



Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

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Periodical Review	3 years
Commencement Date	22-02-2024
Review Date	22-02-2027

**STANDARD OPERATING PROCEDURE: DEVELOPMENT AND EMPOWERMENT OF WOMEN PROCESS**

<b>TITLE OF SOP</b>	Develop and Empower Women Process
<b>SOP Number</b>	DR-WD-01
<b>Purpose</b>	To document the Standard Operating Procedure (SOP) for the implementation of Socio-Economic Empowerment Programmes for Women Development in the Eastern Cape Department of Social Development.
<b>Scope</b>	This SOP applies to all DSD officials responsible for Women Empowerment Programmes targeting mainly the poor and vulnerable women in the communities. <b>CO-OP</b> - Co-operative. <b>PWDRRC</b> – Provincial Women Development Resource Center. <b>CDP</b> – Community Development Practitioner. <b>CDS</b> – Community Development Supervisor. <b>WEGE</b> – Women Empowerment and Gender Equality <b>Number of women empowered Indicator</b> – Counts the number of women participating in Socio Economic programmes focusing on Women's Rights; Legal Rights, social and economic and technical skills in line with the Constitution of Republic of South African of 1996 and National Policy Framework on Women's Empowerment and Gender Equality of 2000.
<b>Performance Indicator (s)</b>	Number of Women participating in Women Empowerment Programmes.

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**STEP BY STEP GUIDE  
DEVELOPMENT AND EMPOWERMENT OF WOMEN PROCESS**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
1.	<b>Mobilize women to participate in Empowerment Programmes</b>	<p>a) Establish a Rapport with the community leaders</p> <ul style="list-style-type: none"> <li>Schedule the meeting with the community stakeholders.</li> <li>Ensure that all the required stakeholders are represented as follows:                             <ul style="list-style-type: none"> <li>✓ Political leaders</li> <li>✓ Civil Society leaders</li> <li>✓ Faith Based leaders</li> <li>✓ Community-based organizations</li> </ul> </li> </ul> <p>b) Conduct community sensitization and clearance</p> <ul style="list-style-type: none"> <li>Conduct community awareness to clear all possible hindrances</li> <li>Ensure that purpose is fully explained to motivate community members to participate.</li> </ul> <p>c) Perform stakeholder analysis and mobilization</p> <ul style="list-style-type: none"> <li>Analyze and mobilize the community as follows:                             <ul style="list-style-type: none"> <li>✓ Community leaders,</li> <li>✓ Community</li> <li>✓ Community based organization, non-governmental</li> <li>✓ Faith based organizations operating in the area together with local municipality.</li> </ul> </li> <li>Ensure that the stakeholders are in full knowledge of the process since the objective is aimed at Empowering Women and enhance their capacities in order to take their holistic development,</li> </ul>	CDP	<ul style="list-style-type: none"> <li>Invitation</li> <li>Agenda</li> <li>Meeting Minutes</li> <li>Attendance Register</li> <li>Database of Women to be empowered</li> </ul>	1 month	Develop and empower unemployed women from 18 to 65 years in all District including Metros with 6 months.
2.	<b>Conduct Community Based Research and Planning</b>	<p>a) Perform household profiling</p> <ul style="list-style-type: none"> <li>Utilize war on poverty tool (i.e. household profiling tool) to do the household profiling.</li> <li>Identify change agent and conduct skills audit.</li> <li>Analyze the report further to have a clear understanding of the implications.</li> </ul>	CDP	<ul style="list-style-type: none"> <li>Household profiling tool</li> <li>Skills audit tool</li> <li>Attendance register</li> <li>Household profiling report</li> <li>Skills audit report</li> </ul>	1 month	

