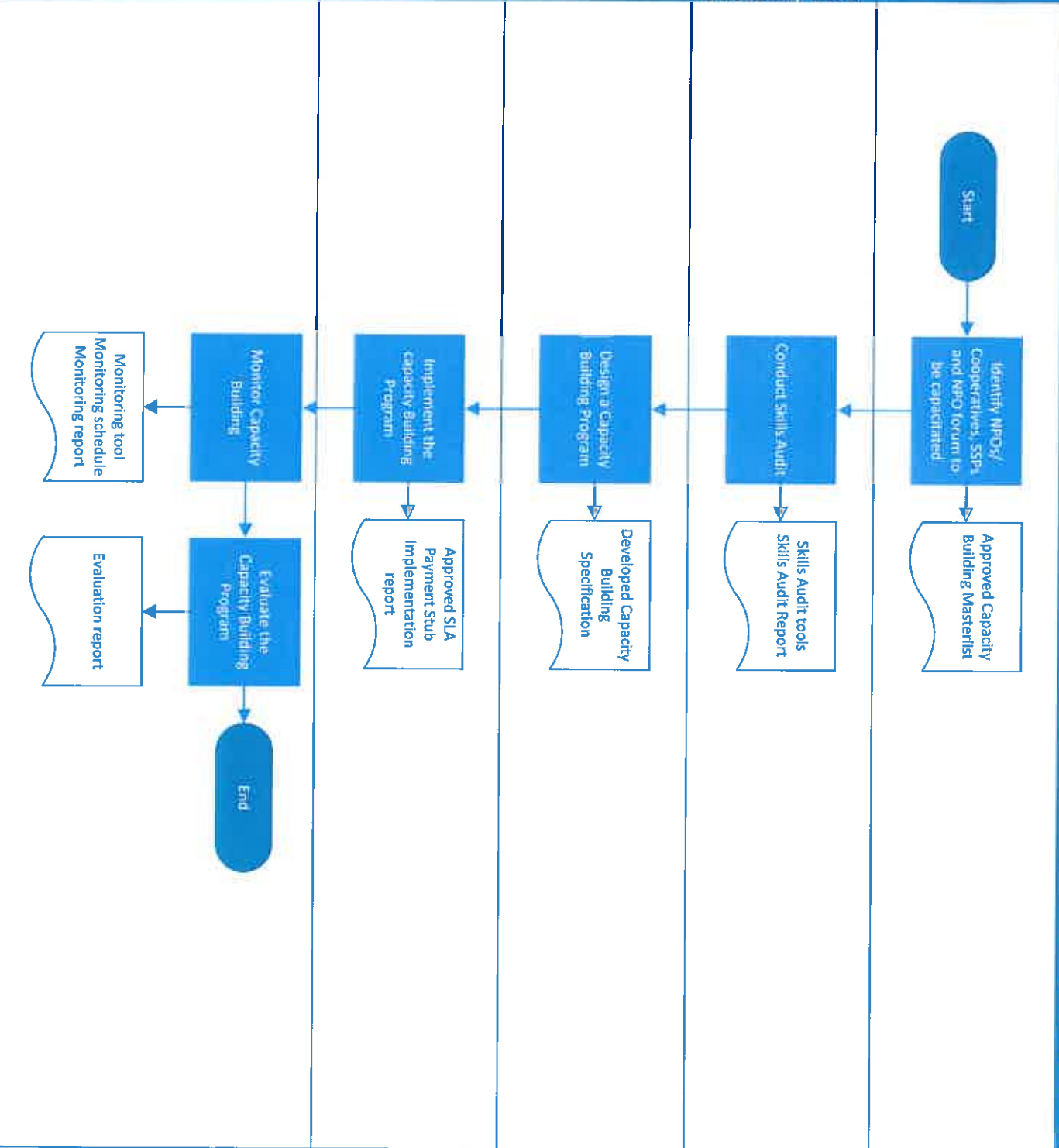


<p>Provincial and District Deputy Directors/ Assistant Directors/ Directors/ CDPs/ Social Workers</p>	<p>Provincial Deputy Directors/ Provincial Assistant Directors/ SG/ Provincial ICB&S/Senior Data Capturer/ Service Provider</p>	<p>Provincial Deputy Directors/ Provincial Assistant Directors/ Directors/ Superintendent General</p>	<p>District Social Worker/ Provincial ICB&S/ Provincial data Capturer/ Directors/ Provincial Deputy directors/ District Deputy Directors/ Assistant directors/ Chief</p>	<p>District CDP/ District Social Worker/ Provincial ICB&S/ Provincial data Capturer/ Directors/ Assistant Directors/ Chief Directors</p>
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Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

SOP File Number:

DSD-PRG 5-05

SOP Version:

v.001

Document Owner:

Chief Director : Research and Development

STANDARD OPERATING PROCEDURE: CAPACITY BUILDING AND SUPPORT PROCESS

Approval Date	23 March 2017
Commencement Date	23 March 2017
Review Date	23 March 2018
Periodical Review	Annual
Resources	Internal staff, Budget
Intent of SOP	To document the Standard Operating Procedure (SOP) for the Capacity Building and support Process. This document aims to assist the officials of the Department of Social Development with the day to day activities pertinent to facilitate capacity building of NPOs and Cooperatives Process.
Scope	This document applies to all Departmental officials rendering services of Capacity Building of funded NPOs and Cooperatives.
Objective(s)	The objectives of Capacity Building Process are: <ul style="list-style-type: none">To improve organizational capacity for good governance and sustainability of NPOs, Cooperatives, Community Development / Social Service Practitioners and NPO Forums
Definitions	NPO – Non Profit Organization CDPs – Community Development Practitioners

	HOD – Head of Department
Key Performance Indicator	<p>Number of NPOs capacitated</p> <p>Number of co-operatives capacitated</p> <p>Number of funded Community Based Organizations trained</p> <p>Number of Social Service Practitioners capacitated</p> <p>Number of NPO Forums supported</p> <p>Number of Youth Development Structures supported</p> <p>Number of Youth participating in skills development programs</p> <p>Number of Women participating in empowerment programs</p> <p>Number of functional War-Rooms established for co-ordination of Anti-Poverty initiatives</p> <p>Number of population capacity development sessions conducted</p>
