



Department of Performance Monitoring and Evaluation

Workshop: Scoping an approach for community-based monitoring and accountability

09:00-16:30, 29 August 2011

CSIR Convention Centre, Pretoria

PROGRAMME	
08:30 – 09:00	Registration and coffee
09:00 – 09:15	Introduction and opening remarks (DG Dr Sean Phillips)
09:15 – 11:10 SESSION I: Civil society monitoring of front-line service delivery	
09:15 – 09:30	Overview of current practices: community-based monitoring and accountability (DPME)
09:30 – 10:00	Case study 1: Payment of social grants <ul style="list-style-type: none"> • CMAP, Community Based Monitoring of SASSA (Mr Elroy Paulus, Black Sash) • Using community feedback (Ms Virginia Petersen, CEO SASSA)
10:00 – 10:30	Case study 2: Monitoring water delivery <ul style="list-style-type: none"> • Citizens Voice (Mr Victor Munnik and Ms Lindy Morrison, Mvula Trust) • Engaging the community in water delivery (Mr Teddy Gounden, eThekweni municipality)
10:30 – 11:10	Discussion: Question and answers
11:10 – 11:30	Tea
11:30 – 13:00 SESSION II: Using technology for citizen-based monitoring	
11:30 – 12:15	Chair: DPME Panel discussion: What kinds of technology are available to monitor front-line service delivery and how could they be used by civil society? <ul style="list-style-type: none"> • Merryl Ford, CSIR Meraka Institute • Debbie Heustice, Director: HIV-911 Programme, UKZN, Durban • Neo Rakwena, Dept Basic Education • Tebogo Gumede, Senior project manager, Human Language technology, CSIR



12:15 – 13:00	Discussion: Question and answers
13:00 – 13:45	Lunch
13:45 – 16:30	SESSION III: Possible tool/s for citizen-based monitoring
13:45 – 15:15	Group discussion: <ol style="list-style-type: none"> 1. One or more tools? Applicable sectors/types of services 2. Type of tool – labour intensive vs technology based (advantages/disadvantages of each) 3. How to encourage involvement of govt depts & of civil society in further development of this approach 4. Funding and managing the development and implementation of the tool/s once developed
15:15 – 16:00	Feedback and discussion
16:00 – 16:30	Way forward and thanks (DPME)

Developing tools for citizen-based monitoring in South Africa

Date: 29th August, 2011, 08:30 – 16:30
Venue: CSIR Convention Centre

RSVP: Tania Arrison, Telephone: (012 302 2940, Mobile: +27 82 994 0059),
tania@psppd.org.za

Project background and objective

The performance monitoring and evaluation framework of the South African government emphasises the collection of performance information from a number of sources:

- (i) From coordinating Ministers, on a quarterly basis, on the progress against the delivery agreement targets,
- (ii) Regular assessments of the management capabilities of the government institutions tasked with delivery, and
- (iii) Citizens' views about how they experience the performance of government, with a special emphasis on key selected frontline service delivery areas.

Citizens' views (collecting information directly from users of government services and directly from the points of service) is critical for government to continuously verify if it is meeting the expectations of the citizens; where government is doing well and where improvements should be targeted.



The Department of Performance Monitoring and Evaluation in the Presidency (DPME) is currently investigating ways in which civil society monitors government's front-line service delivery. This is with a view to proposing an appropriate approach for independent community-based monitoring and accountability which could be piloted in South Africa.

Proposed objective of workshop

The objective of the workshop is to engage with civil society and stakeholders on a structured approach for citizens to monitor frontline service delivery. The workshop will present the results of an initial scoping exercise conducted on current practices by civil society organisations. Workshop discussion is intended to form the basis for an exploration of the feasibility of an appropriate approach for independent community-based monitoring and accountability in South Africa.