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**STEP BY STEP GUIDE  
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Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
		<ul style="list-style-type: none"> <li>• Table a full report to each household so that all-inclusive plan of the desired outcome is crafted and design a strategy to achieve the outcome.</li> </ul> <p>b) Perform community profiling</p> <ul style="list-style-type: none"> <li>• Gather information further to involve Community Profiling using Participatory Rural Appraisal (PRA) as tool.</li> <li>• Note that there are various other techniques within this tool.</li> <li>• Conduct a SWOT analysis through these techniques after gathering information using the information at hand.</li> <li>• Determine poverty types and causes, this must produce both the problems tree and objectives tree of the community. Then the community must design a strategy and action plan to attain the desired outcome/s.</li> </ul> <p>c) Perform SWOT and proposal feasibility analysis</p> <ul style="list-style-type: none"> <li>• Apply SWOT methods to the list of potential projects identified with the purpose of allowing the village to apply a priority order to the village plan in ways that will increase the likelihood that same priorities will survive more rigorous appraisal that will be done at Municipal level when selected village plans are integrated in CPAP/IDP.</li> <li>• Ensure that villagers understand that feasibility in this context refers not exclusively to their individual assessments as to the likely success of each component, from an economic, social, environmental and a technical perspective.</li> </ul> <p>d) Identify Programmes and Projects</p> <ul style="list-style-type: none"> <li>• Ensure that the format of project design includes the following:               <ul style="list-style-type: none"> <li>✓ Identify the problem affecting women;</li> <li>✓ Define the goal as the solution to the problem;</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• Community profiling report (Participatory Rural Appraisal)</li> <li>• Community based plan</li> </ul>		

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**STEP BY STEP GUIDE  
DEVELOPMENT AND EMPOWERMENT OF WOMEN PROCESS**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
		<ul style="list-style-type: none"> <li>✓ Refine the goal into a finite set of objectives (SMART);</li> <li>✓ Identify resources and constraints;</li> <li>✓ Generate a set of strategies to use the resources;</li> <li>✓ Conduct risk analysis and develop mitigating strategies;</li> <li>✓ Choose the most effective strategy with well-crafted intervention matrix;</li> </ul> <p>➤ Set in place institutional arrangements tasked with facilitating implementation, monitoring, reporting and evaluation. Once a project is designed a proposal can be drafted.</p>				
3.	<b>Organize Women Empowerment Programme</b>	<ul style="list-style-type: none"> <li>• Develop Women Empowerment programme in line with skills audit report, and capacity building framework.</li> <li>• Engage the relevant stakeholders for the empowerment session.</li> <li>• Arrange required logistics.</li> </ul>	District Deputy Director – Community Development	<ul style="list-style-type: none"> <li>• Skills audit report</li> <li>• List of attendance</li> </ul>	1 week	
4.	<b>Implement Women Empowerment Programme</b>	<ul style="list-style-type: none"> <li>• Conduct Women Empowerment sessions with the identified participants.</li> <li>• Monitor the Women Empowerment participation and if they are able to understand the content.</li> <li>• Participants complete evaluation forms and sign the attendance register.</li> <li>• Capture the empowered participants on online data collection tool.</li> </ul>	CDP	<ul style="list-style-type: none"> <li>• List of Attendance</li> <li>• Women Empowerment session report</li> <li>• Database of women Participants</li> </ul>	1 day to 6 months depending to the type of empowerment	
5.	<b>Monitor and evaluate Women Empowerment Programme</b>	<ul style="list-style-type: none"> <li>• Conduct onsite monitoring to ensure the achievement of desired or set objectives after 3 months the empowerment has been done and once per quarter going forward.</li> <li>• Complete evaluation tool</li> </ul>	Community Development Manager	<ul style="list-style-type: none"> <li>• Monitoring tool</li> <li>• Evaluation tool</li> <li>• Monitoring report</li> <li>• Attendance register</li> </ul>	1 week	

