

## Programme Performance

### Programme 2: Service Delivery

#### ENE 2008/09-2010/11 Measurable Objectives:

- Increase percentage of registered work-seekers placed in registered employment opportunities to 70% by 2010/11
- Assess and refer 10% of work-seekers to identified critical and scarce skills development programmes by 2010/11
- Ensure training of 90 000 unemployed people, 70% placed and 26% of training is accredited by 2010/11
- Reduce workplace related injuries, illnesses and deaths by 2% by 2010/11
- Ensure 75% compliance with labour legislation by inspected workplaces 2010/11
- Promulgate the National Occupational Health and Safety legislation and implement Act by March 2010
- UIF completed claims processed and paid within 4 weeks.

#### KRA 1: Contribute to employment creation

##### 1.1 A single Integrated Employment Services System is rolled out and enhanced to ensure improved access to employment services

The Employment Services System was developed in 2006 and enhancements to improve the efficacy of the system are continuing. The roll-out of the Integrated Employment Services System to all 125 labour centres of the Department to implement the Registration Services, Placement Services, Information Services, and Special Services together with the pilot study in Thohoyandou and Pretoria Labour Centres to implement Career Information and Guidance Services progressed well. More job-seekers accessed Employment Services and were supported, especially through career counseling and assessments, networking with stakeholders, the matching of individuals to opportunities, recruitment and selection to access opportunities.

There is an increasing awareness by stakeholders of the availability of the system and this resulted in more placement opportunities (employment and learning) reported and listed on the database.

**Registration Services** includes registering job-seekers, employers, opportunities (jobs and learning) and training providers.

**ENE 2008/09-2010/11 Measurable Objective:** Increase percentage of registered work-seekers placed in registered employment opportunities to 70% by 2010/11.

The number of registered work-seekers and placement opportunities registered on the database increased by 252 627 and 10 968 (7 553 job opportunities) respectively compared to 2007/08.

- Over **421 686** job-seekers were registered on the database compared to 169 059 in 2007/08, and
- Over **26 332** (22 917 job and 3 415 learning) placement opportunities were registered on the database compared to only 15 364 job opportunities registered in 2007/08.

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**Table 2.1**

Provincial Office	Job-seekers registered	Target job opportunities registered	Total job opportunities registered	Learning opportunities registered	Job-seekers placed in employment	Job-seekers placed in learning opportunities	Target % placed in jobs	% placed in jobs	% placed in learning opportunities
EC	33 301		1 035	464	1 009	464		97.4%	100%
FS	37 832		840	179	780	179		92.8%	100
GN	44 454		4 944	0	516	0		10.4%	0
GS	44 386		2 589	1 026	1 491	1 026		57.8%	100
KZN	86 945		4 232	828	6 534*	828		*	100
LP	39 256		1 706	215	1 239	215		72.6%	100
MP	43 961		2 072	0	2 110*	0		*	100
NC	8 088		219	20	316*	20		*	100
NW	9 160		488	505	225	505		46%	100
WC	74 303		4 792	16*	678	178*		14%	*
<b>Total</b>	<b>421 686</b>		<b>22 917</b>	<b>3 253</b>	<b>14 898</b>	<b>3 415*</b>		<b>65%</b>	<b>104.9%</b>

Table 1 Registration and placement numbers with effect from 1 April to 31 March 2009. (\* not justifiable noting the registered placement opportunities)

EC	-	Eastern Cape	LP	-	Limpopo
FS	-	Free State	MP	-	Mpumalanga
GN	-	Gauteng North	NC	-	Northern Cape
GS	-	Gauteng South	NW	-	North West
KZN	-	KwaZulu-Natal	WC	-	Western Cape

**Placement services** include identifying opportunities through networking with stakeholders, the matching of individuals to opportunities, recruitment and selection for a particular opportunity, and placement.

**ENE 2008/09-2010/11** Measurable Objective: Increase percentage of registered work-seekers placed in registered employment opportunities to 70% by 2010/11.

Over **70%** of the registered placement opportunities (65% permanent employment and 104.9%\* learning opportunities) were filled compared to 36.3 in 2007/09

- Over 18 404 (14 898 in employment and 3 415 in learning opportunities) job-seekers were placed in 26 332 placement opportunities registered on the ESSA database against a target of 15 000 compared to 5 578 in 2007/08; and
- Over 14 898 (65%) job-seekers placed against the 22 917 registered permanent employment opportunities against a target of 3 600 compared to 5 578 (36%) in 2007/08.

Employment Services Regulations were finalised and submitted for legal rectification prior to Ministerial approval. Promulgation is scheduled for the 2009/10 financial year. This will enhance the reporting and registration of job opportunities, and placement of job-seekers.

