

**25-YEAR REVIEW OF THE  
SERVICE DELIVERY  
PERFORMANCE OF THE  
DEMOCRATIC GOVERNMENT OF  
SOUTH AFRICA**

**OCTOBER 2018**



planning, monitoring  
& evaluation

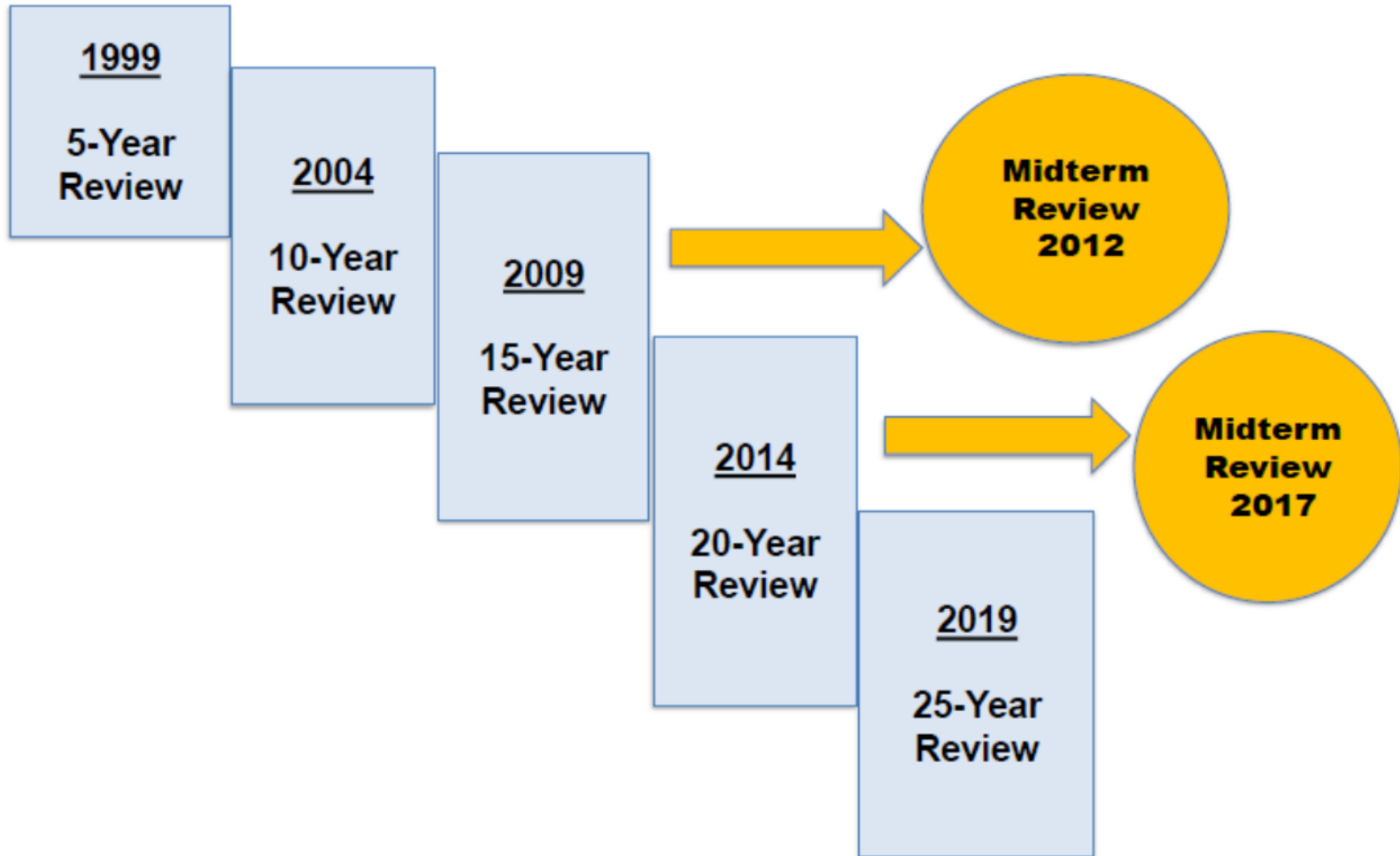
Department:  
Planning, Monitoring and Evaluation  
REPUBLIC OF SOUTH AFRICA



