



**PARLIAMENT**  
OF THE REPUBLIC OF SOUTH AFRICA

Policy Brief: Performance on the 2019-  
2024 MTSF, Priority 4: Consolidating the  
Social Wage through Reliable and  
Quality Basic Services

Parliamentary

Budget  
Office

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## 1. Purpose

The purpose of this brief is to provide Members of Parliament (MPs), specifically the Finance and Appropriations Committees, with an assessment of the progress made with the implementation of the National Development Plan (NDP), 2030.

The brief provides an assessment of:

- Progress made with the achievement of targets for the 2019-2024 Medium Term Strategic Framework (MTSF)
- The alignment of National Departmental Annual Performance Plans (APPs) with the 2019-2024 MTSF

## 2. Introduction and Background

As part of the Parliamentary Budget Office's support to the oversight process, the Office provides analysis that specifically assist MPs to determine how the budget programmes have been supporting the implementation of the National Development Plan (NDP), 2030.

The 2019-2024 MTSF acknowledges that the NDP Vision 2030 is government's blueprint to unite all South Africans to address the triple challenges of unemployment, poverty and inequality (UPI). Although the NDP is government's long-term plan, several medium-term interventions have been identified to reach the longer-term goals. One of the pressing problems facing South Africa is the absence of faster and sustained inclusive growth. South Africa needs to improve productive capacity, human capital and state capability mainly through broad-based investments to address unemployment and livelihood insecurities facing citizens.

The 2019-2024 Medium-Term Strategic Framework (MTSF) is South Africa's second 5-year implementation plan for the NDP. The MTSF consists of 7 priorities, 81 outcomes, 337 interventions and 561 indicators. The 2019-2024 MTSF sets out the interventions per department or relevant government institution that will advance the seven priorities adopted by government:

- Priority 1: Building a capable, ethical and developmental state
- Priority 2: Economic transformation and job creation
- Priority 3: Education, skills and health
- Priority 4: Consolidating the social wage through reliable and quality basic services
- Priority 5: Spatial integration, human settlements and local government
- Priority 6: Social cohesion and safe communities
- Priority 7: A better Africa and World

This analysis concentrates only on progress within government programmes on the targets set for 2024 relating to the outcomes for priority 4: Consolidating the Social Wage through Reliable and Quality Basic Services, which include:

- Transformed developmental social welfare
- Prioritising the social protection of children
- Comprehensive social security
- Sustainable community development interventions
- Integrated social protection information system

According to the 2019-2024 MTSF, the NDP Vision 2030 accords a central role to social protection in addressing the critical challenges of eradicating poverty and reducing inequality. Social protection is critical for income security for vulnerable individuals and

protecting human capital, as well as promoting the flexibility and competitiveness of the economy. This is particularly so in an environment where change will accelerate as cultural, climate and technological change put traditional livelihoods, solidarity and coping mechanisms under more pressure. A continuing, increased focus on this comprehensive, inclusive and responsive social protection regime is more urgent during the 2019-2024 MTSF period. It requires:

- An effective policy framework and accompanying accessible mechanisms (norms, standards and processes)
- Enabling economic inclusion through the effective implementation of a consolidated social wage and social protection system to safeguard the livelihoods of all South Africans
- Actions to improve the reliability and quality of basic services with a focus on affordability, universality and ensuring that no one is left behind, especially vulnerable individuals, households and communities. The capacity, efficiency, effectiveness, targeting and alignment of the existing social system must be improved

### **3. Methodology**

Departmental APPs are used as the source of data to determine progress. This preferred source for data is based on the assumption that if performance indicators are included in departmental APPs they are automatically linked to a budget programme. This means that they will therefore be funded, monitored and audited through the standard government performance management system within the legal framework provided by the Public Finance Management Act (PFMA), 1999 (Act 1 of 1999).

The performance information from the implementation plans of the 2019-2024 MTSF have been arranged per lead department, including the indicators, baselines, targets and current estimated performance on the interventions identified to achieve the outcomes of the priorities for the 5-year period. The estimated outcomes on targets set per indicator as per the 2022/23 APPs of the relevant national department, for 2021/22 have been compared with the targets set in the 2019-2024 MTSF (See annexure). In several instances the actual outputs since 2019/20 have been included, specifically when the target for 2024 reflects an accumulative number over the 5-year period. To be able to provide the most recent outcomes the quarterly performance reports as at the end of 2021/22 were also consulted. It should be noted that the performance for 2021/22 is still estimates or preliminary outcomes, actual performance still needs to be verified by the Auditor General of South Africa (AGSA).