**STEP BY STEP GUIDE  
DEVELOPMENT AND EMPOWERMENT OF WOMEN PROCESS**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
6.	<b>Compile and submit the report to the District office</b>	<ul style="list-style-type: none"> <li>Retrieve the captured participants information on online database capturing tool at the Local service office.</li> <li>Record the captured information on the monthly narrative report.</li> <li>Submit the monthly narrative report to the immediate supervisor.</li> <li>Immediate supervisor receives all the local service narrative reports and verify the captured online participants.</li> <li>Immediate supervisor consolidates all the received narrative reports.</li> <li>Quality assurance team quality assures; sign-off and submit to District on monthly; quarterly, half yearly and annual basis on the last day of the month.</li> </ul>	CDP	<ul style="list-style-type: none"> <li>Online captured women participants database</li> <li>Monthly, quarterly, half yearly and annual report</li> </ul>	1 week	
7.	<b>Compile and submit the report to the Head Office</b>	<ul style="list-style-type: none"> <li>Receive all local services reports and verify the received narrative reports on the online data capturing tool.</li> <li>Consolidate the verified received narrative reports.</li> <li>Quality assurance team quality assures; sign-off and submit to Head office on monthly, quarterly, half yearly and annual basis on the 5<sup>th</sup> of every month.</li> </ul>	Community Development Manager	<ul style="list-style-type: none"> <li>Online captured women participants database</li> <li>Local service narrative report</li> <li>Monthly, quarterly, half yearly and annual report</li> </ul>	1 week	
8.	<b>Compile and submit the report to Strategic Planning</b>	<ul style="list-style-type: none"> <li>Receives the narrative reports from different districts and Admin officer verify against the captured data on online data capturing tool.</li> <li>Consolidate all the received verified reports and submit to the Deputy Director for further verification.</li> <li>Deputy Director submit to the Director: Women Development after the verification.</li> <li>Director: Women Development quality assures; sign-off and submit to Strategic Planning on monthly, quarterly, half yearly and annual basis on the 10<sup>th</sup> of every month.</li> </ul>	Assistant Director: Women Development	<ul style="list-style-type: none"> <li>Online captured women participants database</li> <li>District narrative report</li> <li>Monthly, quarterly, half yearly and annual report</li> </ul>	1 week	

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**PROCESS RISKS**

Name of the Risk	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Non-attendance and poor attendance	Non-attendance and poor attendance of participants due to different reasons lead to wasteful expenditure.	L	M	Confirm availability of participants before the session and replace unavailable participants with other members if possible by GDP.	Manual

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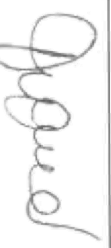

**LEGISLATION, POLICIES, PROCEDURE, & OTHER DOCUMENTATION (i.e. SOPs)**

Document Name	SECTION OR DOCUMENT DESCRIPTION
<p><b>The Constitution of the Republic South Africa Act of 1996</b></p>	<p>According to the Constitution of the Republic of South Africa, we are obliged to 'respect, protect, promote and fulfil the rights' of everyone in the country (Constitution of South Africa 1996: Section 7(2)). The purpose is to align all aspects of laws and implementation of laws relating to women empowerment.</p>
<p><b>PFMA 2010</b></p>	<p>Public Finance Management Act regulate the management of finances in the Public Sector. Its objective is to secure transparency and sound management of revenue, expenditure, assets and liabilities by institutions.</p>
<p><b>Skills Development Act:97 of 1998</b></p>	<p>Aims to expands the knowledge and competences of the labour force in order to improve productivity and employment. The main aim of the act is to improve the quality of life of individuals their prospects for labour mobility and employment.</p>
<p><b>National Policy on Women Empowerment &amp; Gender Equality Framework 2000</b></p>	<p>Establishes a clear vision and framework for gender mainstreaming across laws, policies, procedures and practices which serves to ensure equal rights and opportunities for women and men in all spheres and structures of governance.</p>
<p><b>Eastern Cape Women Empowerment and Gender Equality (WEGE) strategy (draft)</b></p>	<p>To ensure that women in their diversity in the Eastern Cape Province have and can take full and fair advantage of opportunities to earn a living, maintain self-esteem, and fully exercise their social and economic rights</p>

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**AUTHORIZATION**

Authorization:	Name:	Comments	Signature:	Date:
Recommended by: Director: Women Development	N. Volsak	Women Empowerment SOP is recommended and has been consulted with Districts and the Provincial Office.		12/12/2023
Recommended by: Acting: Chief Information Officer	M. Gazi	Recommended		14/12/2023
Recommended by: Chief Director – Development and Research	X. Nishona	<i>Recommended</i>		14/12/2023
Deputy Director General – Developmental Social Services	Z. Gangca	Recommended		15/12/2023
Approved by: Head of the Department	M. Machermba	Approved		22/02/2024
Distribution and Use of SOP	District Directors, Service Office Managers, Area Managers, Assistant Directors and all staff members			