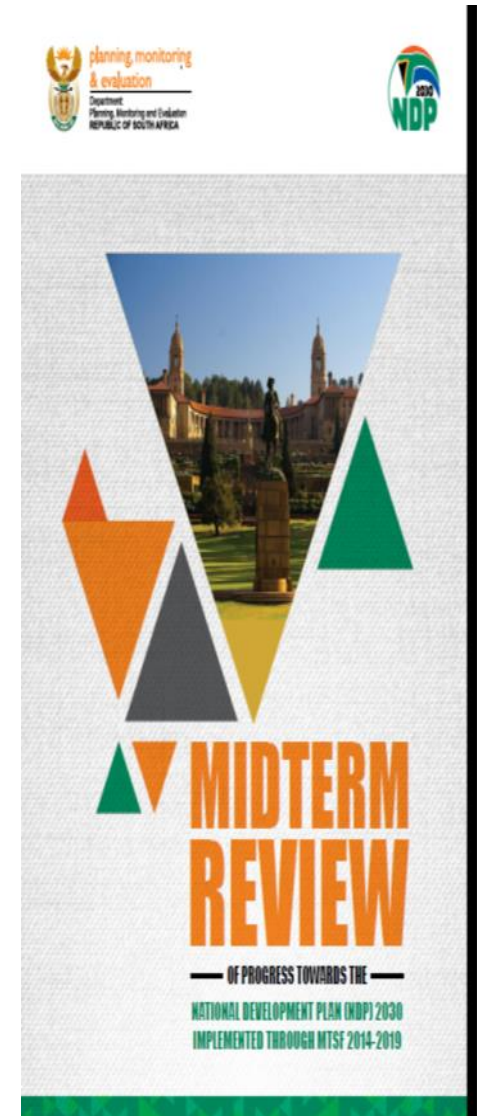
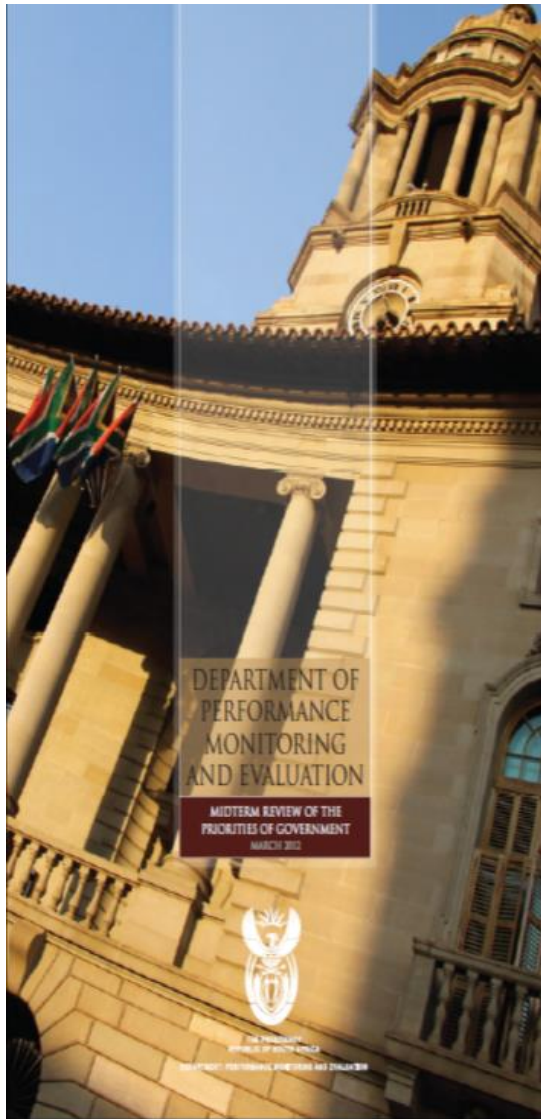
## BACKGROUND

