

Appendix 13

Outcome 13: An inclusive and responsive social protection system

1. National Development Plan 2030 vision and trajectory

South Africa's NDP 2030 accords a central role to social protection in addressing the critical challenges of eradicating poverty and reducing inequality. A role is assigned to social protection to contribute to ensuring that no-one slips below a minimum standard of living, as well as a more *transformative and developmental* role of moving towards a more inclusive growth path and to ensure more inclusive development outcomes.

In keeping with addressing the multi-dimensionality of poverty and inequality, in the South African context, social protection is an umbrella concept that brings together:

- ***Social security***^j which draws on section 27 of the constitution to address income dimensions of poverty and contribute to ensuring a ***standard of living***ⁱ ***below which no-one falls***;
- ***Measures to address capability poverty***: support to early childhood development and investments in children; labour market activation policies and measures that foster productive inclusion of the under-and unemployed;
- ***Protective measures for nutritional and food security***. It is becoming increasingly evident in a growing number of countries that income is central but often not enough to ensure access to adequate quantities of nutritious food and nutrients.
- ***Developmental social service interventions*** to address (i) economic and social exclusion and strengthen social cohesion; (ii) ensure that families and individuals are able to access services, entitlements, and potential economic and social opportunities; and (iii) developmental social services to reach out and provide care to the vulnerable such as those affected by HIV , women & children abuse, disabled etc.

2. Constraints and strategic approach

In framing the critical role for social protection, the NDP 2030 clearly points to the deep-seated and structural causes of poverty and inequality in the country. It looks to the continuing challenges of creating adequate numbers of jobs within the current economic environment and social-economic vulnerabilities that have the potential to cement some of the existing patterns of inequality. It also looks at the state of social protection. South Africa has a comprehensive social protection system, and thus a myriad of instruments and intervention programmes, but the social protection system is still marred by inefficiencies, fragmentation and misalignment which need to be addressed. In addition there is a need to enhance the coverage and effectiveness of social protection measures. With long-term goals in mind, there is a need to steer the short-term actions towards inclusive systems of social protection that are affordable and sustainable.

Children, the aged and people with disabilities are the groups which are most likely to be unemployed and bear the brunt of poverty and inequality. Their dependence on family networks is precarious given the extent of unemployment and under-employment.

Social insurance is largely accessible only to those who contribute. A large section of the economic active population is in the informal sector and/or in informal contracts in the formal sector, and has no access to social security mechanisms.

Despite progress in reducing fragmentation in the post-apartheid era, the social welfare sector is struggling, constrained by a lack of coordination and integration of systems, weak and limited effectiveness of funding and significant capacity deficits. Demographic trends and human development indicators point to a country with significant levels of social fragmentation, unacceptable levels of social alienation and the breakdown of social institutions. Poor social welfare services and ineffective policing reinforce the sense of powerlessness in poor communities. The distribution of and access to both public and private social welfare services remains skewed along racial and income lines, with the wealthy having access to relatively effective private services. The demand for social welfare services and care is increasing. Those with the ability to pay for social welfare services and care privately have the advantage of better services, whereas government funded services [either provided directly by the state or through NPOs], the quality of service is often plagued by inefficiencies, inadequate funding, competition for scarce resources and inadequate monitoring and oversight of services delivered.

The state is currently supporting the NPS sector through subsidising the delivery developmental and welfare services and there must be certain expectations that flow from this arrangement in terms of the services rendered and funds expended. A need exists to use performance based contracts (SLAs) to improve outcomes and by doing so, focus more resources on the quality and impact of contracted services.

There are a broad range of players involved in the provision of social welfare services and influence how the care system works. Non-governmental organisations play a crucial role in reaching out to marginalised communities, building trust and attempting to provide much needed help and support. Their evolution over the years has contributed to creating diversity in the sector. These NGOs are often at the forefront of innovative practice. To take advantage of this diversity, there is need to strengthen the partnership between Government, the community and organisations in civil society and in the private sector who are involved with the delivery of development and social welfare services. However, their limited resources and inability to fully complement the state subsidy or funding, and a lack of adequate capacity often threaten their very existence. In an economic climate of severe financial constraints, partnerships with NGOs are critical. A need exists to restructure the partnership between stakeholders to develop a system which is socially equitable, financially viable, structurally efficient and effective in meeting the needs of the most disadvantaged sectors of the population, and to involve communities in planning and the delivery of services should be top priority.