Principles	<p>The following principles underpin the policy on capacity building programs undertaken by Social Development:</p> <p>Efficiency and effectiveness - Achievement of objectives in a most cost-effective manner.</p> <p>Empowerment - To enhance the capacity of communities to analyse their livelihood framework and develop strategies for sustainability of that livelihood.</p> <p>Equity - Redistribution of resources based on need, priorities and historical discrepancies. Voice of the voiceless should be heard.</p> <p>Participation - Active involvement of officials, stakeholders and community in societal programme and project design aimed at poverty eradication.</p> <p>Partnership - A social partnership of government, community, civil society and the business sector to deliver services.</p> <p>Social Integration – Social Cohesion.</p>
Compliance Measures	<ul style="list-style-type: none"> Capacity Building Framework

STEP BY STEP GUIDE

TITLE : CAPACITY BUILDING AND SUPPORT PROCESS

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1.	Identify the NPOs/Cooperatives/SSPs and NPO forums to be capacitated	<ul style="list-style-type: none"> • Prepare training lists • Consolidate capacity building master-list • Verify and confirm the capacity building master-list • Approve the capacity building master-list 	Districts: CDPs/SWs Province: ICB&S Data Capturers Districts and Province: Dep. Directors, Ass. Director, Directors Province: Chief Director (Dev. & Res.)	<ul style="list-style-type: none"> • Approved Capacity Building Masterlist 	October - December
2.	Conduct Skills Audit	<ul style="list-style-type: none"> - Develop a skills audit tool - Verify the skills audit tool - Conduct skills audit - Conduct skills analysis - Compile skills analysis report 	Province: CB&S Ass. Directors; Dep. Directors Districts: Deputy Directors, Ass. Directors, CDPs, SWs Districts: CDPs/ SWs Province & Districts: Deputy Directors & Ass. Directors Province & Districts: Deputy Directors & Ass. Directors	<ul style="list-style-type: none"> • Skills Audit tool • Skills Audit Report 	October - December
3.	Design a Capacity Building Program	<ul style="list-style-type: none"> - Develop a capacity building program in line with skills audit report, the available budget and the capacity building framework - Develop a Capacity Building specification 	Province: Ass. Directors & Deputy Directors	<ul style="list-style-type: none"> • Developed Capacity Building Specification 	January - March