- April 2019 will mark 25 years since the advent of democracy in South Africa. It is customary for the Presidency to direct the DPME to conduct reviews of progress with service delivery at each historical epoch of our democracy.
- 25th anniversary of the democratic dispensation requires government departments and institutions to pause and reflect on the journey to date, and review the achievements, challenges experienced, and actions taken to address these challenges since 1994.
- Great opportunity to learn from both the successes and the challenges and use the latter to develop strategies that will accelerate the country's progress towards the triple goals of the NDP 2030 and qualitatively improve people's lives.
- Significance of the 25-Year Review is that it is not simply the composite of all previous reviews conducted. It is not the 20-year review plus a 5-year review, it is not the combined reflection of the sum of parts but a depth of analysis that reflects that it is a review of **the quarter of the century** since our liberation.
- The DPME will coordinate the 25-Year Review Project and ensure its successful completion – working with all national and provincial departments, local government (through COGTA), Technical Implementation Forums and Ministerial Implementation Forums.

# PREVIOUS GOVERNMENT REVIEWS



# PREVIOUS GOVERNMENT REVIEWS



## **NDP VISION 2030**

The NDP envisions an excellent future for all South Africans, which all people will enjoy by the year 2030 - looking back at dawn of democracy in 1994 with utmost pride and celebration.

**Cardinal points in the NDP's Vision Statement 2030 include following core messages:**

- “We the people of South Africa, have journeyed far since the long lines of our first democratic election on 27 April 1994, when we elected a government for us all”.
- “Now in 2030, we live in a country we have remade”
- “Therefore, in 2030, we experience daily how: We participate fully in efforts to liberate ourselves from conditions that hinder the flowering of our talents”
- “We all see to it and assist so that all life's enablers are available in a humane way”

## NDP VISION 2030

- “We all have actively set out to change our lives in ways which also benefit the broader”
- “We know that those to whom we have given the privilege to govern our land, do so on our behalf and for the benefit of all the people”
- “We say to one another: I cannot be without you, without you this South African community is an incomplete community, without one single person, without one single group, without the region or the continent, we are not the best we can be.”
- “We acknowledge that each and every one of us is intimately and inextricably of this earth with its beauty and life-giving sources; that our lives on earth are both enriched and complicated by what we have contributed to its condition.”
- “South Africa belongs to its peoples. Now in 2030, our story keeps growing as if spring is always with us. Once we uttered the dream of a rainbow. Now we see it, living it. It does not curve over the sky. It is refracted in each of us at home, in the community, in the city, and across the land, in abundance in colour. When we see it in the faces of our children, we know: there will always be, for us, a worthy future”
- This is the future that the NDP 2030 envisions for all South Africans. The review will also reflect on the extent to which we have advanced in the realization of this vision 2030 and what remains to be done in the period ahead.

# **APPROACH TO 25-YEAR REVIEW**

# KEY OBJECTIVES OF THE 25-YEAR REVIEW

To assess the extent to which:

1. Government has succeeded in delivering on the promise of a *better life for all South Africans*
2. Government is on track towards achieving the priorities set out in the NDP 2030
3. Non-state actors (social partners, civil society, labour, private sector and other non-state actors) have contributed towards accelerating progress towards the NDP 2030, noting that the NDP has been accepted by broader society as a macroplan of the country.
4. Specific constraints and obstacles have impeded progress towards the set objectives and targets, and the extent to which progress is impeded
5. Effective strategies have been developed to address identified constraints and obstacles