Our social assistance system is well developed with wide reach and coverage, but the system is still fragmented, plagued by administrative bottlenecks and implementation inefficiencies. One of the key issues is exclusions and reaching all of those who are entitled to the existing

benefits of social assistance benefits. The state continues to be accountable for high-quality and effective services that comply with policy and rules, and achieve specified outcomes and results.

The NDP acknowledges that the democratic government has achieved significant milestones over its two decades of administration, which included the implementation of a comprehensive social protection system; establishment of minimum standards linked to a social wage and the elimination of racial inequalities. Key elements of the social protection system introduced or expanded since the advent of democracy include:

Table 1: Forms of social protection described in the NDP and where covered in the MTSF

Area of social protection	Covered in the MTSF where
expanded social assistance to over 16 million beneficiaries including vulnerable children;	Outcome 13
access to free basic services such as housing, water, sanitation and energy for poor households;	Outcome 9
free education in 60% of schools in poor communities; a school nutrition and transport programme;	Outcome 1
free health care for pregnant women and children under six; and	Outcome 2
statutory social insurance arrangements, e.g. Unemployment Insurance Fund (UIF)	Outcome 13
active labour market policies to facilitate labour market entry and redress the inequalities that are inherent in the system due to apartheid;	Outcome 4
income support for the working-age poor through public works programme;	Outcome 4/9
a developmental social welfare approach, with a focus on progressive policies, legislation and services that care and protect individuals, families and communities.	Outcome 13

While acknowledging these achievements, which demonstrate the existence of a comprehensive set of social protection measures, the NDP 2030 points to a number of weaknesses in the current system. These could be seen to include the following:

- The capacity both in the state and in the communities to deliver social welfare services and to implement development welfare policy is not optimal. It also faces a number of inefficiencies with regard to implementation, which could be viewed as being exacerbated by a lack of common social information and reporting systems and institutional challenges;
- Various administrative bottlenecks have emerged over time and there are indications of challenges for eligible beneficiaries to access services and entitlements that need to be addressed proactively;
- The system has a number of gaps in coverage including the lack of a clearly defined pathway as to how and when the right to social security articulated in the constitution will be realized; it also suffers from fragmentation across programmes;
- Addressing gaps in coverage such as the lack of a mandatory contributory scheme for retirement, death and disability benefits for those in formal employment

The State-NGO sector partnership has played an important role in transforming the nature and scope of service delivery but it is beset by challenges and the effectiveness of the services they provide has not been determined. The strategic approach for attaining the 2030 vision must therefore include:

- Efficiency improvement in the delivery of social protection services.
- Address exclusions by identifying and reaching those who are entitled to the existing benefits of social protection in its broadest sense including mandatory social insurance for retirement, death and disability benefits
- Reducing the administrative bottlenecks that prevent people from accessing benefits.
- Develop appropriate quality assurance systems
- Develop and enabling environment and create conditions for social partners to contribute to policies

The NDP 2030 sets forth two major goals for addressing these challenges, namely, eradication of poverty and reduction of inequality.

By 2030, South Africa is expected to have a comprehensive social protection system that includes social security benefits such as retirement, unemployment, death and disability benefit and where necessary social assistance including public employment. In addition, the conception of social protection encompasses community development, social welfare services and [social wage] provisions, which includes no-fee schools, health care services, housing, free basic services and subsidised public transport. This social protection system must be sustainable taking cognisance of the demographics of the country including the increasing life expectancy. To be ensured is that the youth of today do not become an older population reliant on social assistance measures.