STEP BY STEP GUIDE

TITLE : CAPACITY BUILDING AND SUPPORT PROCESS

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
4.	Implement the Capacity Building Program	<ul style="list-style-type: none"> - Solicit approval of the Capacity Building specification - Identify and procure relevant service providers - Develop SLAs for service providers - Approve the SLAs of service providers - Disburse funds to contracted service providers in line with the signed SLAs - Implement the capacity building program 	Director Province: Ass. Directors & Deputy Directors Province: Ass. Directors & Deputy Directors Province: SG Province: ICB&S Director; Senior Data Capturer Contracted Service Providers	<ul style="list-style-type: none"> • Approved SLAs • Payment Stubs • Implementation Reports 	April – March
5.	Monitor Capacity Building	<ul style="list-style-type: none"> - Develop a monitoring tool - Develop a monitoring schedule - Conduct site visits - Develop monitoring reports 	Province & Districts: Directors, Deputy Directors, Ass. Directors, CDPs, SWS	<ul style="list-style-type: none"> • Monitoring tool • Monitoring schedules • Monitoring Reports 	April - March
6.	Evaluate the capacity building program	<ul style="list-style-type: none"> - Conduct evaluation meetings 	Province & Districts: Directors, Deputy Directors, Ass. Directors, CDPs, SWS	<ul style="list-style-type: none"> • Evaluation Report 	March

PROCESS RISKS




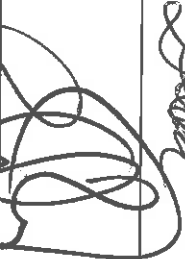

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Attendance by participants	Inconsistent and poor attendance by participants	H	H	Monitor and enforce attendance by participants	Manual
Unaccredited service providers	Delivery of training by unaccredited trainers	H	H	Monitor accreditation of training providers by checking accreditation certificates before usage	Manual

REFERENCES:

LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)

DOCUMENT NAME	SECTION / DOCUMENT DESCRIPTION	Effective Date (if applicable)
The Constitution of SA	Sets out the rights and duties of the citizens of South Africa	1998
PFMA	To regulate financial management in the national government	1999
Skills Development Act,	To provide an institutional framework to devise and implement national, sector and workplace strategies to develop and improve the skills of the South African work force.	1998
SA Qualifications Act	To regulate Education, Training and Skills Development in South Africa.	1995
NPO Capacity Building Framework	The purpose of the framework is to outline NPO capacity programmes or courses or modules that must be followed when building capacities of NPOs in the country.	n/a
White Paper for Social Welfare	To set out the principles, guidelines, proposed policies and programmes for developmental social welfare in South Africa	1997
NPO Act Section 5 (b)	Mandates DSD to determine and implement programmes that seek to enhance institutional capacity of Nonprofit Organizations (NPOs) to maintain and improve standard of governance	1997
Women Empowerment and Gender Equality Bill	To give effect to the empowerment of women and gender equality	2012
National Development Plan (Vision, 2030)	Building of key capabilities (human, physical & institutional)	2015
Provincial MTSF Priorities	Promoting Quality Education and Skills Development	2015

AUTHORIZATION:

Designation:	Name:	Signature:	Date:
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Chief Director :			07/11/2016
Recommended by Deputy Director General	N.Baart		18/03/2017
Approved by Superintendent General of Department	S.Krianyile		23/03/2017