## KEY OUTPUTS OF THE 25-YEAR REVIEW

1. A credible, evidence-based 25-Year Review Report
2. Roadmap for accelerating service delivery during 2019-2030, including capacity requirements



# KEY STRATEGIC ISSUES FOR THE 25 YEAR REVIEW

- South Africa's history is characterized by socio-economic inequality resulting from over 5 centuries of policies of slavery, colonialism, racial discrimination and the institutionalization of which worsened by Apartheid from 1948.
- Social engineering and planning project that Apartheid executed with military precision with single-minded dedication to separate development and racial discrimination is still ravishing the live hood and fortunes of black South Africans, even today, 70 years later.
- First 25 years of democratic government focused on the building a new democratic dispensation, and establishment of the institutions of democracy. The Chapter 9 institutions, the institutions of parliament and provincial legislatures and democratic and participatory local government and the election machinery were also established successfully in the first five years.
- Access to social services has been expanded for the previously marginalized to great extent from areas of pensions and social grants across all racial groups, shelter for the poor through RDP housing subsidies, education through public school system and greater access to institutions of higher learning, access to the public health system and private health care by the middle classes and employed.

# KEY STRATEGIC QUESTIONS FOR THE 25 YEAR REVIEW

- Access to suburban residential areas has not significantly altered the plight of the white population and marginally impact on the effects of Group Areas Act. Africans today still have limited access to financial services, limited access to economic and business opportunities.
- African have marginal access to social, health, housing and educational opportunities. Same apartheid architectural framework has remained in the last 25 years.
- **Key strategic questions are:**
  - ❑ Is this what the revolution for the emancipation of black people in general and African in particular aimed to achieve?
  - ❑ Should we be aiming to achieve our true revolutionary objective over the next 25 years?
  - ❑ What should characterize this next phase of our revolution?

# KEY STRATEGIC QUESTIONS FOR THE 25 YEAR REVIEW

- Apartheid spatial planning, apartheid access to social and economic services has continued to relegate black people to the margins of economic opportunities and social services.
- Lack of access to land in urban and rural areas continues over 300 years to impose a yoke of oppression that erodes meagre income of working class black Africans in particular.
- **Key strategic questions are:**
  - ❑ Can this next 25 years be period during which we dismantle the devastating apartheid architecture in our society and its adverse effects of entrenching poverty and deprivation on our people?
  - ❑ Can we bring an end to apartheid spatial planning through integrated development on, infill development and densification on well-located land?

# KEY STRATEGIC QUESTIONS FOR THE 25 YEAR REVIEW

- Should the next 25 years not be about the total dismantling of apartheid system in its various forms beyond repealing legislation and hoping for trickle down changes in the fundamental pillars of our society?
- Should the 25year review not assist us to evaluate the extent to which we have dismantled apartheid?
- How do we prevent our children and next generation from suffering the consequences of apartheid, beyond being born free, to born free of apartheid effects?
- How will the next generations be free from these consistently high level of poverty, unemployment and inequality?
- How will we turn around the Gini coefficient from the current 0.69 to 0.66, and what fundamental changes do we need to achieve sustainable results in socio economic indicators for prosperity for the next 25 years?
- The progress made by the country is significant, but it has occurred through the expansion of the apartheid framework, expanding existing township even further from urban centres, without truly creating a new African identity for our democracy, through the creation of new settlements, towns and cities that espouse our democratic values and principles, our African values and cultural heritage.
- Should the 25-year review assess how much progress we have made in this regards and make recommendations, on how we may achieve the above objectives in the next 25 years?