### **4. Findings per Programme**

The Department of Social Development is the lead department responsible for performance on the outcomes for the implementation of priority 4: Consolidating the social wage through reliable and quality basic services. The Department of Social Development is responsible for 34 of the 41 indicators for this priority, The Departments of Basic Education, Planning, Monitoring and Evaluation, Employment and Labour (UIF and CF), the Medical Bureau for Occupational Diseases and the Compensation Commissioner (CCOD) of Department of Health are responsible for the rest of the indicators.

The sub-sections below provide an analysis of the programmes in priority 4. It should be noted that the findings should be read together with the tables in the annexure to this brief.

## 4.1. Comprehensive developmental social welfare

The Constitution of South Africa allows for the right to dignity, alongside equality and freedom, as a founding value of our democratic state. Respecting the inherent dignity of people requires the creation of a comprehensive and harmonised social protection system. To ensure an inclusive and responsive social protection system, the Department of Social Development aims to transform social welfare by:

- Expanding the number of social services professionals
- Creating an enabling environment for children's services through legislation, policy, effective practice, monitoring, evaluation and quality assurance
- Reviewing Social Development welfare services legislative frameworks

The Department of Social Development is the lead department responsible for implementing a transformed developmental social welfare programme. Of the ten indicators to measure performance in this programme, only five are included in the APP of the Department of Social Development. Four indicators could not be traced in the APP, and one target is set for 2024.

A draft sector strategy for the employment of social service professionals has been developed. The aim is that this strategy will be approved by Cabinet by 2024. Progress on the development of Regulations to the Children's Act has been made. A consultation report on the draft Regulations has been finalised. The department indicated that about 20 per cent of the sector workforce has been capacitated on the Children's Act. The Department aims to finalise Amendments to the Children's Act by 2024. The target of the amended, costed and implemented by 2024 was not included in the APP. The Department continuously capacitates the sector workforce on the implementation of the Children's Act. The aim is to capacitate 80 per cent of the workforce by 2024. The Department plans to capacitate 30 per cent in 2022/23 and 30 per cent in 2023/24. The White Paper on Families was not reviewed in 2019/20, but was revised in 2020/21. The implementation plan on the White Paper on Social Development was developed and all provinces were consulted about the White paper in 2020/21. It is unfortunate that the Department did not include the data on the number of people affected by substance abuse and violence against woman who have accessed support programmes. Therefore, we could not determine whether the programme has contributed to the decline in incidences of substance abuse or gender based violence (GBV) from the baseline.

## 4.2. Social protection of children

To be able to provide social protection to children, the Department aims to Increase access to quality Early Childhood Development (ECD) services and support by:

- Providing quality ECD services to children (0 to 4)
- Migrating the responsibility for pre-schooling to the Department of Basic Education
- Developing and operationalising an ECD planning, funding, registration and information systems
- Developing and operationalising a school readiness assessment system
- Addressing social grant exclusions to the Child Support Grant (CSG) by increasing access of the CSG for 0-to 1- year-olds
- Improving coverage and efficiency

To Provide quality ECD services to children (0 to 4 years old) the Department developed a draft ECD quality assurance and support system. The aim is to have an approved system in place by 2024. An additional number of 1.44 million children had access to quality ECD services

during the 2021/22 financial year. The aim is to increase access from 2.49 million children in 2019 to 2.98 million children by 2024.

As of 2022/23, the ECD function has moved from the Department of Social Development to the Department of Basic Education (DBE). This function shift requires amendments to legislation and a new funding model to regulate the new landscape for ECD.

A National Report on the development of a new funding model for ECD has been approved. An approved costing model is also envisaged for 2023.

To be able to improve coverage and efficiency in ECD, a policy on maternal support has been developed.

### **4.3. Comprehensive social security**

The Government has to resolve fragmentation, inefficiencies and misalignment in the social protection system. The aim of this programme is to have a consolidated social protection system in place.

