

# **STRENGTHENING CITIZEN-BASED MONITORING SYMPOSIUM**

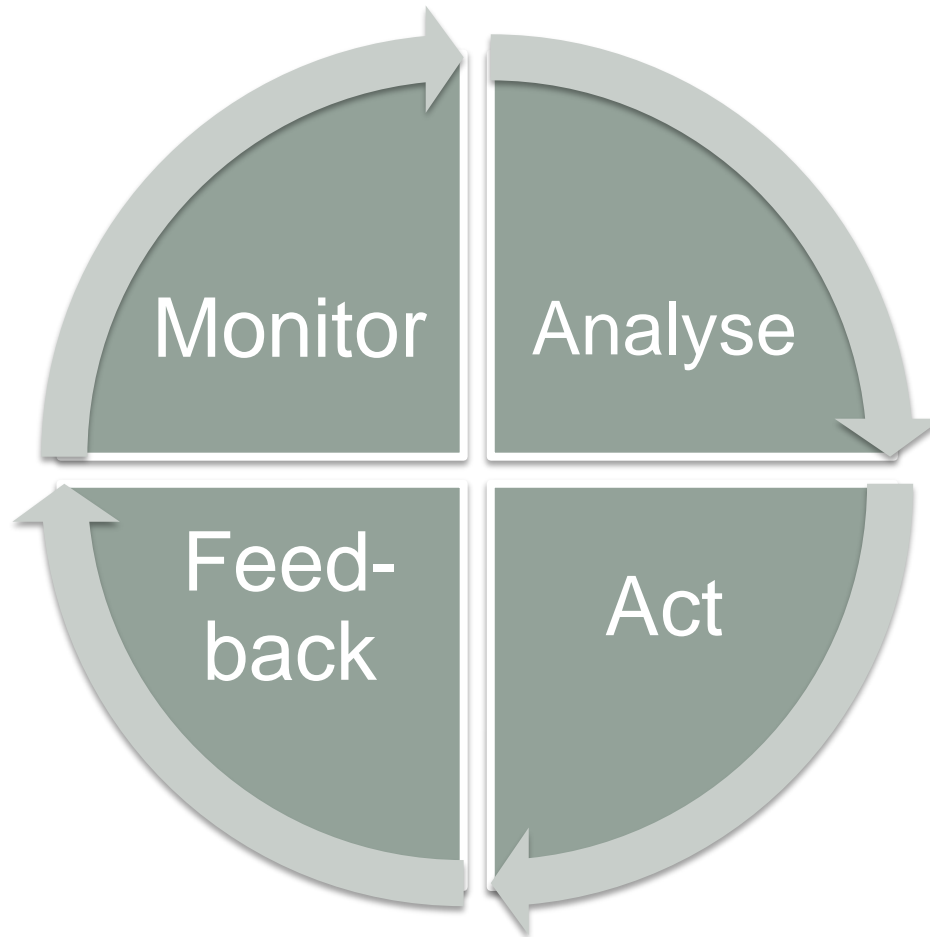
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**THE PRESIDENCY  
REPUBLIC OF SOUTH AFRICA**

**DEPARTMENT: PERFORMANCE MONITORING AND EVALUATION**

# Facility-focused CBM Model



# Recommendations

It is recommended that Cabinet:

- Approves the framework for citizen-based monitoring entitled: Framework for Strengthening Citizen-Government Partnerships for Monitoring Service Delivery at the frontline
- Approves that government departments involved in service delivery to the public adjust their monitoring and evaluation frameworks to include mechanisms for incorporating the views and experiences of citizens on service delivery
- Approves that an annual progress report is submitted to Cabinet on the piloting of citizen-based monitoring



# CBM and Public Participation

- ✓ Citizen-based monitoring does not require creating new structures
- ✓ Framework promotes use of existing citizen engagement/participation mechanisms such as Community Development Workers, Ward Committees and sector bodies such as Community Police Forums etc.
- ✓ Provides practical opportunities to build active citizenry and a capable and development state, around evidence and analysis of performance