**Career Information and Guidance Services** includes provision of employment counseling; Labour market, and scarce and critical skills information and guidance on accessing placement

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opportunities.

**ENE 2008/09-2010/11 Measurable Objective:** Assess and refer 10% of work-seekers to identified critical and scarce skills development programmes by 2010/11.

- 8 531 registered job-seekers were assessed and 7 343 (86%) were referred to identified critical and scarce skills development programmes against a target of 6 000 compared to 17 375 assessed and 13 039 referred in 2007/08
- 7 546 (89%) of the 8 531 learners were assessed with the SpEEx assessment instrument for learnerships, internships, etc. These were mainly for strategic government job creation initiatives such as Coega, Department of Health contribution to EPWP NYS (data capturers) the EPWP NYS Infrastructure, GTZ ALMS project, the transport and construction sectors and the PSETA for a hygiene and cleaning learnership.

**Table 2.2**

Province	Target of job-seekers to be assessed	Total job-seekers assessed	Total identified scarce and critical skills dev. programmes registered	Total referred to identified scarce and critical skills dev. programmes	% referred to identified scarce and critical skills development programmes	% placed
EC	780	2 204		1 483		
FS	540	1 301		330		
GN	480	471		431		
GS	660	654		2 648		
KZN	780	1 368		1 002		
LP	540	885		411		
MP	660	762		762		
NC	480	217		0		
NW	540	339		123		
WC	540	468		153		
<b>Total</b>	<b>6 000</b>	<b>8 669</b>		<b>7 343</b>		

EC	-	Eastern Cape	LP	-	Limpopo
FS	-	Free State	MP	-	Mpumalanga
GN	-	Gauteng North	NC	-	Northern Cape
GS	-	Gauteng South	NW	-	North West
KZN	-	KwaZulu-Natal	WC	-	Western Cape

The Resource Centre and Career Information and Guidance Services were introduced in the pilot sites.

**Resource Centre functions:** Resource Centres established with workstations equipped with six and eight Computers (Thohoyandou and Pretoria labour centres respectively) with career websites, PACE career programme and UYF youth portal available for clients. Computer literate job-seekers were able to perform do-it-yourself registrations and job-search activities.

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- Over 4 141 clients accessed the service; with 2 975 job-seekers performing do-it-yourself registrations and job-search activities (2 906 Pretoria and 69 Thohoyandou)
- A roving team of 37 staff members was established and 52 staff members were trained (37 in career information and guidance and life skills and 15 in an accredited facilitator skills course) to implement career counseling
- Together they provided career information and counseling to 13 107 job-seekers (5 586 of whom were in the pilot sites Thohoyandou and Pretoria) against a target of 15 100.

Clients shared their experiences and rated the service as “good to excellent” and they started to come for more than one day in a week, indicating the severe need for assistance. People also started coming after being informed of the availability of the service by those who were served- *marketing by word-of-mouth*.

**Table 2.3**

	Provincial Office	Counselling target	Achieved
4	Eastern Cape	1 400	3 302
3	Free State	1 050	451
4	Gauteng North	2 650	3 173
4	Gauteng South	1 400	1 449
4	KwaZulu-Natal	1 400	1 776
3	Limpopo	2 300	2 928
4	Mpumalanga	1 400	0
3	Northern Cape	1 050	28
3	North West	1 050	0
4	Western Cape	1 400	0
	<b>Total</b>	<b>15 100</b>	<b>13 107</b>

**Information services** include producing information brochures/pamphlets and service packages and advocacy on accessing employment and skills development services.

A total of 11 information pamphlets were published on placement services and career guidance, as well as job-hunting and these were sent to the career guidance pilot sites including the Eastern Cape, Northern Cape and Mpumalanga, who had career exhibitions (four in total), as a pilot. These were also used at the NSDS Conference in October 2008.

**Special services** include active labour market (employment mediation) programmes; services provided for designated/vulnerable groups including people with disabilities, youth, retrenched workers and ex-offenders; rehabilitation and reintegration programmes for injured workers and UI claimants; and labour and social plan services.

- **Services to people with disabilities.** The Department established a partnership with the National Councils for People with Disabilities and subsidise the salaries of 11 placement officials who managed to place 763 people.