#### **4.3.1. Department of Social Development (DSD)**

The DSD is responsible for five of the eleven performance indicators in this programme of which three were located in the APP of the Department. To make an impact on an inclusive and responsive social protection system, the DSD will intervene through:

- Defining a social protection floor – a basket of services that all should access
- Optimising the social security legislative framework and developing appropriate norms and standards for service delivery
- Payment of social grants to eligible beneficiaries
- Improving coverage and efficiency of social insurance
- Improving process flow with computer aided diagnosis and a new information technology administration system
- Implementation of the comprehensive social protection system by 2024

The Green paper on the outputs identified to consolidate the social protection system was withdrawn in 2021/22 to allow for further refinements to the contentious issues. Some of the proposals were misrepresented and misinterpreted. The department has commenced work on the refinements with the intention to implement public engagements on the completion. A consultation report on the draft policy on voluntary cover for retirement and risk benefits for atypical and informal sector workers has been compiled.

#### **4.3.2. Department of Employment and Labour – Unemployment Insurance Fund (UIF)**

The Unemployment Insurance Fund of the Department of Labour is responsible for the two performance indicators/outputs in this programme of which both were located in the APP of the UIF.

To ensure an inclusive and responsive social security coverage, 87 per cent (855 686/984 498) of valid unemployment benefit claims with complete, accurate and verified information approved or rejected within 15 working days were recorded in 2020/21 and 92 per cent in 2021/22. This coverage is lower than it was in 2019/20, when the UIF recorded a 93 per cent (798 151/854 639) coverage of the claims. Preliminary results for 2021/22 shows that 94 per cent

(1 058 483/1 131 787) of claims were completed within 15 working days. The target is to achieve 98 per cent within 8 days by 2022.

The UIF recorded 87 per cent (91 427/105 189) of valid In-service benefit claims (maternity, illness and adoption) with complete, accurate and verified information approved or rejected within 10 working days in 2020/21 and 92 per cent in 2021/22. Preliminary result for 2021/22 shows that 93 per cent (124 642/133 544) of claims were approved within 10 working days. The target is to achieve 98 per cent within 5 working days by 2022.

#### **4.3.3. Department of Employment and Labour – Compensation Fund (CF)**

The Compensation Fund (CF) is responsible for two performance indicators/outputs in this programme. The two performance indicators are included in the APP of the CF. To be able to improve coverage and efficiency of social insurance the CF aims to have the claim registration requirements reviewed and turnaround times for payment of benefits reduced. In 2020/21, 79 per cent of the 99 175 received, 78 385 were adjudicated within 30 working days. This is a lower percentage than in 2019/20, where 83 per cent of the 851 88 received, 102 773 were adjudicated within 30 working days of receipt. The preliminary outcome of 2021/22 is also 79 per cent. The MTSF indicates that the claims should be adjudicated within 15 working days, but the Compensation Fund indicates 30 working days. The target is to adjudicate 95 per cent of compensation claims within 15 working days by the end of the 2019-2024 MTSF period.

The percentage of approved benefits paid within 5 working days was 80 per cent (R3 369 370 476) of the total amount approved in 2019/20. However, the amount paid within 5 working days was R2 694 112 194. In 2020/21, 86.2 per cent of the R4 284 681 932 approved benefits, R3 694 130 767 was paid within 5 working days. Preliminary outcomes for 2021/22 is 87.5 per cent (R3 797 701 353 of R4 339 986 096). The target is to approve 95 per cent of benefits paid within 5 working days by 2024.

#### **4.3.4. Department of Planning, Monitoring Evaluation (DPME) and National Planning Commission (NPC)**

The DPME in partnership with the NPC are responsible for defining the social protection floor by 2024. The DPME did not include this performance indicator, of defining the social protection floor, in the APP.

#### **4.3.5. Medical Bureau for Occupational Diseases (MBOD)/ Compensation Commissioner (CCOD)**

The MBOD/CCOD are responsible for two performance indicators in this programme. The APP for the MBOD/CCOD could not be traced, hence performance progress on the two indicators could not be identified.

### **4.4. Sustainable community development interventions**

The Department of Social Development is leading the process towards the development of a national community development policy and the professionalisation of community development practice. These processes provide strategic guidance and support to the sector. The Department plans for the following sustainable community development interventions:

- Develop state and Civil Society Organisation (CSO) partnership model



- Optimise Non-Profit Organisation (NPO) legislative framework to promote good governance and accountability
- Create vibrant and sustainable communities
- Implement food and nutrition security initiatives for vulnerable individuals and households
- Contribute and provide employment opportunities for vulnerable and poor citizens

The provincial departments of social development contribute towards the performance of this programme. Out of eleven indicators set to measure performance in this programme, only five are included in the APP of the DSD.

