



human settlements

MPUMALANGA PROVINCE  
REPUBLIC OF SOUTH AFRICA

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**Press Release**  
**29 AUGUST 2023**

**MORE EFFORTS NEEDED TO IMPROVE PERFORMANCE**

An improved service delivery performance should be backed by a vigorous exercise of self-introspection and addressing prevalent challenges that hamper service delivery. This is as the Mpumalanga Department of Human Settlements engaged in a Senior Management Strategic Review session on Tuesday, 29 August 2023 at the City of Mbombela. The session aims to reflect on the performance and have everyone working towards a common goal to improve audit outcomes and deliver sustainable integrated human settlements.

Outlining the purpose of the review session, Acting Head of Human Settlements, Ms Hazel Zitha said there is a need for an honest reflection on performance by correctly addressing the shortcomings hampering performance. "This introspection exercise should help us accelerate delivery of houses by being truthful to our shortcomings and addressing most of our challenges", said Zitha. She added that the senior managers should also position themselves, improve performance to help get additional funding and prepare for budget adjustment later in the year.

The Department has delivered 545 housing units in the past five months against a planned target of 715. In addition, 96 roof repairs were completed under the Emergency Housing Assistance Programme. On servicing of sites, the annual target is 5782 sites from which 3042 and 2740 are serviced for the Integrated Residential Development Programme (IRDP) and Informal Settlements Upgrading Partnership Grant (ISUPG) respectively. To this end, there is a need to double efforts from now on as the Medium Term Strategic Framework 2019-24 draws to a close.

During the session, MEC Speed Mashilo called on all programme managers to take stock of their performance and embrace accountability. "Our performance must translate to tangible impact in terms of affording housing to the needy, tackling informal settlements and timeous responding to disasters", charged Mashilo. On disaster, Mashilo reminded the managers of the ubiquitous threat of climate change and called for a solid plan to deal with the eventualities of disaster.

As resolved, it was apparent from the session that there is a need for more effective monitoring and evaluation systems and mechanisms concerning delivery. The department must align with the government's priorities and contribute to reducing unemployment through project delivery. There must be a conscious action plan to address issues emanating from the Auditor General's (AG) audit report. The one-day session which also reflected on financial spending, audit action plan, risk matters, and governance matters, amongst others is expected to develop a turnaround plan to improve delivery before the end of the current financial year.

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**ISSUED BY THE COMMUNICATIONS DIRECTORATE**  
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