

About citizen-based monitoring

The Department of Planning, Monitoring and Evaluation (DPME) is testing a citizen-based monitoring (CBM) method to strengthen the active participation of citizens in monitoring service delivery in government facilities.

During the second phase of the testing (August to December 2014) the focus is on services at police stations, health facilities, SASSA offices and Department of Social Development service centres and NPOs.

Citizen-based monitoring August – December 2014

Temba, Gauteng

Step 1	18 – 22 August 2014
Step 2	29 September – 3 October 2014
Step 3	17 – 21 November 2014
Step 4	Ongoing

Burgersfort, Limpopo

Step 1	25 - 29 August 2014
Step 2	29 September – 3 October 2014
Step 3	24 – 28 November 2014
Step 4	Ongoing

Jouberton, North West

Step 1	6 – 10 October 2014
Step 2	3 – 7 November 2014
Step 3	1 – 5 December 2014
Step 4	Ongoing

CITIZEN-BASED MONITORING

*Building monitoring partnerships
to improve service delivery*



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THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA

DEPARTMENT: PLANNING, MONITORING AND EVALUATION

HOW CITIZEN-BASED MONITORING WORKS

Citizen-based monitoring focuses on the experiences of ordinary citizens to strengthen accountability and drive service delivery improvements.

The approach to citizen-based monitoring, which is now being tested, has four steps:

Step 1

Listening to the community and staff

The CBM team collects information about services in the local community. This includes strengths and challenges facing government facilities, specifically the services provided by the SAPS, health facilities, SASSA service centers and DSD offices. Meetings take place with citizens and community-based organisations to hear their views. Discussions are also held with staff.

Step 2

Community survey

Short questionnaires are used to hear directly from citizens what they think about the participating services. These anonymous surveys are administered by trained community members. Surveys are also used to gather the views of staff. People are not asked to give their names for these surveys and can give their honest opinion freely.

By listening to the community and staff, citizen-based monitoring is able to see where the challenges lie. People who use the service are asked to share their views about the quality of service, waiting times and the way people are treated by officials, etc.

1. Listen

- Introduce CBM to management and staff
- Hold dialogues with local leaders and community groups
- Identify key issues for the community survey
- Prepare surveying plan



2. Survey

- Select and train community survey teams
- Conduct community survey
- Conduct staff survey
- Analyse the results and produce performance reports for each facility



3. Agree on change

- Share survey results with management, staff and community groups
- Management, staff and community groups agree on what should change and how this should happen.
- Ways that citizens can measure change are agreed
- Action plans and monitoring commitments are announced to broader community



4. Monitor commitments

- Various groups undertake monitoring of the action plans (both citizen and government).
- The results of the monitoring are reported at community level and to the responsible departments.
- Monitors escalate issues if they encounter problems.



Step 3

Agreeing what needs to happen to improve services

The information that is gathered through surveys is used to develop a plan to improve the services. Community members, staff and the managers of service delivery facilities come together to agree on what must be done to achieve this. Once a plan to improve services has been discussed and agreed, a public commitment to the improvements is made, using media or community meetings.

Step 4

Monitoring the commitments

The plans for improvements will include ways for community members to monitor progress towards achieving the agreed targets. This monitoring will allow citizens and officials to measure progress and improvements. This gives citizens a strong voice in how local services are provided.

Repeated monitoring cycles will strengthen the ability of both government and communities to play their part in delivering services that meet the needs of people.