The Department put in place measures to ensure that the Non-Profit Organisation (NPO) Amendment Bill is tabled in Cabinet so that the Act will be enacted by 2022. The Non-Profit Organisation Amendment Bill was not submitted to Cabinet in 2019/20 as was targeted, but was submitted to Cabinet in 2020/21, and tabled in Cabinet in 2021/22.

The Draft National Community Development Policy was finalised in 2020/21, and the National Community Development Policy was consulted in 2021/22. The department also included the performance indicator for the reviewed sustainable livelihoods framework for approval by Cabinet by 2022, which was a new indicator in 2020/21.

Preliminary results for 2021/22 shows that a total of 236 875 Work Opportunities were created through the Social Sector EPWP Programmes.

Although a report on the Implementation of the DSD food and nutrition security plan has been developed, the Department did not report on the percentage of food insecure vulnerable households accessing food through food and nutrition security initiatives. Targets for households that have access to food through the food security programmes were set per province without actual outputs. To be able to determine the effectiveness of the Department's interventions to reduce the poverty rate, the Department committed to profile households. The number of households profiled is, however, not reported in the APP.

#### **4.5. Integrated social protection information system**

The Government has a number of information systems that are hosted by various departments. The Department of Social Development alone has over 10 social protection systems that are not interoperable. Poor coordination between and within different services, both at times of episodic events and in the long term, has been affecting government's ability to adequately meet the needs of many vulnerable groups. These fragmented information systems create a burden for the poor as they are subjected to a variety of means tests before they are able to access social security.

The 2019-2024 MTSF indicates that with regard to the National Integrated Protection Information System (NISPI), there is a need to explore switching from specialised services to one-stop or multi-purpose generic services and more effectively linking up programmes delivered by other departments involved in developmental social welfare service delivery. This includes strengthening norms and standards and making them consistent across various services and departments.

To ensure an inclusive and responsive social protection system, the Department of Social Development aims to have a National Integrated Social Protection Information System. The DSD included in their APP the performance indicator to ensure that the National Integrated Social Protection Information System (NISPI) fully operational by 2024. This output is to be achieved through integrating the social protection information systems for better delivery of

services. As part of implementing a sector ICT strategy, the Department developed two modules on the Social Development Integrated Case Management System:

- The Older Person Abuse Register module
- The Accreditation of Diversion Services and Quality Assurance module

A service provider has been appointed to assist with the integrated Gender Based Violence (GBV) and Victims Empowerment (VEP) systems, which is also part of the implementation of the sector ICT strategy.

The Departments of Basic Education, Home Affairs, Health, SASSA, Higher Education and Training, Employment Labour, and Cooperative Governance are contributing departments in this programme, but didn't include the indicator in their APPs.

## 5. In Summary

The Department of Social Development is the lead department responsible for implementing a transformed developmental social welfare programme. It is, however, unfortunate that the Department does not provide all the data required to assess performance on the MTSF in the APP.

To be able to provide comprehensive developmental social welfare services the Department developed a draft sector strategy for the employment of social service professionals. Progress on the development of Regulations to the Children's Act has been made and the Department continuously capacitates the sector workforce on the implementation of the Children's Act. The aim is to capacitate 80 per cent of the workforce by 2024.

To be able to provide social protection to children, the Department aims to increase access to ECD Services to 2.98 million children by 2024 from a baseline of 2.49 million children. An additional number of 1.44 children had access to quality ECD services during the 2021/22 financial year.

To provide for the function shift of ECD from the Department of Social Development to the Department of Basic Education (DBE) a report on the new funding model for ECD has been approved and an approved costing model is also envisaged for 2023.

For government to resolve fragmentation, inefficiencies and misalignment in the social protection system. The Department is working on the refinement of a Green paper on the consolidation of the social protection system.

The Department of Social Development is also leading the process towards the development of a national community development policy and the professionalisation of community development practices. The Draft National Community Development Policy was finalised in 2020/21, and the National Community Development Policy was consulted in 2021/22.

