



planning, monitoring
& evaluation

Department:
Planning, Monitoring and Evaluation
REPUBLIC OF SOUTH AFRICA



Department of Planning, Monitoring and Evaluation

FRONTLINE

MONITORING

A N N U A L W O R K S H O P

PROGRAM

Date: 20 - 21 November 2017 | Venue: Birchwood Hotel, OR Tambo - Ekurhuleni

POSITIONING FRONTLINE MONITORING TO ADDRESS SERVICE DELIVERY BARRIERS

OBJECTIVES

Review the effectiveness of the current monitoring initiatives aimed at service delivery improvement across the three spheres of government

Configuration of the monitoring systems to respond to emerging issues on the ground and policy priorities

WORKSHOP PARTICIPANTS



Chair: Dr Ntsiki Tshayingca-Mashiya (DPME)



Co-Chair: Dr Neeta Behari (DPME)

- Programme managers and implementers; Executive, senior and middle managers from DPME and Offices of the Premier/ Department of the Premier (FSDM, CBM, Presidential Hotline, Service Delivery Intervention/ Outreach)
- Executive, senior and middle managers from national sector departments - SASSA, DHA, DBE, SAPS, DoJ&CD, CoGTA, DOT, DOH, NYDA, DPSA, NT , DPW and DPME
- SALGA and Civil Society Organisation

AGENDA

Time	Topic	Expected Outcomes	Lead
DAY 1 – 20 NOVEMBER 2017			
08h00 - 09h00	Registration and Poster display	Accreditation of delegates Display of posters from provinces and sectors	Ms Kgomotso Mokonyane (DPME)
09h00 - 09h30	Introductions, welcoming and purpose of the workshop	Commencing the proceedings and outlining what should be expected from the workshop	Dr Ntsiki Tshayingca-Mashiya (DPME)
09h30 - 10h00	Remarks by the DG	Reflection and strategic direction.	DG: Ms N Mpofu (DPME)
10h00 - 10h30	Key note address: "Positioning Front-line Monitoring to address service delivery barriers"		Minister in the Presidency: Mr Jeff Radebe
TEA BREAK 10:30 – 11:00 POSTER SESSION			

PANEL DISCUSSIONS: facilitated by Mr Stanley Ntakumba (DPME)

11h00 - 13h00	Presentations to clarify sector mandates, success and common challenges within the context of the workshop themes and identified service delivery barriers – leading to panel discussions	Contextualising of the subthemes to inform group discussions led by the following panellist: Dr K Masiteng: Deputy Head - Planning Commission DPME Mr S Thobakgale: DDG - DPW National Ms A Nene: KZN Works Mr E Kgomo: Acting DDG - DPSA Prof. M Oranje: Department Head - Town and Regional of Planning: University of Pretoria Mr I Motlashuping: Acting DDG - COGTA Mr P Setai: CD - National Treasury Dr TB Mbengashe: HOD - Health EC Dr N Tshayingca-Mashiya: DDG - DPME
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LUNCH BREAK 13:00 – 14:00
POSTER SESSION

14h00 - 14h40	Panel discussions continue	Mr Stanley Ntakumba (DPME)
14h40 - 15h00	Summary and reflections on the panel discussions	
15h00 - 15h15	Introduction of the breakaway sessions for group discussions (3 groups)	Mr Jonathan Timm (DPME)

TEA BREAK 15H15 – 15H30

15h30 - 16h30 With afternoon working tea	<p>Informed by the panel discussions and the objectives of the workshop, the three groups will each be guided by the following statements in response to the identified service delivery barriers</p> <p>Highlight what work and what does not work in promoting a coordinated, coherent and efficient approach across the three spheres of government in service delivery improvement</p> <p>Identify formal and practical institutional mechanisms that are currently in place to support the attainment of the NDP and service delivery improvement</p> <p>Propose interventions, innovations, processes and systems to support the planning and implementation of strategies related to service delivery improvement through the governance framework at the centre of government and its collaborative stakeholders as well as Civil society</p>	<p>GROUP 1: COORDINATION</p> <p>Facilitated by Ms V Motalane (DPSA) and Mr T Sejeng (DPME)</p> <p>GROUP 2: LEADERSHIP</p> <p>Facilitated by Ms B Mabaso (OTP, MP) and Mr W Keswa (DPME)</p> <p>GROUP 3: INFRASTRUCTURE</p> <p>Facilitated by Mr N Machimana (OTP, GP) and Mr J Timm (DPME)</p>
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16h30 CLOSE OF DAY I



Time	Topic	Expected Outcomes	Lead
DAY 2 – 21 NOVEMBER 2017			
08h30 - 09h00	Recap of day 1	Confirming the commitments and priorities from Day 1	Mr Thabo Makhosane (DPME)
09h00 - 10h30	Continue with group discussions		Facilitators
TEA BREAK 10:30 – 11:00 POSTER SESSION			
11h00 - 12h45	Feedback and discussion from the groups	15 min per presentation and 20 min discussions for each group	Mr Stanley Ntakumba (DPME) Ms Zeenat Ismail (OTP, WC)
12h45 - 13h00	Summary and reflections on group discussion	Possible road maps	
LUNCH BREAK 13:00 – 14:00 POSTER SESSION			
14h00 - 14h30	Community of Practice: Frontline monitoring Summarising the workshop: way forward	Agreements on positioning frontline monitoring in addressing service delivery barriers	DDG: Dr Ntsiki Tshayingca-Mashiya (DPME)
14h30 - 14h50	Closing remarks by the DG	Strategic re-organisation and streamlining of DPME programmes. What is my commitment to a responsive and capable state as a public servant?	DG: Ms N Mpofo (DPME)
14h50-15h00	CLOSURE OF THE WORKSHOP AND AFTERNOON TEA		

**Thank you
for your
contribution
towards
achieving the
NDP 2030 goals**