# POSSIBLE DATA SOURCES

## Diversity of sources, including:

- Official statistics
- National Surveys (Household surveys, community satisfaction surveys; Quarterly Surveys)
- Research Reports
- International Reporting Obligations
- Administrative data systems
- Legislative processes
- Published departmental information
- Case studies

## Other Custodians of data

- NGOs/CBOs/FBOs
- Academic Institutions

# METHODOLOGY

- Complex project, requires
  - ❑ Diverse measurement techniques;
  - ❑ Analysis of massive wealth of data that exists
  - ❑ Triangulation of administrative data with empirical data from credible sources
  - ❑ Primary data collection – interviews with key informants
  
- Balancing objective and constructive feedback – even if not-complimentary – with destructive commentary with hidden agenda

# KEY QUESTIONS

1. What are the key developmental priorities that the democratic government of South Africa has sought to address over its 25-years in office?
2. What are the key commitments that government has made in its policy pronouncements and plans?
3. What are the major milestones that have been achieved over 25-years?
4. What has been the impact of these milestones on the lives of ordinary South Africans
5. What is the evidence-base for these?
6. What has been the role and contribution of non-state actors in the reported progress?

# KEY QUESTIONS

7. What binding constraints has government encountered over the 25-years?
8. What measures were developed and implemented to address these?
9. What should the key priority areas for 2019-2024?
10. What should the key priority areas for 2019-2030?
11. How should government service delivery machinery be enhanced to achieve these new priorities?
12. What should be roles of development partners, civil society and other stakeholders in accelerating progress toward priorities?



# **ROLE OF TECHNICAL IMPLEMENTATION FORUMS**

1. Coordinating Department for each outcome should conduct a sector-specific 25-Year Review and collate inputs
2. Reports must be tabled before the Technical Implementation Forum (TIF) and the Ministerial Implementation Forums
3. Reports to be submitted to the DPME
4. DPME will produce integrated and comprehensive 25-year review chapters, drawing from the reviews conducted by outcome coordinating departments, and triangulating with other sources of data
5. 25-year review will be a product of the DPME, guided by the Forum of South Africa's Directors-General (FOSAD) and Cabinet for its finalisation.

# **ROLE OF TECHNICAL IMPLEMENTATION FORUMS**

- Provincial Premier's Offices will also be requested to coordinate the completion of the 25-Year Review across all Provincial government departments
- Provincial 25-Year Review will reflect an assessment of provincial progress towards service delivery objectives during 1994-2019.
- On completion of this process, Premier's Offices will be urged to submit a single, integrated and comprehensive progress report to the DPME

## **CONSULTATIONS TO DATE**

- DPME has started soliciting from National Departments and Premiers' Offices inputs into the 25-Year Review process.
  - ❑ Workshop of National and Provincial Departments was convened by DPME on 29 May 2018
  - ❑ Similar workshop held on 23 August-progress made
  - ❑ Senior government officials from 11 National Departments and 4 Premiers' Offices participated at this workshop
  - ❑ Participants contributed to the development of the methodology for the 25-Year Review.

## TIME FRAMES

- A comprehensive 25-year Draft **Review Report** encompassing all 14 Outcomes will be presented by the DPME to the Forum of South African Directors General Management Committee (FOSAD) Workshop in November 2018
- Following incorporation of the FOSAD inputs, the 25-year Review will be submitted to Cabinet in December 2018.
- Cabinet revisions will be incorporated and a final report to be tabled at the January 2019 Cabinet Lekgotla or the first meeting of Cabinet in 2019

# PROGRESS TO DATE

- The DPME first draft report highlights some progress and challenges
- **Major Achievements of the democratic government include:**
  - (a) South Africa remains a beacon of peaceful democratic transition in Africa and the world;
  - (b) SA's Constitution (Act 108 of 1996) remains one of the best in the World;
  - (c) The culture of human rights is well-entrenched, accentuated by the separation of powers between the three organs of the state;
  - (d) A vibrant democratic Parliament, an Independent Judiciary and Chapter 9 Institutions, including the Public Protector;
  - (e) Access to Early Childhood Development has improved;
  - (f) Near universal access to basic education for young children aged 7-14 years of age;
  - (g) Following years of decline during 1994-2005 owing to the impact of the rampant HIV and AIDS epidemic, the health status of South Africans begun improving in 2006. Although the country did not achieve the Millennium Development Goals (MDGs) targets for 2015, key health status indicators reflect major improvements from 2006 to 2018, consistently