Poor coordination between and within different government services, both at times of episodic events and in the long term, has been affecting government's ability to adequately meet the needs of many vulnerable groups. The Department of Social Development alone has over 10 social protection systems that are not interoperable.

To ensure an inclusive and responsive social protection system, the Department of Social Development aims to have a National Integrated Social Protection Information System in full operation by 2024.

A service provider has been appointed to assist with the integrated Gender Based Violence (GBV) and Victims Empowerment (VEP) systems, which is also part of the implementation of the sector ICT strategy.

The Departments of Basic Education, Home Affairs, Health, SASSA, Higher Education and Training, Employment Labour, and Cooperative Governance are contributing departments in this programme, but didn't include the indicator in their APPs.

The Unemployment Insurance Fund of the Department of Labour is responsible for inclusive and responsive social security coverage and efficiency of social insurance. The target is to approve 95 per cent of benefits paid within 5 to 15 working days by 2024. Current timelines are between 80 per cent and 88 per cent.

## Annexure

Table 1: comprehensive developmental social welfare

<b>Responsible departments (MTSF)</b>	<b>Indicator (MTSF)</b>	<b>Baseline (MTSF)</b>	<b>Target (MTSF)</b>	<b>Estimated outcome 2021/22 (APP)</b>
Lead: DSD, Provincial DSD Contributing:	Sector strategy for the employment of social service professionals developed	Demand model for social services practitioners	Sector strategy approved by Cabinet by 2024	Develop Draft Sector Strategy for the Employment of Social Service Professional
Lead: DSD, Provincial DSD Contributing:	Increase the number of social service professionals in the public service	18 300 social workers	31 744 social workers	Not in APP
Lead: DSD	Amendments to the Children's Act enacted	Children's Act, (Children's Act No. 38 of 2005)	Children's Act amended, costed and implemented by 2024	Target only for 2024
Lead: DSD		Children's Act 2005 Regulations	Regulations for the Children's Amendment Bill drafted and published by 2024	Consultation report on the Draft Regulations on the Children's Amendment Bill finalized
Lead: Provincial DSD, Contributing: academic institutions		2009 Training Guidelines on the Children's Act	80% sector workforce capacitated on Children's Act by 2024	Capacitate 20% of the sector workforce on the Children's Act Cumulative: 30% in 2022/23 and 30% in 2023/24
Lead: DSD	White Paper for Social Development implemented	Draft reviewed White Paper on Social Welfare, 1997	Approved White Paper on Social Development implemented by 2024	Conduct sector wide consultation on the implementation of the White Paper for Social Development
Lead: DSD	Revised White Paper on Families approved	White Paper on Families, 2013	White Paper on Families approved by 2024	Consulted Revised White Paper on Families
Lead: DSD	Core package on social welfare interventions developed	Isibindi, Mikondzo, Thuthuzela	A core package of social welfare interventions developed by 2024	Not in APP
Lead: DSD Contributing: DWYPD, Provincial DSD and municipalities	Number of victims of substance abuse accessing support Programmes	10 047 admitted for treatment (SANCA, 2017)	15% increase in the number of victims of substance abuse accessing support programmes doubled by 2024	Not in APP
Lead: DSD Contributing: Provincial DSD and municipalities	Percentage increase in number of victims of violence against women accessing psychosocial support	New indicator	Increase the number of victims of violence against women accessing psychosocial support by 15% by 2024	Not in APP
Lead: DSD Contributing: Provincial DSD and municipalities	Percentage of districts that have shelters for GBV	85% districts with shelters for GBV	100% districts have shelters for GBV by 2024	Capacitate 4 provinces and six GBVF hotspot districts on the provision of psychosocial services policy and intersectoral policy on the

Responsible departments (MTSF)	Indicator (MTSF)	Baseline (MTSF)	Target (MTSF)	Estimated outcome 2021/22 (APP)
				sheltering services in implementing the NSP
Lead: DSD	Increase the number of people accessing prevention programmes	282 760 (2013- 2017)	10% increase in the number of people accessing substance abuse prevention programmes by 2024	The delayed procurement processes and crafting of the contract lead to delays in development of the substance abuse system hence not finalised as initially planned for 2021/22