3. NDP priorities to achieve the Vision

To achieve the 2030 vision, the NDP requires that focus be placed on the following priority areas:

- 3.1. Broadening the social protection agenda including a defined element of a social protection floor
- 3.2. Social assistance: Ensuring that all eligible have access to social grants
- 3.3. Social Security: Providing a securely funded and adequate pension on retirement and during periods of loss of income; Compensation for occupational injuries and diseases
- 3.4. Social protection outside state –
- 3.5. Developmental social welfare services
- 3.6. Household food and nutrition security
- 3.7. Public employment and active labour market policies

An important and prominent priority in the NDP 2030 is to broaden the social protection agenda. By 2030, the NDP envisages a social floor that provides a diversity of guarantees. According to the NDP 2030, the envisaged social protection system must also be sustainable. The state must generate sufficient income from the actively employed groups to redistribute those to the population that is less active, while still meeting other policy priorities. It is also imperative that the social protection system takes cognisance of the demographics of the country, including the increasing life expectancy of the country, which implies that additional resources are required as longevity improves. The second imperative is to ensure that the youth of today do not become an older population that is reliant on state provided social protection measures to achieve a minimum standard of living.

The NDP 2030 notes that a comprehensive social protection system is feasible within a context of high economic growth, with high labour absorption capacity. A call is made for a multipronged strategy, which includes complimentary policies from government departments. The NDP recommends the development of policies to address structural deficiencies in the economy, which should be coupled with a strategy to address frictional employment through the expansion of state funded and state operated employment services. A comprehensive and integrated approach to social protection is adopted in the NDP 2030. This requires coordination from different government departments. The five features of the social protection envisaged in the NDP 2030 are that it must be: protective; preventive; promotive; transformative as well as developmental and generative.

4. Management of implementation

The Minister of Social Development will coordinate and the implementation of this outcome. The implementation forum will be the Social Development extended MinMec. Other organizations/ institutions identified in the delivery agreement, or who need to be involved to address a specific issue, may be invited to attend the Implementation Forum meetings. This forum will also create a space for the Non-Governmental Organisations and other stakeholders to make input to the outcome.

5. MTSF sub-outcomes and component actions, responsible ministry, indicators and targets

The key priorities for this MTSF are:

- a) Reforming the social welfare sector and services to deliver better results
- b) Improving the provision of Early Childhood Development. All children should enjoy services and benefits aimed at facilitating access to nutrition, health care, education, social care and safety (access and quality)
- c) Deepening social assistance and extending the scope for social security
- d) Strengthening community development interventions
- e) Establishing social protection systems to strengthen coordination, integration, planning, monitoring and evaluation of services
- f) Developing a sustainable model of funding social development
- g) Increasing human resource capacity for the social welfare sector

h) Improving household food and nutrition.

5.1 Sub-outcome 1: A reformed social welfare sector and services

A need for policy clarity

The NDP 2030 identifies a critical need for the current social welfare system to be reformed to deliver better results for vulnerable groups including a review of relevant existing policy and legislation to take account of new contextual realities. The current state civil-society partnership model of delivery of services is inadequately funded, poorly structured and organized to respond to the increasing complex social problems facing our society. A need exists to restructure the partnership between stakeholders to develop a system which is socially equitable, financially viable, structurally efficient and effective in meeting the needs of the most disadvantaged sectors of the population, and to involve communities in planning and the delivery of services should be top priority.

The policy shift should support integrated care and be coherent with other policies related to provision of social services. Key to this exercise will be to ensure the following;

- Adequate resourcing to ensure a balanced service system where there is a range of prevention, early intervention and statutory services provided
- Using incentives to promote integration – for example, by allowing for budget pooling or special ring fenced funding for integrated services
- Ensuring a coherent social welfare system that integrates very well with other sector departments and agencies playing a pivotal role in the delivery of welfare and social services in general. Eliminate duplication and promote integrated practice and service models.

There is also a need to harmonise service provision and review the current regulatory environment governing the NPOs covering the registration and monitoring processes which will enable the NPO sector to function in an efficient and effective manner. Apart from ensuring good governance principles, the registration of NPOs can also be utilised as a planning tool for social welfare services.

A strategy to resource social welfare services

Reform of funding alone is not sufficient and should be informed and accompanied by reform to the system of delivery, including a more integrated approach to the way social welfare and development is commissioned and provided. This model or resource strategy should be based on partnership arrangements between the state, civil society organisations and private sector including international donors. The department must embark on a planned process to facilitate the fundamental restructuring of the financing of social development services with specific reference to social welfare and development services.