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**Table 2.4**

Provincial Office	Target	Achieved
Eastern Cape	100	634
Free State	100	0
Gauteng North	100	0
Gauteng South	100	125
KwaZulu-Natal	100	0
Limpopo	100	4
Mpumalanga	100	0
Northern Cape	100	0
North West	100	0
Western Cape	100	0
Total	1 000	763

- **Implementation of Cuban lessons learnt** Three quarterly report back meetings were held by the National Cuban Project Implementation Forum of the Department of Labour to monitor progress with the implementation of the Cuban lessons learnt. Five pilot projects have been identified, each linked to two provinces. So far, Project Sebenza (FreeState and Northern Cape) managed to place 13 unemployed graduates in the Northern Cape and is awaiting confirmation of the placement of 64 graduates recruited for organisations in the FreeState and Northern Cape. The other provinces are experiencing challenges with implementation due to the non-availability of NSF funding at this stage, but have completed project plans, planning and stakeholder identification and briefing of stakeholders.
- **Small Business intervention and Basic Entrepreneurial Skills Development (BESD)** programmes are being implemented with 80 EDPs trained and 182 EEs identified and 143 trained. An agreement has been reached with GTZ to fund training in the following six additional sites, namely Queenstown; Pietermaritzburg, Kliptown, Krugersdorp, Vryburg and Khayelitsha. Criteria for site selection were also revised to enable the selection of 23 more BESD sites across all provinces.
- **Protective Workshops:** The Department is an active member of an interdepartmental technical team working with the Department of Social Services on the transformation of Protective Workshops and policy formulation for people with disabilities. The team finalised policy guidelines in this regard and is currently involved in the finalisation of a training manual aimed at the implementation of these guidelines. A policy document has been launched by the DSD during March 2009 in that regard.

### 1.2 Manage stakeholder relations

Over 421 686 job-seekers and 26 170 (22 917 job and 3 253 learning) placement opportunities were registered on the database against a target of 10 000, and over 14 898 (65%) of the 22 917 registered permanent employment opportunities were filled against a target of 3 600 compared to 5 578 in 2007/08 as a result of liaison and networking with strategic partners.

A partnership was established with the Eastern Cape Socio-Economic Consultative Forum in the Premier's Office to roll out career guidance in the Eastern Cape and plans are well underway to

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realise this by 2009. Orientation of all Employment Services Practitioners in the Eastern Cape to roll-out career guidance will be done in March 2009. The OFO was linked to user-friendly careers information. A business case for three options of including an interest questionnaire into the ESSA will be developed to facilitate career decision-making.

A partnership was also established with the Umsobomvu Youth Fund to explore opportunities to train career counselors in co-operatives and for small business. These interventions are geared towards responding to second economy strategic interventions and to reinforce our ALMS programme. A total of 22 Career Counselors received two days training in the establishment of Co-operatives.

A Placement Workshop was coordinated with critical stakeholders and strategic departments in government in August 2008 to plan the Department's participation in seven placement programmes that mirrors the country's APEX priorities and programmes for designated groups. This was followed with discussion between the Department and the Department of Agriculture to collaborate and cooperate through skills programmes and provision of ES to enhance the implementation of the Land and Agrarian Reform programme. A formal agreement and funding proposal is being worked on. A relationship was also established with the UYF to explore opportunities to train career counselors in co-operatives and for small business. These interventions are geared towards responding to second economy strategic interventions.

The Department is also playing a critical role in the anti-poverty campaign as a member of the National Task Team, and has developed a basket of services relating to employment services and social security which are being rendered to these most deprived communities. A partnership was also established between the South African Qualifications Authority (SAQA), the Departments of Education and Labour to approach career guidance more holistically in the country. SAQA might set up a call centre for career guidance.

A partnership was established with the Department of Correctional Services to set up a placement programme for ex-offenders.

A draft communication and marketing strategy was developed to market ESSA.

### **Strategic interventions required to transform and enhance the capability of the Employment Services System to improve performance and create more value to the citizens**

- **Policy and Legal issues:** Employment Services Regulations to be promulgated to compel private enterprises to register placement opportunities with the Department.

This should include a Cabinet decision to compel government departments through the Department of Public Service and Administration (DPSA) to register all vacancies and recruit through the ES System

- **ICT and Processes.** Integrate Client databases and create interfaces/links between processes; Employment Services of South Africa (ESSA), Unemployment Insurance (UI), Compensation for Occupational Injuries and Diseases (COID) and Inspection and Enforcement Services (IES) making them interdependent to manage the movement (entering, transacting and exiting the labour market) of workers and provide a seamless service. Siemens Business Services must commit resources, both infrastructure and competencies to enhance the Computer system performance (Matching facility, reporting facility – ensure availability of accurate information, and data integrity) to enable the Department to massify and intensify the provision of employment services
- **Governance and capacity issues.** The service delivery (labour centre) model and organisational structure (inputs- management, human capital, technology, service specific and process specific information, facilities, and drivers; activities; and outputs of the process) reviewed and aligned to enhance process capabilities to effectively deliver the six service offerings. Facilities and Infrastructure to be upgraded and establish Resource Centres with

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workstations fully equipped with the requisite technology to enable computer literate job-seekers to perform on-line registrations and job-search activities. This will ease pressure on the customer interfacing services in the labour centres, but also improve access to employment mediation services as these can be interfaced with other government infrastructure.