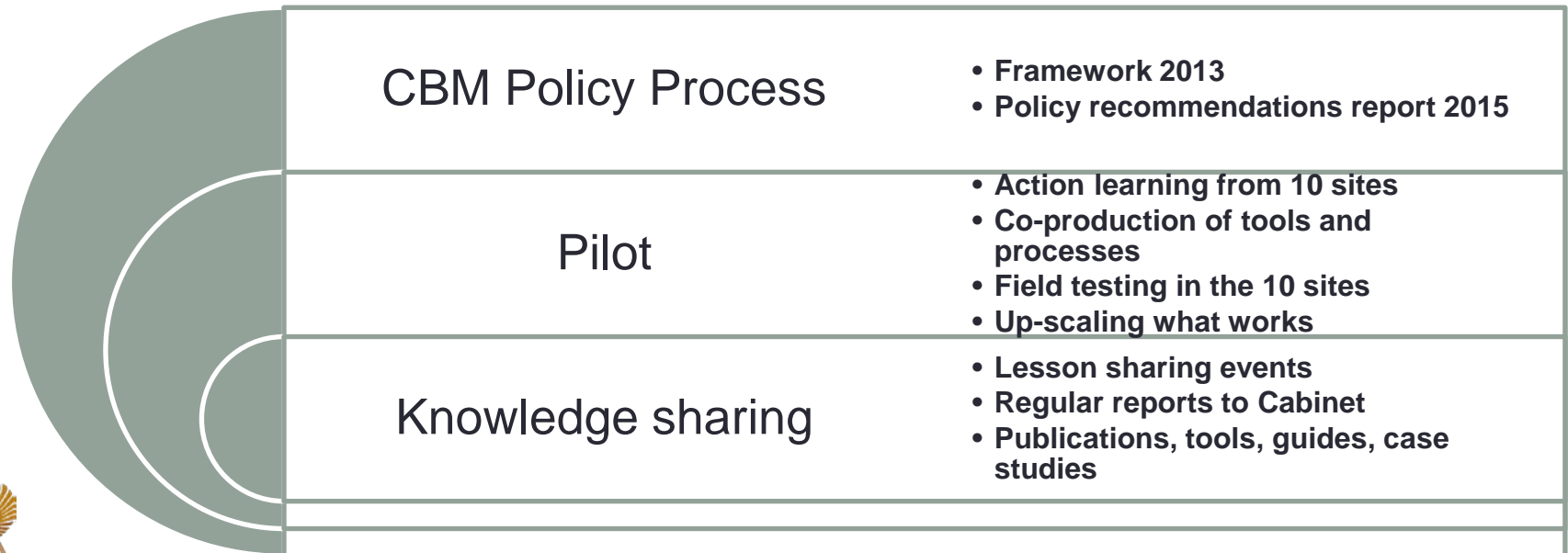
# Piloting – Partner Departments

- South African Police Services
- Department of Social Development
- Department of Health
- South Africa Social Services Agency



# THE CBM PROGRAMME: WHAT IS DPME OFFERING WITH THIS PROGRAMME

DPME's support for the uptake of citizen-based monitoring has three focuses: (i) a policy process that will see a framework submitted to Cabinet and a follow up policy recommendations report submitted to Cabinet in 2015 (ii) a pilot that will run until March 2015; (iii) a learning and technical support programme focused on support to government to implement the principles and requirements of the framework;



# Overview

**30 September 2013** - Design phase completed. This phase will include the selection of two sites where the pilot will be initiated

**October to December 2013**– First round of piloting in facilities in two sites.

**January 2014** - Second phase of the pilot (in four more sites) will start up in Jan 2014

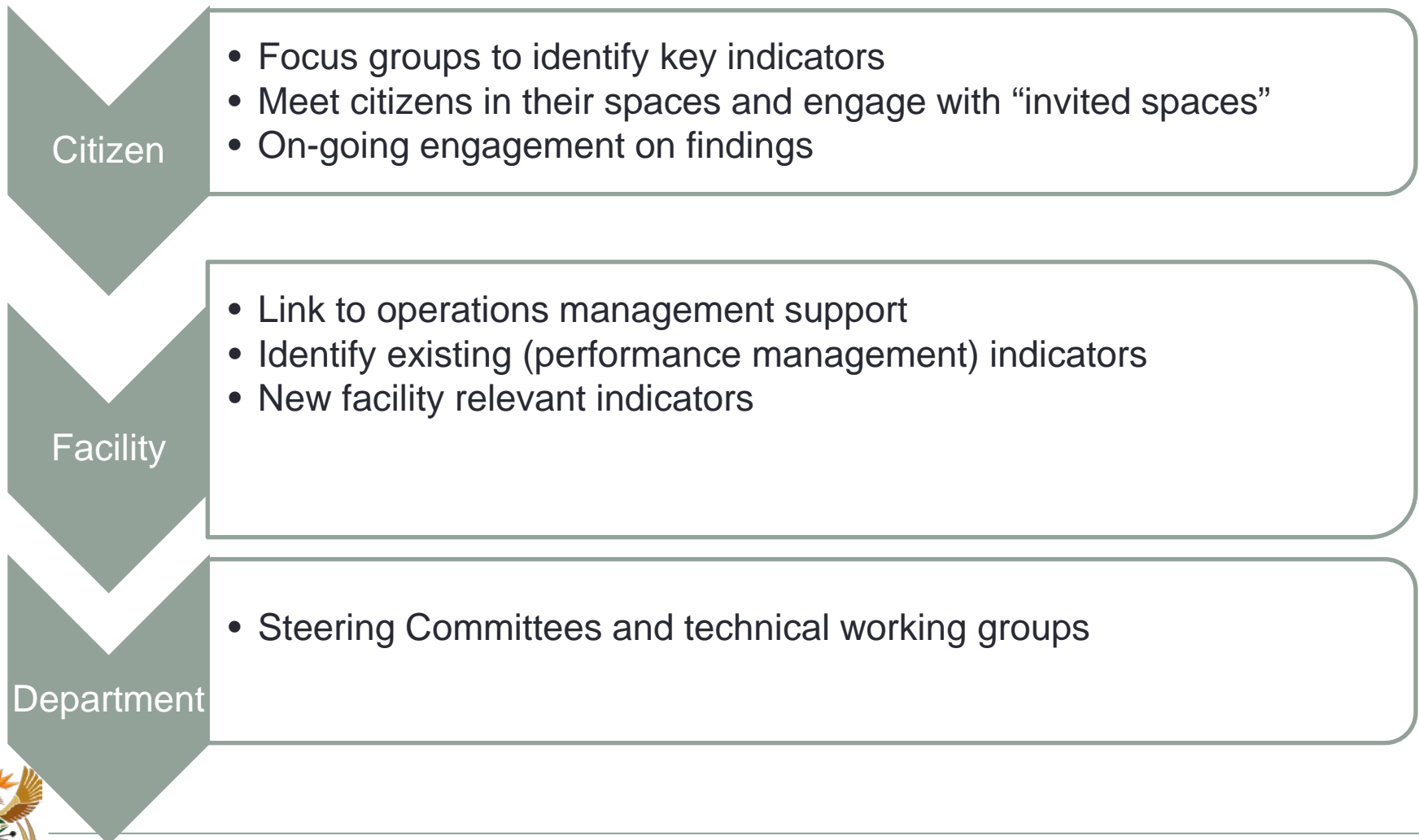
**April 2014** – Third phase of pilot starts up (final four sites).