The funding approach must recognise that some social development programmes may be financed in full through contractual arrangements between the state and civil society organisations which are able to deliver an efficient and effective service, while others will be partially state-financed. The resource strategy must take cognisance of the complexities around the provision of social welfare services and clarify the approach to be used to close the funding gap.

Address the skills deficit and delivery capacity in the social development sector

Human resource development and management is critical to the achievement of social goals and should be developed by both the public and private sectors. Responding to the social breakdown of families, communities and society requires a range of generic and specialist education and training that is not available to poor communities. The inability of South Africa's social development sector to provide the quality of care required is reflected in the inadequate supply of social service professionals. There is an overreliance on professional social workers and there is a need to expand human resource capacity through the employment of other categories of social service personnel, such as child and youth care workers, community development workers, social development workers, and volunteers.

In consultation with various stakeholders including academic, formal training institutions and organisations, and professional and allied associations government must support the development of appropriately trained pool of personnel at all levels, which includes both generic and specialised services. While there is a cadre of community development workers in the sector, their training and capacity building environment is fragmented. This is exacerbated by the challenges in intergovernmental alignment around home and community based care activity, including overlapping mandates between the Departments of Health and Social Development.

The efficient and effective delivery of services is contingent upon sound human resource planning and development. The existing human resource capacity needs to be significantly expanded through the utilisation of different categories of social welfare personnel, including volunteers. Provision must be made in the public sector to make it possible for different categories of personnel to be employed in the public sector. This provision should also be accommodated in the criteria for the financing of future social development sector programmes.

Sub outcome 1: Strengthening social welfare delivery through legislative, policy reforms; capacity building				
Actions	Minister responsible	Performance Indicator	Baseline	Target
1. Review social welfare policy and regulations; develop revised White Paper on Social Welfare.	Lead: Social Development Supported by: COGTA Correctional Services Health Justice Basic Education National Treasury DPSA DHET (Health and Welfare Seta) Women Public Works Stats South Africa	Approved White Paper on Social Welfare Services	Framework for social welfare services 2013	A comprehensive review of social welfare service conducted across 9 provinces by March 2014/15 White Paper on Social Welfare Services approved by 2017/18
2. Develop appropriate norms and standards for service delivery for this mandatory package		Norms and standards approved by all nine provinces and published	The sector has generic norms and standards for social welfare services	Norms and Standards published by 2018
3. Strengthen state-civil society partnerships for delivering welfare services through inter alia developing appropriate accountability mechanisms and quality assurance systems into the partnership models		An effective service partnership model between state, private and community sector	Only provision for registration for Non-Profit Organisation Act of 1997 which clarifies the NPO's role in a democratic South Africa and that government should provide an enabling environment	State-civil society partnership model concluded by 2016/17
	Institutionalized oversight capacity for monitoring of quality standards	Institutionalised oversight capacity for monitoring of quality standards established by 2018/19		

Sub outcome 1: Strengthening social welfare delivery through legislative, policy reforms; capacity building				
Actions	Minister responsible	Performance Indicator	Baseline	Target
4. Develop demand model for social welfare services and practitioners this includes identifying social welfare services and finalising competences and conditions of service		Demand Model developed for social service professionals	None	Demand Model for social service professionals by developed by 2016/17
5. Attract, train and retain youth into the social service profession		Scholarships offered for social services professionals increased annually	Scholarships exist but are not linked to a demand model	Scholarships increased, linked to the demand model by 2019
		Absorption rate of bursars in the social welfare sector	Baseline to be established	At least 10% additional bursars absorbed annually in to the sector after successfully completing their studies by 2019
6. Develop a regulatory framework for NPOs		A regulatory framework for NPOs	Nonprofit Organisation Act of 1997 and codes of good practice 2001	Regulatory framework for the NPOs produced by 2016/17
7. Integrate and rationalize the various Home and Community-Based Care (HBC) and other community based workers, as a key group for improving services		Policy on use of HBC and other community based workers	To be established	Policy and guidelines for utilization of community-based workers produced by 2016/17