Provision should also be made for small enterprises to interact and recruit job-seekers; and the ICT infrastructure should provide for client database integration and process interfacing with other strategic government departments and State owned enterprises' processes and systems i.e. Department of Home Affairs for effective management of International Labour Migration; Socio-Economic Development Departments for identification of growth and development opportunities for effective provision of Special Employment Programmes to enhance placement services including for designated groups; Thusong centres and the Government Communication and Information System (GCIS), the Department of Communications and the South African Post Office for effective provision of information services; and the Department of Education and institutions of higher learning for effective provision of career information and guidance.

### KRA 2: Enhancing Skills Development

Skills Development Services include developing the Provincial Skills Plans, identifying scarce and critical skills, registering training courses with the National Skills Fund, allocating funding for skills development, selecting and contracting training providers, monitoring training, processing training provider claims and scheduling assessments at INDLELA.

#### 2.1 NSDS 2008-2009: Year 4 Targets implementation aligned to ASGI-SA implemented.

Provincial Skills Plans were reviewed to ensure alignment with the PGDS/IDP/LED and 1 673 projects were identified and listed, the Social Development Skills programmes procurement processes were also aligned with the Supply Chain Management processes to comply with prescripts, the Operations Manual were finalised and users trained.

**Table 2.5**

Provincial Office	No. PIP	No. supported	Supported %	Amount allocated	Amount spent	Spent %
Eastern Cape	369	0	0	R 0.00	0	0
Free State	84	0	0	R 0.00	0	0
Gauteng North	96	0	0	R 0.00	0	0
Gauteng South	135	0	0	R 0.00	*0	0
KwaZulu-Natal	129	0	0	R 0.00	0	0
Limpopo	115	0	0	R 0.00	0	0
Mpumalanga	165	0	0	R 0.00	0	0
Northern Cape	110	0	0	R 0.00	0	0
North West	251	0	0	R 0.00	0	0
Western Cape	219	0	0	R 0.00	0	0
<b>Total</b>	<b>1 673</b>	<b>0</b>	<b>0</b>	<b>R 0.00</b>	<b>0</b>	<b>0</b>

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The training programmes in EPWP and the NODES were finalised.

**Table 2.6**

Provincial Office	No of unemployed trained	Cost of training in Rand in support of EPWP R
Eastern Cape	744	R 5 155 815
Free State	0	R 0
Gauteng North	1027	R 6 364 035
Gauteng South	1378	R 6 711 241
KwaZulu-Natal	4298	R 7 509 240
Limpopo	136	R 161 439
Mpumalanga	0	R 0
Northern Cape	749	R 1 848 712
North West	1144	R 3 724 947
Western Cape	914	R 5 181 569
<b>Total</b>	<b>10 390</b>	<b>R 36 656 998</b>

**Table 2.7**

Provincial Office	Rural nodes	No of unemployed trained	Cost of training in Rand in support of ISRDP R
Western Cape	Central Karoo	36	R 305 090
Mpumalanga	Bohlabela Cross	0	R 0
Limpopo	Sekhukhune Cross	0	R 0
Eastern Cape	Alfred Nzo	49	R 104 605
Eastern Cape	Chris Hani	177	R 896 856
Eastern Cape	Ukhahlamba	21	R 107 929
Eastern Cape	OR Tambo	1 504	R 3 730 066
Northern Cape	Khalagadi Cross	5	R 611 175
KwaZulu-Natal	Ugu	100	R 603 201
KwaZulu-Natal	Umkhanyakude	631	R 3 542 771
KwaZulu-Natal	Umzinyathi	380	R 2 165 265
KwaZulu-Natal	Zululand	412	R 3 328 080
Free State	Thabo Mofutsanyane	0	R 0
<b>Total</b>		<b>3 315</b>	<b>R 15 395 038</b>

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**Table 2.8**

Provincial Office	Urban nodes	No of unemployed trained	Cost of training in Rand in support of URP R
Gauteng South	Alexandra-URN1	0	R 0
Western Cape	Khayelisha-URN6	108	R 1 576 365
Western Cape	Michells Plain-URN7	0	R 0
Eastern Cape	Motherwell-URN5	100	R 242 699
Eastern Cape	Mdantsane-URN4	132	R 347 043
Northern Cape	Galeshewe-URN8	107	R 741 240
KwaZulu-Natal	Inanda-URN2	0	R 0
KwaZulu-Natal	KwaMashu-URN3	0	R 0
<b>Total</b>		<b>447</b>	<b>R 2 907 347</b>

### KRA 3: Promote equity in the workplace

#### 3.1 Employment equity implementation and enforcement mechanisms in place.

DG review implementation and roll-out coordinated by Labour Relations and progress is monitored to ensure that 20 provincial staffmembers on the project are capacitated to enforce Employment Equity Act (EE Act) and 74 employers were subjected under the EEA DG review.

