Explorative Stakeholder Dialogue

Development of Tools for Citizen-based Service Delivery Monitoring in South Africa

Dept Performance Monitoring and Evaluation (DPME)

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Background

Mandate

❑ The mandate of the SASSA is to ensure the provision of comprehensive social security services against vulnerability and poverty within the constitutional and legislative framework.

Vision

❑ A comprehensive social security service that assists people to be self-sufficient and supporting those in need.

Mission

❑ To manage quality social security services, effectively and efficiently to eligible and potential beneficiaries effectively and efficiently.

It is important to take note that SASSA is a Schedule 3A Public Entity established in April 2006 to transform social security in South Africa.

Summary of grants

Grant type	Number of recipients in payment as at 12 August 2011	Number of children in payment as at 12 August 2011	Allocated budget	%age of total allocation for grants	Expenditure as at 30 June 2011
Old Age	2 679 232		36 571 000 000	37%	9 037 920 794
War Veterans	880		12 000 000	0,01%	3 288 762
Disability	1 200 770		17 813 000 000	18%	4 336 583 884
Foster Child	370 134	546 352	5 536 000 000	6%	1 197 997 294
Care Dependency	110 653	112 817	1 727 000 000	2%	425 375 644
Child Support Grant	5 738 887	10 512 850	35 564 000 000	36%	8 113 390 065
Grant in Aid	61 516		178 000 000	0,18%	46 877 681
Social Relief of Distress			160 000 000	0,16%	21 586 409
Total	10 162 072	11 172 019	97 560 000 000		23 183 020 533

paying the right social grant, to the right person, at the right time and place. NJALO!

Approaches used to gather citizens feedback

Internal monitoring tools

- Customer Exit Service Delivery Evaluation Questionnaire;
- Pay point Monitoring Tool;
- Suggestion Box;
- Community Dialogues; and
- Stakeholder Dialogues;

External monitoring programme

- Service Delivery Feedback through Stakeholder Forums established at each Local Office;
- Stakeholder Dialogues with Regional Executive Management;
- Focused monitoring by **Black Sash** and partner organisation **Social Change Assistance Trust** (SCAT) using Community Monitoring and Advocacy Program (CMAP) monitoring tool; and
- Customer Surveys by Public Service Commission.

Evaluative feedback – Approach used by CMAP

- Participatory Monitoring Model (focus group involvement prior to beneficiary engagement);

- Training of community monitors;

- Systematic approach with clearly defined Indicators;

- Results and Outcomes based Monitoring;

- Holistic approach to the monitoring focusing on service delivery and efficacy with resource management;

- Vested interest in promotion of human rights culture;

- Emphasis is placed on entrenching high standards of accountability;

- Trained monitors to administer the CMAP tool;

- Continuous enhancement of the CMAP tool to ensure relevance;

- Timeous reporting and continuous feedback on findings; and

- Robust and honest reporting advocating the best interest of the customer.

Evaluative feedback – Approach used by CMAP (continued)

CMAP Monitoring Tool Indicators : (Pilot implementation)

TIME	VENUE	SECURITY	GRANT PROCESSING	COMMUNICATION
Operating hours No. of clients Waiting time Assess whether an accessible and responsive service is provided	Physical conditions Availability of chairs Accessibility Amenities conducive to ensure services rendered in dignified manner	Quality of services provided to ensure citizens and staff operate in a safe and secure environment	Number of staff number of clients served speed of service General conduct of staff with customers	• informed clients • language access

Assessment of value of monitoring by external service provider

- Objective Evidence-based assessment

- Informs decision-making and considerations for appropriate strategic considerations

- Enabling tool to strengthen integrated management approach

- Heightens levels of accountability

- Instills greater levels of public confidence

- Institutionalization of the key tenet of a democracy by ensuring that the citizen's voice is heard and acceptable

- Redress mechanisms activated (Responsive services)

Challenges of the approach

- Recommendations not always consistent with resource capability;

- Monitoring should be followed up by Impact assessments; and

- Funding capability of the external stakeholder to sustain programme implementation.

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Lessons: Working with communities & CBOS to monitor quality of service

- Public confidence in sharing information with them especially if work is conducted with required integrity;

- Outside looking in experience (Constructive critique); and

- Informs planning from perspective of the citizen's experience and perceptions about quality of services.

Monitoring service delivery performance of public service by service providers like CBO's ENDORSED

Lessons: Can the approach be extended to other areas/ sectors

- The lessons learned from the CMAP initiative can be extended to other sectors, especially service delivery sectors such as:

    - Department of Health;
    - Department of Home Affairs; and
    - Department of Labour.

- For instance, SASSA's service delivery charter was monitored and measures, which can be extended to the other service delivery sectors.

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SOUTH AFRICAN SOCIAL SECURITY AGENCY

DPME Dialogue to place the citizen's voice central is applauded

Thank You