Sub outcome 1: Strengthening social welfare delivery through legislative, policy reforms; capacity building				
Actions	Minister responsible	Performance Indicator	Baseline	Target
8. Improve Social Development Funding by developing a resourcing strategy that will include funding norms and standards		A resourcing strategy for social development services	Draft financing policy	A resourcing strategy for social development services developed and published by 2019
9. Develop skills enhancement programmes		A skills enhancement programme	To be established	A skills enhancement programme developed by 2015/16
		A feasibility study on increasing the cadre of social welfare professionals. The TOR will include investigating the feasibility of setting up of a Welfare Service Academy	Various existing higher education institutions offer social welfare skilling	A feasibility study on increasing the cadre of social welfare professionals. The TOR will include investigating the feasibility of setting up of a Welfare Service Academy by 2016/17

5.2 Sub-outcome 2: Improved provision (improved quality and access) of Early Childhood Development Services for children aged 0-4

Early Childhood Development (ECD) has been identified as one of the APEX priorities of the Government of South Africa. The Department of Social Development (DSD) promulgated the Children's Act No 38 of 2005 on 01 April 2010 which regulate the establishment, management and monitoring of ECD services. DSD is the lead Department in the provisioning of ECD services for children from conception to a formal school going age in partnership with Departments of Basic Education (DBE) and Health. The Review of the National Integrated Plan for Early Childhood Development, the ECD Diagnostic Review and the ECD Conference confirmed a to strengthen the provision of ECD services spanning from planning, coordination and implementation of services related to ECD.

Sub-outcome 2: improved quality and access)of Early Childhood Development Services for children aged 0-4				
Actions	Minister responsible	Performance Indicator		Target
1. Develop a comprehensive ECD policy which includes the period from conception which will include regulation standards for child care	Lead : DSD Supported by: COGTA Correctional Services Health Justice Basic Education National Treasury DPSA DHET (Health and Welfare Seta) Women Public works COGTA Stats South Africa	Comprehensive ECD policy approved	A white paper and policy framework on ECD exists	ECD Policy approved by cabinet by 2014/2015 ECD Policy developed and implemented by 2019
				Demonstrable progressive implementation of ECD policy by 2019
2. Review regulatory framework (to ensure alignment to policy) and inform service providers and the public of the expected outcomes from facilities		Regulatory framework development and published		A regulatory framework aligned with new policy developed and published by December 2017
3. Develop an Integrated Strategy for ECD policy implementation		Integrated strategy developed for implementation of the ECD policy addressing elements in the National Action Plan for ECD	To be established	A comprehensive package of quality early childhood development programs and services (ECD)for, all young children from conception

Sub-outcome 2: improved quality and access)of Early Childhood Development Services for children aged 0-4				
Actions	Minister responsible	Performance Indicator		Target
				<p>[1st 1000 days] until they enter formal schooling developed by November 2014</p> <p>Revised funding policy identifying different modalities for ECD programmes developed by 2017</p> <p>Plan for the progressive implementation of programs developed by 2015/16</p> <p>ECD Infrastructure Plan developed by 2017/18</p> <p>Integrated Human Resource plan which includes Skills development and training programs for ECD personnel developed by 2015/16. This should include establishing core competencies of ECD workers and a training system which caters for</p>

Sub-outcome 2: improved quality and access)of Early Childhood Development Services for children aged 0-4				
Actions	Minister responsible	Performance Indicator		Target
				the needs of ECD workers that have basic education to mid-level training
	Lead: Health supported by DSD, DAFF, DWA		None	Intersectoral strategy for addressing nutrition and other services for pregnant mothers and children under 3 developed by 2014 Components of the intersectoral incorporated into departmental APPs for 2016/17 FY
4. Provide ECD programmes in poorest areas including home-based care provision. (This might need defining and setting of minimum standards of home based ECD)	DSD	Percentage of poor children in accessing ECD services and programmes	25% poor children access some form of ECD	25% of poor children have access to ECD programmes and services by March 2015 50% increase in number of children accessing quality ECD programmes and services by March 2019
5. Audit and register (for compliance to norms and		Audit reports for ECD facilities produced	Draft audit report exists and 23482 facilities have	ECD facility report published by August

