



THE PRESIDENCY  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT: PERFORMANCE MONITORING AND EVALUATION

# CBM FACT SHEET

## PROGRESS ON “STRENGTHENING CITIZEN BASED MONITORING”

January 2013

<b>PURPOSE</b>	To inform stakeholders of progress in finalising the framework on citizen-based monitoring (CBM) and the establishment of a programme to promote the uptake of citizen-based monitoring.
<b>BACKGROUND</b>	DPME is tasked with supporting performance monitoring and evaluation in government. In fulfilment of this mandate DPME is developing a policy framework to strengthen citizen participation in monitoring government service delivery, with a focus on strengthening the monitoring and evaluation practices of departments to include the views of citizens. A commitment has been made to submit a citizen-based monitoring framework to Cabinet by March 2013 and to pilot the implementation in targeted sectors.
<b>WHAT IS THE STATUS OF THE FRAMEWORK?</b>	The <i>Framework for Strengthening Citizen Participation in Monitoring Government Services</i> has been submitted to the Governance and Administration Cluster for formal deliberation on its way to Cabinet. It has been through two drafts. Input, feedback and comments have been received from a range of stakeholders, both within government and civil society.
<b>WHAT IS CITIZEN-BASED MONITORING?</b>	The framework defines CBM as “an approach to monitoring government performance that focuses on the experiences of ordinary citizens in order to strengthen public accountability and drive service delivery improvements”.
<b>WHAT’S IN THE FRAMEWORK?</b>	<p>The framework includes:</p> <ul style="list-style-type: none"> <li>- An overview of the legal and policy context for citizen-based monitoring</li> <li>- A common understanding of citizen-based monitoring and its importance to government service delivery</li> <li>- Guidance to government departments on how to strengthen the participation of citizens in monitoring</li> <li>- An overview of CBM instruments</li> <li>- A set of principles, essential elements and roles and responsibilities</li> <li>- A three year action plan for strengthening citizen-based monitoring in South Africa.</li> </ul>
<b>HOW WILL THE FRAMEWORK BE IMPLEMENTED?</b>	The three year action plan is firstly focused on piloting approaches to citizen-based monitoring with key service delivery departments – (SAPS, Health, Home Affairs & Social Development) with the aim of developing replicable and scalable citizen-based monitoring systems. Secondly the programme will support research, learning and knowledge sharing activities to promote understanding and awareness of the benefits of systematic approaches to government working with citizens to monitor service delivery.
<b>WHAT IMPACT IS THE CBM PROGRAMME SUPPORTING?</b>	<b>Impact</b> - Systematic approaches for the participation of citizens in monitoring government services are a key feature of government’s monitoring and evaluation system and the data generated from this is a central part of planning and decision-making.

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## CBM FACT SHEET CONTINUED...

<p><b>WHAT ARE THE INTENDEND OUTCOMES OF THE PROGRAMME?</b></p>	<p><b>Outcome 1</b> (Piloting CBM) - Field tested CBM systems and supporting resources (training approaches, materials, guidelines, etc.) are developed for target sectors to enable systematic participation by citizens in monitoring service delivery.</p> <p><b>Outcome 2</b> (Research Component) - Research produces empirical evidence of the value of citizen-based monitoring.</p> <p><b>Outcome 3</b> (Knowledge Sharing) - Evidence and lessons learnt from the pilot programme influence policy and key decision makers are exposed to this evidence.</p>	
<p><b>HOW WILL THESE OUTCOMES BE ACHIEVED?</b></p>	<p><i>Key activities contributing to Outcome 1 – (Piloting CBM)</i></p> <ul style="list-style-type: none"> <li>- Steering committees established for each pilot (made up of senior officials, CSOs, facility management and community members)</li> <li>- Co-design of CBM systems with steering committees and specialist support</li> <li>- Specialist technical support for training and change management</li> <li>- Analysis of the full value chain to understand where to address blockages identified through citizen-based monitoring</li> <li>- Standardisation of field tested approaches for up scaling</li> </ul> <p><i>Key activities contributing to Outcome 2 – (Research Component)</i></p> <ul style="list-style-type: none"> <li>- Design of research methodology by expert team</li> <li>- Detailed baseline studies conducted for pilots</li> <li>- On-going monitoring and evaluation</li> <li>- Formal evaluation of pilots at the end of 2014/15</li> </ul> <p><i>Key activities contributing to Outcome 3 – (Knowledge sharing)</i></p> <ul style="list-style-type: none"> <li>- Regular updates to top management of participating sector departments</li> <li>- Biannual meetings of CBM reference group/community of practice</li> <li>- International learning exchange</li> <li>- Publication of CBM guidelines</li> <li>- Regular updates to Cabinet, culminating in a policy recommendations report at close of pilot programme</li> </ul>	
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