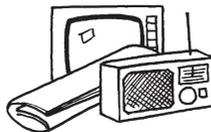
2

5 INFORMATION

You're entitled to full particulars.

You will get full, accurate and up-to-date facts about services you are entitled to. Information should be provided at service points and in local media and languages. Contact numbers and names should appear in all departmental communications.

THE PRINCIPLE: *You should be given full, accurate information about the public services you are entitled to receive.*



5

6 OPENNESS AND TRANSPARENCY

Administration must be an open book.

You'll have the right to know. Departmental staff numbers, particulars of senior officials, expenditure and performance against standards will not be secret. Reports to citizens will be widely published and submitted to legislatures.

THE PRINCIPLE: *You should be told how national and provincial departments are run, how much they cost, and who is in charge.*



6