Sub-outcome 2: improved quality and access)of Early Childhood Development Services for children aged 0-4				
Actions	Minister responsible	Performance Indicator		Target
standards) Early Childhood Development facilities			been audited	2014
		Percentage of ECD centres registered and complying to norms and standards	8004 fully registered and 1894 conditionally registered) Figure not yet available in %	90% ECD facilities registered/complying with norms & standards by 2018

5.3 Sub-Outcome 3: Strengthened community development interventions

Persistence of poverty and inequality remains a challenge for our country hence the overarching goals of the NDP- Vision 2030 are to eradicate poverty and reduce inequalities. Where there is persistence of poverty, people experience concurrent capability deprivation including illiteracy, inadequate nutrition, and insufficient income and livelihood opportunities. These are key drivers of poverty which increase vulnerability and, if not adequately tackled, would result in inter-generational poverty. In order to achieve these goals, there is a need for the development and implementation of programmes that help the poor and the vulnerable to build assets, capacities and capabilities to earn an income and become self-reliant, with specific focus on youth and women. While the Constitution (Section 27, 1 (b) of the Bill of Rights)", refers to food as a right and that every citizen must have access to sufficient food, a significant number of South African population still experience inadequate to severe inadequate access to food. Households are food and nutrition secure when they have year-round access to the amount and variety of safe foods which are needed by their members to lead active and healthy lives. The Community Work Programme (CWP) will play an important role in communities over the next five years, as it expands to achieve greater presence in every municipality by 2016/17. The CWP not only serves as an important social protection measure through the provision of the two days of work each week to vulnerable members of the community, but also creates assets that are of value to the community as a whole.

Sub-Outcome 3: Strengthened community development interventions				
Actions	Minister responsible	Performance Indicator	Baseline	Target
1. Develop integrated framework and model for community development	Lead: DSD Support Dept: Rural Development	A practical framework and model for community development developed	To be established	A framework and model developed by March 2017

Sub-Outcome 3: Strengthened community development interventions				
Actions	Minister responsible	Performance Indicator	Baseline	Target
2. Develop community-based plans and profiles to enable local action, including addressing issues of hunger	COGTA	Community and household profiles	Profiling framework exists. 800,000 profiled (WOP), 472267 (DSD), 400 communities profiled DSD	300 000 households profiled by March 2014/15
				1 million households profiled by 2019
		Community Based Plans at the ward level including hunger status [Prevention and protective services]	To be established but section 16 (1) municipal systems act 2000 allows for participatory planning to promote community action and link to IDP	200 Community Based Plans developed by March 2014/15
				2000 community based plans by 2018
3. Provide communities with access to Information on government services [protective and prevention services] covering, children, youth, and women	Communications	A Functional Thusong Centres/ward (functional is defined as has access to the internet)	171 Thusong centres were operational in March 2012	One functional Thusong service centres in each ward by 2019
4. Capacitate community structures to address local problems		Number of community structures established and operating that were supported by DSD	To be established	300 cooperatives trained by 2017
			To be established	19000 CBOs trained by 2018

5.4 Sub-outcome 4: Deepening social assistance and expanding access to social security

Social Security as a constitutional right should not be limited only to those who have access to formal employment. Reform options should be identified to provide income security in old age and during unemployment spells for those who have shorter or interrupted working careers; those who had shorter periods of formal employment, those who worked in the informal sector and those who were in low paying jobs.

The key tasks to be completed by 2030, which should commence during 2014-2019, is to implement a comprehensive social security package that builds on developments to date and is based on three tiers which include:

- A basic minimum social protection floor
- A mandatory earnings related insurance benefit to provide adequate income replacement during adverse life cycle events
- Additional voluntary private savings arrangements to increase benefit levels

Social dialogue is key to maintaining a sustainable social security framework as it will be difficult for Government to make any necessary adjustments to social protection measures without adequate buy in and support from society and stakeholders. As society ages and demographics change, as new vulnerabilities appear and current gaps are addressed, the types and the mix of social protection measures will need to be updated or adjusted. Thus, a continuous process of engagement is required to ensure evolution and the sustainability of social protection systems and ensuring that they are as dynamic as the people they aim to protect.