A total of 12 514 EE designated employers were identified to enforce procedural compliance and only 9 723 were inspected and 8 112/83% complying within 90 days of inspection against a target of 10 000 compared to 8 475 inspected and 6 881 (81%) complying at the end of March 2008.

There is a noticeable increase in the capacity to monitor and enforce EE procedural compliance. Although the target set was missed by 277, over 1 248 more EE designated employers were inspected and over 2% more compliance achieved compared to 2007/08.

**Table 2.9**

Provincial Office	Total no of designated employers (identified within respective province)	Total no of designated employers inspected	Total no complying procedurally within 90 days	%
Eastern Cape	180	124	121	98%
Free State	1 000	1 497	1 350	90%
Gauteng North	1 000	1 493	1 092	73%
Gauteng South	1 244	1 044	867	83%
KwaZulu-Natal	4 289	2 362	2 047	87%
Limpopo	843	560	467	83%
Mpumalanga	637	948	817	86%
Northern Cape	908	506	366	72%
North West	1 050	371	282	76%
Western Cape	1 363	818	703	86%
<b>Total</b>	<b>12 514</b>	<b>9 723</b>	<b>8 112</b>	<b>83%</b>

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#### KRA 4: Protecting vulnerable workers

##### 4.1 Compliance with labour legislation ensured

##### 4.1.1 Inspection and enforcement strategy was reviewed and critical areas to enhance the capacity of inspectorate to implement and enforce compliance with labour market policies and programmes identified and enhanced:

- Professionalisation of the inspectorate: The job profiles of generalist, specialist and expert inspectors were developed and are being evaluated and weighted for implementation in 2009
- Customer centric model: The Inspection and Enforcement Case Management System is being developed. This will enhance the recording of complaints and incidents, processing thereof and tracking of progress to effectively respond to enquiries and communicate with clients
- Enforcement mechanisms ensured: COIDA Enforcement Policy developed to enhance the capacity of inspectors to enforce compliance with COIDA.

##### 4.1.2 At least 180 000 workplaces are inspected and 80% compliance levels achieved within 90 days of inspection.

A total of **153 697** workplaces across all the economic sectors/industries were inspected and **125 323** (82%) complied within 90 days of inspection against a target of (134 280) inspections, compared to 200 665 inspected and 156 924 (78%) complying within 90 days in 2007/08.

There is a noticeable increase in the capacity of inspectors to monitor and enforce compliance with legislation. The compliance level increased by 5% from 78% in 2007/08 to 83% in 2008/09 although the total number of workplaces inspected decreased by 46 968 from 200 665 in 2007/08 to 153 697 in 2008/09. However, the target inspections measured against the total number of inspectors and the expected 180 inspections per inspector per annum is exceeded by 19 410. The volume of workplaces inspected and the optimal utilisation of resources still remains a challenge.

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**Table 2.10**

Province	No. of Inspectors	Agriculture, Hunting, Forestry, Fishing	Mining and Quarrying	Manufacturing	Electricity, Gas and Water Supply	Wholesale and Retail Trade	Construction	Transport, Storage and Communication	Financial Intermediation	Community, Social and Personal Services	Households, Exterritorial Organisations, Other	*Others	Total
EC	71	1 563	4	1 590	106	5 231	1 277	321	130	3 219	3 574	129	17 144
FS	61	1 680	14	503	93	2 436	687	805	250	2 425	2 141	1 475	12 509
GN	73	580	79	2 618	213	5 265	1 514	307	834	5 244	3 040	3 198	22 892
GS	115	352	257	3 214	286	4 243	2 587	746	1 870	3 776	822	1 216	19 369
KZN	127	861	12	3 947	128	6 869	1 761	828	399	3 976	7 349	983	27 113
LP	59	1 476	8	309	65	3 844	708	385	383	481	2 375	0	10 034
MP	60	984	176	681	139	3 207	1 865	590	252	1 688	2 231	0	11 813
NC	30	790	53	199	30	957	405	352	176	381	1 564	1 262	6 169
NW	57	1 532	119	398	44	824	4 043	228	156	1 083	1 858	0	10 285
WC	93	199	4	271	62	110	288	0	0	0	0	15 435	16 369
<b>Total</b>	<b>746</b>	<b>10 017</b>	<b>726</b>	<b>13 730</b>	<b>1 166</b>	<b>32 986</b>	<b>15 135</b>	<b>4 562</b>	<b>4 450</b>	<b>22 273</b>	<b>24 954</b>	<b>23 698</b>	<b>153 697</b>
Target													134 280