**July 2014** - Mid-term Evaluation

**July 2014 – March 2015** – Action learning cycles continue at each facility

**February – March 2015** – Final evaluation and packaging of models and tools







# Site selection criteria

- DPME
  - Priority Mining Towns
  - CWP sites
  - Provincial Mix
- Health
  - NHI Sites
  - Urban/Rural
- DSD
  - Ministerial priority areas
- SAPS
  - Big urban stations
  - Small town stations
  - Rural stations
  - High trust/low trust
  - Representation in all provinces
- SASSA
  - Upgraded service sites



# Introducing CBM at each Facility

Follow a similar process in each facility, working in collaboration with the Champion, and drawing in Frontline staff as well as management.

## Purpose:

- Introduce DPME implementation support team
- Introduce CBM and ensure full understanding
- Get information about key external stakeholders
- Agree on constitution of Facility Working Group
- Set time for first working session



# First Facility Working Group session

- Reflect on current performance measures and methods
- Note existence of alternative and informal measures of performance, and discuss different ways of measuring
- Work through anxieties about community judgments, and build trust in the team
- Build commitment to CBM process



# First Community Dialogue (50+ people)

- Community meeting convened (in Bekkersdal & Msinga using platform of CWP), drawing in external stakeholders identified by each Facility.
- Follow protocol for introduction of CBM learning cycles
- Provide opportunity for residents to raise burning issues about each facility. Stress that CBM aims to improve performance; hence is evidence-based, and looks for mutual learning
- Establish “Facility-focus Groups” and arrange first meetings: times plus preparation ‘tasks’



# Facility-focus Group Meeting (20 people)

Refresh: Facility-focused CBM model

- ❑ Discussion: (Questions below selected from list)
  - ✓ What makes you go there? What prevents you from going?
  - ✓ What stories have you heard about it? Good stories? Complaints?
  - ✓ How would you explain to a cousin from another place about what this facility does?
  - ✓ So what does good service look like?



# Finding areas for performance improvement

- So from all the discussions we have held so far, what are the five things you would like to see improved at the Facility?

(if there is a very long list emerging from discussions, use dots-ranking to establish priorities)

- Next week we will look at possible performance targets and how to measure performance so that we can all see how well the facility is working.



# Specialist support

- Share reports from each facility-focus group with Technical Working Group.
- Workshop with CBM specialists, and look for:
  - a) performance domains corresponding to official ones;
  - b) changes that suggest easy development of indicators and means of verification;
  - c) look for ‘low-hanging fruit’: areas where it is possible to get progress within a month and thus win motivation in facility and community for CBM process.



# Iterative process: Facility Working Groups & Community Facility Focus Group

- Presentation of report from the community dialogues & focus groups to Facility WG;
- Discussion of proposed indicators & measurement methods – adjustment where necessary;

In Community FF Gps:

- Present proposed indicators and measurement methods;
- Secure agreement on first cycle markers;

Assign responsibilities where relevant





# Communication

- Announce agreed indicators and measurement methods in facilities, community meetings and municipality;
- Communication across community: Community radio, facilities, municipal noticeboards etc



# Discussion on engagement strategy

- Each sector to discuss who should act as “champion for the Phase 1 sites.

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# Next steps

- DPME to circulate process plan, based on meeting outcomes -
- TWG to meet 30 October