This section addresses two elements: Access to social assistance and Access to social insurance for the working age population.

Table 9: Key actions, indicators and targets for expanding access to social security

Sub-outcome 4: Deepening social assistance and expanding access to social security				
Actions	Minister responsible	Performance Indicator	Baseline	Target
1. Increase access; reducing vulnerability and addressing barriers to access to social assistance	Lead: DSD, Support: National Treasury The DTI Labour Health Finance (SARS)	Discussion paper for increasing coverage	To be established	Discussion paper (with implementation options) developed and distributed for consultation by 2014/15
1.1 Developing a strategy to reach potential beneficiaries of the old age grant falling through the cracks		Increase in Old Age grant coverage		At least 95% of all aged persons who qualify access Old Age grant by 2016/17
1.2 Reviewing the entire social welfare grant system to catalyse access to benefits by orphans		Review of grant system for orphans discussed and approved by cabinet and MINMEC	To be established	Policy approved by MINMEC [2017/18]
1.3 Developing and implementing a strategy to				

Sub-outcome 4: Deepening social assistance and expanding access to social security				
Actions	Minister responsible	Performance Indicator	Baseline	Target
reach potential beneficiaries of the child support grant falling through the cracks		Expansion of Child Support Grant to Orphans and other Vulnerable Children by 2015/16		50% increase Child Support Grant to Orphans and other Vulnerable Children by 2018/19
		Child Support Grant coverage	To be established	Discussion paper drafted by 2016/17
1.4 Improve Grant Administration System	Lead: Minister of Labour	Automation of social grant administration information system	20.7 million people re-registered onto the biometric system in February 2014	Automate grant administration information system by 2016
		Successful registration onto the biometric system		At least 95% of those who qualify are successfully registered onto the biometric system by 2014/15
		A new social grant payment system	Cash pay master	Advisory Committee report on international benchmarking by 2014/15
				Introduction of a new social grant payment system by 2017
	Lead: DSD,			

Sub-outcome 4: Deepening social assistance and expanding access to social security				
Actions	Minister responsible	Performance Indicator	Baseline	Target
1.5 Improve UIF payment system	Support: National Treasury The DTI Dept. of Labour Dept. of Health Finance (SARS) Public Works	Improved payment of UIF benefits to beneficiaries of the FUND	U filing system and Funds operational system Siyaya	Integrated Claims Management System by 2019
			86% of claims were finalized within five weeks of application against a target of 82.5%	95% of claims finalized within 3 weeks of application by 2019
2. Improve access to social insurance for vulnerable people of working age		Pregnancy and Maternity Support Benefits policy	UIF only for employed	Pregnancy and Maternity Support Benefits policy by 2019
		Policy on Public Employment Guarantee Scheme	CWP, which does not provide a full employment guarantee	Desktop research on international experience in employment guarantee schemes completed in 2014/15
		Voluntary inclusion of informal sector workers in social security	Nothing exists for informal workers	A feasibility study on Public Employment Guarantee Scheme completed by 2015/16, leading to a policy decision on employment guarantee schemes
				Research report on options for informal sector coverage completed by 2014/15

Sub-outcome 4: Deepening social assistance and expanding access to social security				
Actions	Minister responsible	Performance Indicator	Baseline	Target
				policy for the voluntary inclusion of informal sector workers in social security by 2015/16
		A mandatory cover for retirement, disability and survivor benefits	Various discussion papers exist on a comprehensive social protection	Publish policy proposals and conduct stakeholder consultations 2014/15
				A policy on mandatory cover for retirement, disability and survivor benefits by 2018/19
3. Provide nutritious food to vulnerable households not supported by other programmes	Lead: DSD Supported by: Rural Development, Health, Agriculture, the DTI	Number of household accessing nutritious food from DSD programs	183179 households	1 million households accessing food by 2019

5.5 Sub-outcome 5: Optimal systems to strengthen coordination, integration, planning, monitoring and evaluation of social protection services

The development of effective inter-sectoral arrangements within the social services sector and between the government departments is a key priority. Poor co-ordination between and within different services, both at times of episodic events and in the long-term, is currently failing to adequately meet the needs of many vulnerable groups. There is need to explore switching from specialised services to one-stop or multi-purpose generic services; and linking up programmes delivered by other departments involved in developmental social welfare service delivery more effectively. This includes strengthening norms and standards and making them consistent across various services and departments (covered in

8.1). The various government departments should be encouraged to develop complementary financing policies in order to achieve shared social goals. On-going communication and information exchange on the financing of joint social programmes are needed for the division of responsibilities, eligibility and the application of monitoring procedures.