EC	-	Eastern Cape	LP	-	Limpopo
FS	-	Free State	MP	-	Mpumalanga
GN	-	Gauteng North	NC	-	Northern Cape
GS	-	Gauteng South	NW	-	North West
KZN	-	KwaZulu-Natal	WC	-	Western Cape

(The provinces reflected in red failed to meet the target of 180 inspections per inspector).

To monitor and enforce compliance, a total of 23 297 undertakings, 1 225 improvement notices, 9 908 contravention notices, 1 255 prohibition notices and 2 251 compliance orders were issued.

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**Table 2.11**

Province	No. of inspectors	Target no. of inspections	Total workplaces inspected	Undertakings	Notices			Compliance orders	No of employers complying within 90 days	% compliance within 90 days %
					Improvement	Contravention	Prohibition			
EC	71		17 144	1 911	22	800	54	520	14 743	86%
FS	61		12 509	1 803	21	329	45	93	11 174	89%
GN	73		22 892	1 961	252	997	151	9	18 827	82%
GS	115		19 369	1 145	237	986	287	535	16 076	83%
KZN	127		27 113	3 202	138	2 886	235	328	22 272	82%
LP	59		10 034	1 874	45	619	34	50	7 064	70%
MP	60		11 813	1 418	171	927	149	21	10 532	89%
NC	30		6 169	1 090	127	1 069	54	15	4 655	75%
NW	57		10 285	3 621	140	786	215	317	8 052	78%
WC	93		16 369	5 272	72	509	31	363	11 928	73%
<b>Total</b>	<b>746</b>		<b>153 697</b>	<b>23 297</b>	<b>1 225</b>	<b>9 908</b>	<b>1 255</b>	<b>2 251</b>	<b>12 5323</b>	<b>82%</b>

EC	-	Eastern Cape	LP	-	Limpopo
FS	-	Free State	MP	-	Mpumalanga
GN	-	Gauteng North	NC	-	Northern Cape
GS	-	Gauteng South	NW	-	North West
KZN	-	KwaZulu-Natal	WC	-	Western Cape

#### 4.1.3 Coordinate and monitor the investigation and settlement of reported labour complaints/disputes to ensure 80% settlement rate within 90 days.

A total of **178 863 (79%)** of the **226 297** labour complaints received were investigated and finalised within 90 days against a target of 80% compared to 173 057 (79%) of the 220 191 complaints received finalised.

**Table 2.12**

Provincial Office	Total no. of complaints reported	Total no complaints investigated within 90 days	Total no of complaints settled within 90 days	%
Eastern Cape	7 936	4 459	6 640	84%
Free State	11 220	11 220	8 953	80%
Gauteng North	50 483	37 418	33 914	67%
Gauteng South	62 333	53 467	49 184	79%
KwaZulu-Natal	14 305	13 598	11 227	78%
Limpopo	32 571	2 081	30 306	93%
Mpumalanga	14 821	3 084	11 540	78%
Northern Cape	2 130	2 429	2 245	105%
North West	5 359	4 898	4 970	93%
Western Cape	25 139	25 139	19 884	79%
<b>Total</b>	<b>226 297</b>	<b>157 793</b>	<b>178 863</b>	<b>79%</b>

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The 80% target was missed by 1%, however over 6 106 more complaints were received and over 5 806 more complaints were finalised compared to 2007/08 although the percentage settlement remains the same at 79%.

#### 4.1.4 Coordinate and monitor the implementation of an incident investigation and audit programme to ensure that at least 2 000 of reported OHS incidents are finalised within 90 days as per directives.

A total of 2 956 (56%) of the 5 326 OHS incidents reported were investigated and finalised within 90 days against a target of 2 000. Over 4 505 (84%) of the incidents received were investigated which reflect an improved capacity to investigate, although 2 280 (43%) of the incidents which were investigated were not finalised which reflect a high backlog rate despite the target of 2 000 being exceeded by 1 046.