## MAJOR ACHIEVEMENTS CONT...

- (h) South Africa emerged out of AIDS denialism that characterised the first decade of democracy, developed a comprehensive response to HIV and AIDS, and now boasts the largest Antiretroviral (ARV) programme in the world;
- (i) Gains in health and basic education have resulted from government's progressive policies of free basic education, free Primary Health Care, and the provision of a social wage to the indigent including free housing, water, electricity and sanitation;
- (j) Access to higher education and training by black students has expanded massively over their 25-year period, including through TVET colleges;
- (k) Despite vicissitudes in the economy, the democratic government of South Africa has provided a safety net for the poor and vulnerable individuals and households, from which 17 million South Africans currently benefit; and
- (l) South Africa is a major role player in the SADC Region, continent of Africa; BRICS and the United Nations. South Africa's peace efforts resulted in a brand new country, South Sudan.

# PERSISTENT CHALLENGES

Notwithstanding the catalogue of successes highlighted above, democratic South Africa has also encountered major constraints along the journey.

(a) None of South Africa's democratically elected Presidents has completed two terms in Office. President Mandela voluntarily left office after serving only one term between 1994-1999, whereas Presidents Mbeki and Zuma were involuntarily recalled by the ruling party. President Motlanthe was an interim Head of State from September 2008 until the 2009 elections.

While this may reflect deepening democracy, since the transitions were peaceful, it might also be interpreted as dwindling confidence over time in the elected Presidents. Also, these changes had an impact on the strength of South Africa's currency;

(b) South Africa had a stable and consistently improving economy, which was favorable from 1998 to 2008, which cushioned the country against the impact of the global economic recession. However the economy has since experienced dramatic fluctuations;

## PERSISTENT CHALLENGES

dramatic fluctuations;

(c) Although the total number of people employed has increased between 1994 and 2018, it has not kept up with the labour market, hence 27,2% of people of working age are unemployed, the majority of whom are the Youth;

(d) The long time it takes for TVET college graduates to receive their certificates delays their absorption into the labour market.

(e) The levels of poverty and inequality remain obstinately high, and have recently increased from 36% in 2011 to 40% in 2015, when measured in terms of Lower Bound Poverty (LBL), which is what the NDP 2030 seeks to decrease to zero (0) by 2030.

(f) 27% of our children under-5 were stunted in 2016 the same trend that was there in 1994.



## **PERSISTENT CHALLENGES**

- (g) The pace of land reform in South Africa over the 25-years has been extremely slow. Drastic measures are needed to accelerate land reform
- (h) Although the democratic government has built over 4 million housing units for the indigent, apartheid spatial planning still persists. The majority of black people continues to live in the townships and commute to work in the cities every morning. It is estimated that lower income groups spend close to 30% of their salaries on transport costs;
- (i) Violence against women and children shows disturbing trends- despite so many efforts by government to curb this scourge;

## **PERSISTENT CHALLENGES**

- (j) Perceived and real corruption show increasing trends. Communities have grown impatient with government's slow service delivery pace, as demonstrated by increased service delivery protests; and
- (k) Incidents of blatant racism remind us that South Africa is not yet a socially cohesive nation and that polarisation seems to be growing.
- (l) Public opinion of basic service delivery has deteriorated. The proportion of people who believe that government is performing well in service delivery has decreased from 72% in 2000 to 43% in 2017.

NGIYATHOKOZA DANKIE KE A LEBOGA  
NGIYABONGA  
NDIYABULELA  
INKOMU NDI KHOU  
LIVHUHA

*Thank you*



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& evaluation

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