The monitoring function of the Department of Social Development and resulting reports often have minimal impact on the services delivered by the NGOs or other agencies or on future funding decisions. Without performance targets, it is difficult to hold providers accountable. Existing monitoring tends to look at quantitative indicators with a key focus on numbers in terms of services provided. There is a lack of emphases on qualitative impact indicators which would serve as evidence based policy review mechanism. In addition to regular system monitoring, feedback from people's individual experiences as they use services across the system, which is obtained on a regular and systematic basis, may provide a more informative way of monitoring progress in integration. There is also a need to obtain baseline data to assess and improve implementation. Such monitoring and evaluation of the existing system could inform policy and programme review, strengthen service provider perspectives in policy and programme evaluation and review, inform priority setting, and increase accountability. The collection of data and other information from the sector is common practice. However, the use of the data from monitoring agencies to identify problems, quality practice techniques and implement improvement strategies on an on-going basis is lacking. Thus the monitoring function and resulting reports often have minimal impact on the services delivered by the agency. There are limited feedback loops, i.e. using data to improve service delivery and improve support to the agencies.

Sub-outcome 5: Optimal systems to strengthen coordination, integration, planning, monitoring and evaluation of social protection services				
Actions	Minister responsible	Performance Indicator	Baseline	Target
1. Establish a National Integrated Social Protection Information System (NISPIS).	Lead: Social Development Support: Labour Transport Education Health Home Affairs Local government Stats South Africa Municipalities [COGTA] National Treasury DPME	Common set of outcomes and systemic indicators developed on which all stakeholders, including other spheres of government will be assessed	Post conceptualisation and feasibility study phase	Common set of outcomes and systemic indicators developed by December 2017
		A fully functional NISPIS by 2017		Develop a fully functional NISPIS by 2017

2. Develop a result based framework social protection		Integrated M&E framework for Social Protection	None exist	Develop an integrated framework for social protection by 2015
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6. Impact Indicators

If all the above actions are implemented and the envisaged sub outcomes are realised; South Africa will have secured the foundation from which capabilities can be expanded and life opportunities improved such that in the next five years the following impact will be realised; improved quality and access to early childhood development and social security, as well reduced hunger and stunting.

Impact Indicator	Minister responsible	Baseline	Target
Access to a comprehensive package of quality early childhood development (ECD) services for all young children from conception until they enter formal schooling	Social Development	Establish baseline	100% more children have access to quality ECD
% of children under 5 stunted	Social Development and Health	21% (2012, from SANHANES)	10% stunting
Improved access to social security including social assistance	DSD	16 million beneficiaries have access to social assistance	At least 95% of persons who qualify for social assistance benefits access social assistance benefits by 2019
	Labour		Double the number of people who can access social insurance defined as UIF, COIDA and Pension and Provident fund

ⁱ **Social protection**: The NDP draws on the Taylor Commission's (2002) definition of social protection as being broader than the concept of social security and as including development strategies and programmes designed to ensure, collectively, at least, a minimum acceptable standard of living for all citizens. Social security encompasses contributory forms of social insurance modalities for mitigation of risks over the life cycle as well as publically funded social assistance and social services to address vulnerabilities emanating from poverty, unemployment, under-employment and precarious work, disability, as well as environmental conditions etc.

ⁱⁱ **Standard of Living**: The NDP Vision 2030 takes the core elements of a decent standard of living as inclusive of : housing, water, electricity and sanitation; safe and reliable public transport; quality education and skills development; safety and security; quality health care; social protection; employment; recreation and leisure; clean environment; and adequate nutrition.