**Table 2.13**

Provincial Office	Reported OHS incidents	Total OHS incidents investigated	Finalised in 90 days	%
Eastern Cape	177	145	125	71%
Free State	227	227	191	84%
Gauteng North	346	265	231	67%
Gauteng South	413	95	32	8%
KwaZulu-Natal	2 749	2 627	1 424	52%
Limpopo	141	54	13	9%
Mpumalanga	151	147	142	94%
Northern Cape	30	37	9	30%
North West	305	226	231	76%
Western Cape	787	682	558	71%
<b>Total</b>	<b>5 326</b>	<b>4 505</b>	<b>2 956</b>	<b>56%</b>

#### 4.2 Targeted advocacy and blitz inspections to inspect at least 10 000 workplaces and to decrease workplace incidents in the High Risk industries by at least 2%.

##### 4.2.1 Total reported incidents decreased by 247/4.4% from 5 573 in 2007/08 to 5 326 in 2008/09 against a target of 2%. Reported fatal incidents decreased by 61/18% from 332 in 2007/08 to 271 in 2008/09.

However workplace related injuries, diseases and deaths is still a challenge partly due to the increase in economic activity and volumes of workers in the identified sectors. This is further compounded by workers beginning to know their rights relating to the reporting of incidents due to our advocacy programmes. This however does not relate to workers refusing to work in unsafe places and therefore reduction in incidents.

## Programme Performance

### Programme 2: Service Delivery

**Table 2.14**

Provincial Office	Reported OHS incidents 2007/08	Reported OHS incidents 2008/09
Eastern Cape	93	177
Free State	259	227
Gauteng North	651	346
Gauteng South	745	413
KwaZulu-Natal	2 420	2 749
Limpopo	99	141
Mpumalanga	206	151
Northern Cape	54	30
North West	233	305
Western Cape	813	787
<b>Total</b>	<b>5 573</b>	<b>5 326</b>

**Table 2.15**

	Fatal incidents 2005/06	Fatal incidents reported 2006/07	Fatal Incidents reported 2007/08	Fatal Incidents reported 2008/09
Number	358	290	332	271
Reduction		-19%	14%	-18%

**Table 2.16**

Total incidents reported 2007/08					
Provincial Office	Casualties	Non casualties	Fatalities	Diseases	Total
Eastern Cape					93
Free State					259
Gauteng North					651
Gauteng South					745
KwaZulu-Natal					2 420
Limpopo					99
Mpumalanga					206
Northern Cape					56
North West					233
Western Cape					813
<b>Total</b>			<b>332</b>		<b>5 575</b>
Variance					

## Programme Performance

### Programme 2: Service Delivery

**Table 2.17**

Total incidents reported 2008/09					
Provincial Office	Casualties	Non casualties	Fatalities	Diseases	Total
Eastern Cape	51	0	6	0	177
Free State	27	0	34	0	227
Gauteng North	47	3	7	0	346
Gauteng South	940	50	145	3	413
KwaZulu-Natal	647	0	11	13	2 749
Limpopo	56	6	31	0	141
Mpumalanga	13	3	4	0	151
Northern Cape	18	8	4	0	30
North West	57	0	12	0	305
Western Cape	128	0	17	0	787
<b>Total</b>	<b>1 984</b>	<b>70</b>	<b>271</b>	<b>16</b>	<b>5 326</b>
Variance			61(-18%)		247 (-4%)

#### 4.2.2 Advocacy and blitz inspections programme developed targeting high risk industries and 10 285 inspections were conducted (Construction 2 458, Iron and Steel 2 449, Food and Beverage 2 701, Agriculture 2 677) against a target of 10 000.

However 8 277 less targeted blitz inspections were conducted in the high risk industries (Construction 5 273, Iron and Steel 837, Food and Beverage 792, and Agriculture 1 375) which clearly indicates reduced visibility and lack of focus in these industries.

**Table 2.18**

Provincial Office	Blitz inspections conducted	Construction	Iron and Steel	Food and Bev	Agriculture
Eastern Cape	4	249	197	187	581
Free State	4	119	203	192	329
Gauteng North	4	70	44	204	79
Gauteng South	4	248	135	139	68
KwaZulu-Natal	4	761	707	700	354
Limpopo	4	187	356	278	244
Mpumalanga	4	437	313	325	313
Northern Cape	4	167	205	365	390
North West	4	112	197	225	259
Western Cape	4	108	92	86	60
<b>Total</b>	<b>40</b>	<b>2 458</b>	<b>2 449</b>	<b>2 701</b>	<b>2 677</b>

## Programme Performance

### Programme 2: Service Delivery

4.2.3 Further Integrated blitz inspections were conducted targeting the Hospitality, Taxi and Security industries and 5 459 workplaces inspected.