Table 2: social protection of children

Responsible departments (MTSF)	Indicator (MTSF)	Baseline (MTSF)	Target (MTSF)	Estimated outcome 2021/22 (APP)
Lead: DSD Contributing: Provincial DSD and municipalities	Quality assurance system in place	Children's Act of 2007	Quality assurance system in place	Draft ECD quality Assurance and Support System has been developed
Lead: DSD Contributing: Provincial DSD and municipalities	Number of children accessing ECD services	2 487 599	2.98 million children accessing ECD services by 2024	A total of 1 435 601 children had access to quality ECD services during the 2021/22 financial year, which is 57.7% increase of the 2 487 599 children which is the baseline for financial year
Lead: DSD and DBE, Contributing: PEDs	Amendment of legislation to regulate the new ECD landscape	New indicator	Amendment of NEPA, SASA and Children's Act completed within 9 months of Cabinet proclamation on change	Draft SASA Amendment Bill
Lead: DBE, PEDs, DSD	Develop new funding models for ECD delivery.	New indicator	Approved costed plan by 2021, approved funding model by 2023	Approved National Report on the development of a new funding model for ECD
Lead: DBE, PEDs, DSD	Operationalise an ECD Education Management Information System (EMIS)	New indicator	ECD EMIS operational by 2024	Approved National Report on conducting an Early Childhood Development census to inform the integration of ECD into the EMIS
Lead: DBE, PEDs, DSD	School readiness assessment system	New indicator	School Readiness Tool Assessment system operational by 2021	Not in APP
Lead: DSD	% of eligible children between 0-1 year receiving CSG	New indicator	80% of eligible children between 0-1 year receiving the CSG	Not in APP

Responsible departments (MTSF)	Indicator (MTSF)	Baseline (MTSF)	Target (MTSF)	Estimated outcome 2021/22 (APP)
Lead: DSD	Policy on maternal support	Draft policy on maternal support	Policy on maternal support approved by 2022	Complete Policy on Maternal Support

Table 3: Comprehensive social security

Responsible departments (MTSF)	Indicator (MTSF)	Baseline (MTSF)	Target (MTSF)	Estimated outcome 2021/22 (APP)
Lead: DPME (in partnership with NPC)	Define social protection floor defined	Report by Taylor Committee for a Comprehensive Social Security Inquiry (2002)	Cabinet approved definition on a social protection floor by 2024	Not in APP
Lead: DSD	White Paper on Comprehensive Social Security approved by Cabinet	Discussion paper on comprehensive social security	White Paper on Comprehensive Social Security approved by Cabinet by 2022	The Green paper was withdrawn in Q2 of 2021-22 to allow for further refinements to the contentious issues. Some of the proposals were misrepresented and misinterpreted. The department has commenced the work on the refinements with the intention to implement public engagements on completion of due processes.
Lead: DSD	Draft Social Security Bill	Discussion paper on comprehensive social security	Draft Social Security Bill approved by 2024	Consultation report on Green Paper on Comprehensive Social Security
Lead: DSD, SASSA	% of eligible grant beneficiaries receiving grants per grant type	17.8 million people registered on social grants	95% of eligible CSG by 2024	Not in APP
Lead: DSD			95% of eligible persons with disability by 2024	Not in APP
Lead: DSD	Policy on atypical and informal workers	Discussion Paper on Voluntary Inclusion of Informal workers	Policy on atypical and informal workers approved by Cabinet in 2024	Consultation report on draft policy on voluntary cover for retirement and risk benefits for atypical and informal sector workers
Lead: DEL-UIF	Percentage of valid claims (Unemployment benefit) with complete information approved or rejected within specified time frames	94% within 15 working days 671 188	98% within 8 working days by 2022	94% ( 1 058 483 / 1 131 787) within 15 working days in 2021/22