**Table 2.19**

Provincial Office	Blitz inspections conducted	Hospitality	Taxi	Security
Eastern Cape	3	363	0	125
Free State	3	185	388	203
Gauteng North	3	208	0	93
Gauteng South	3	77	0	0
KwaZulu-Natal	3	597	24	170
Limpopo	3	263	350	247
Mpumalanga	3	385	356	144
Northern Cape	3	295	268	100
North West	3	288	0	104
Western Cape	3	71	0	155
<b>Total</b>	<b>30</b>	<b>2 732</b>	<b>1 386</b>	<b>1 341</b>

## KRA 6: Strengthening social protection

### 6.1 Enhance the rate and quality of social security services to our clients.

#### 6.1.1 90% UI claims finalised within 5 weeks.

Not achieved. Only 87% (587 136) of the 674 161 claims received were finalised.

**Table 2.20**

Provincial Office	UI claims received	UI claims finalised within 5 weeks	% UI claims finalised within 5 weeks %
Eastern Cape	55 394	39 553	71
Free State	30 889	25 896	84
Gauteng North	83 733	65 926	79
Gauteng South	124 490	116 469	94
KwaZulu-Natal	124 954	119 386	96
Limpopo	39 537	34 361	87
Mpumalanga	49 696	45 300	92
Northern Cape	21 912	19 811	90
North West	29 277	25 471	87
Western Cape	114 279	94 963	83
<b>Total</b>	<b>674 161</b>	<b>587 136</b>	<b>87</b>

*To verify the 2007/08 figures with Unemployment Insurance Fund for comparative analysis and to determine the trends, noting the economic crisis and impact on the resources (financial and human) of the Fund.*

## Programme Performance

### Programme 2: Service Delivery

#### KRA 9: Monitoring the impact of legislation

##### 9.1 Changing labour market trends detected, reported and implications for Department intervention explored.

Quarterly statistics performance information reports developed and the reports analysed to determine the performance trends.

Mid-Term and annual performance (qualitative and quantitative) information reports were analysed and trends reported on.

Performance Indicators were reviewed and aligned to those in the ENE and Strategic Plan, and performance norms and standards across occupational classifications accordingly reviewed and implemented.

#### KRA 10: Strengthening the institutional capacity of the Department

##### 10.1 Adequately resourced and capable service delivery points

10.1.1 95% staff capacity maintained. Staff capacity maintained at only 88%.

#### Total 2.21

Programme	Total no of approved posts	Vacancies	Vacancy %
DD-G	3	0	0
CD: SM	37	12	32
CD: OHS	50	26	52
Eastern Cape	666	68	10
Free State	408	29	7
Gauteng North	447	22	5
Gauteng South	876	126	14
KwaZulu-Natal	989	163	16
Limpopo	392	57	15
Mpumalanga	423	60	14
Northern Cape	227	18	8
North West	360	26	7
Western Cape	619	76	12
<b>Total</b>	<b>5 497</b>	<b>683</b>	<b>12</b>

10.1.2 Extensive engagement took place between the Department and UNISA to produce a certificate qualification for inspectors in Explosives which will take place over 12 months instead of an 18-month programme without impacting negatively on the quality of the training. Expectations were given to UNISA on what would be required to produce an explosives inspector.

## Programme Performance

### Programme 2: Service Delivery

**Table 2.22**

Provincial Office	Total no of inspectors trained	Categories of training			Total
		Employment equity	Occupational health and safety	Social security	
Eastern Cape	10	2	10	0	12
Free State	8	2	3	0	5
Gauteng North	0	2	0	0	2
Gauteng South	154	2	152	0	154
KwaZulu-Natal	0	2	0	0	2
Limpopo	84	2	72	0	74
Mpumalanga	0	2	4	0	6
Northern Cape	0	2	0	0	2
North West	0	2	0	0	2
Western Cape	0	2	0	0	2
<b>Total</b>	<b>256</b>	<b>20</b>	<b>241</b>	<b>0</b>	<b>261</b>

#### 10.1.3 Improved access to services

Service delivery standards were developed and implementation is monitored quarterly

A programme was put in place to ensure that our facilities are accessible to people with disabilities and 50% of the 125 labour Centres (service delivery points) are accessible to people with disabilities.

#### Selected performance and operational indicators

Indicator	Programme	Figures/percentage
Number of new jobs registered on Employment Services database	Service delivery	26 332
Percentage of registered work-seekers placed in permanent employment	Service delivery	65%
Percentage of Occupational Health and Safety incidents investigated within 90 days	Service delivery	57%
Percentage decrease in workplace related injuries, diseases and deaths	Service delivery	4.4%
Percentage compliance with labour legislation by inspected workplaces	Service delivery	82%