<b>Responsible departments (MTSF)</b>	<b>Indicator (MTSF)</b>	<b>Baseline (MTSF)</b>	<b>Target (MTSF)</b>	<b>Estimated outcome 2021/22 (APP)</b>
Lead: DEL-UIF	Percentage of valid claims (In-service benefits; Maternity, illness and adoption benefits) with complete information approved or rejected within specified time frames	92% within 10 working days 132 158	98% within 5 working days by 2022	93% (124 642/133 544 ) within 10 working days
Lead: DEL-CF	Percentage of compensation claims adjudicated within 15 working days	83% within 15 working days 85 188	95% of compensation claims adjudicated within 15 working days	79% (90 392 of 71 380) claims received adjudicated within 30 working days
Lead: DEL-CF	Percentage of approved benefits paid within 5 working days	80% within 5 working days 2 694 112 194	95% of approved benefits paid within 5 working days	92.71% (R3 280 649 889.40 or R3 041 507 159.93) of approved benefits paid within 5 working days in 2020/21 87.5% (R3 797 701 353.03 of R4 339 986 096,11) in 2021/22
Lead: CCOD/ MBOD	Number of claims certified at the Medical Bureau for Occupational Diseases (MBOD)	12 000	15 000 claims certified	
Lead: CCOD/ MBOD	Number of claims finalised by Compensation Commissioner (CCOD) of Department of Health (other than pensioners) per year	8 000	9 600 claims paid	

Table 4: Sustainable community development interventions

<b>Responsible departments (MTSF)</b>	<b>Indicator (MTSF)</b>	<b>Baseline (MTSF)</b>	<b>Target (MTSF)</b>	<b>Estimated outcome 2021/22 (APP)</b>
Lead: DSD Contributing: Provincial DSD	State and Civil Society Organisations (CSO) partnership model	NPO and DSD partnership model	State and CSO partnership model approved by Cabinet by 2024	Not in APP
Lead: DSD	NPO Amendment Act	NPO Amendment Bill	NPO Amendment Act enacted by 2022	Table the NPO Amendment Bill to Cabinet
Lead: DSD	NPO Policy	NPO Act	Approved NPO Policy by 2024	Not in APP
Lead: DSD	National Community Development Policy Framework submitted for approval	Community Development Practice Policy	Approved National Community Development Policy by Cabinet by 2022	Consulted National Community Development Policy

<b>Responsible departments (MTSF)</b>	<b>Indicator (MTSF)</b>	<b>Baseline (MTSF)</b>	<b>Target (MTSF)</b>	<b>Estimated outcome 2021/22 (APP)</b>
Lead: DSD	Number of CSOs capacitated	15 000 CSOs	17 000 CSOs by 2024	Not in APP
Lead: DSD	Reviewed sustainable livelihoods framework	Sustainable livelihoods toolkit	Reviewed sustainable livelihoods framework approved by Cabinet by 2022	Review the Sustainable Livelihood Framework for CDPs
Lead: DSD Contributing: Provincial DSD	Percentage of households profiled and empowered through sustainable Livelihood programmes	1 038 840 households profiled	10% profiled households accessing sustainable livelihoods initiatives by 2024	Not in APP
Lead: DSD Contributing: Provincial DSD	Percentage of food insecure vulnerable households accessing food through food and nutrition security initiatives	11.8% households vulnerable to hunger	Reduce household vulnerability to hunger to 5.7% by 2024	Number of households accessing food through DSD food security programmes: Targets were set per province without actual outputs
Lead: DSD Contributing: Provincial DSD	Percentage of Individuals vulnerable to hunger accessing food through food and nutrition security initiatives	13.4% of individuals vulnerable to hunger (GHS 2016)	Reduce individual's vulnerability to hunger to 6.6%	Not in APP
Lead: DSD Contributing: Provincial DSD	Percentage of CSG recipients below 60 linked to sustainable livelihoods opportunities	New Indicator	2% of CSG recipients below 60 linked to sustainable livelihoods opportunities by 2024	Not in APP
Lead: DSD Contributing: Provincial DSD	Number of EPWP work opportunities created through DSD Programmes	New Indicator	137 000 work opportunities created through DSD Programmes by 2024	A total of 236 875 Work Opportunities were created through Social Sector EPWP Programmes in 2021/22

Table 5: Implementation Framework: Integrated social protection information system

<b>Responsible departments (MTSF)</b>	<b>Indicator (MTSF)</b>	<b>Baseline (MTSF)</b>	<b>Target (MTSF)</b>	<b>Estimated outcome 2021/22 (APP)</b>
Lead: DSD, Contributing: DBE, DHA, NDOH, SASSA, DHET, DEL, DCOG	National Integrated Social Protection Information System (NISPI) developed	Fragmented social protection system: LURITS HANNIS SOCPEN DHIS IR (indigent registers) NISIS NSFAS Siyaya Umehluko CCOD system	NISPIS fully operational by 2024	Develop Alternative Care Management system into SDICMS Integrate VEP and GBV systems