

Presidential Frontline Service Delivery FSD Good Practice Note¹

Document Author	Author Name: Thabo Makhosane Author Designation: Deputy Director: FSD Organization: DPME Telephone: 012 - 308 1425 Email: Thabo.Makhosane@po-dpme.gov.za Co-author Name: Ndhambi Machimana Designation: Deputy Manager Dept. / Org: Department of the Premier Tel. 011 – 355 5660 Email: ndhambi.machimana@gauteng.gov.za	Creation Date	24 Dec 2013
Document Owner	Office of the Premier (Gauteng Province) DPME: FSDM	Version	Final Version

Good Practice Title: Public Private Partnership (PPP) between the Gauteng Department of Education & Rand Water Foundation (Winterveld, Hammanskraal and Sedibeng East Schools Sanitation Project)

Purpose: The purpose of this good practice note is to document and report progress with regards to the PPP intervention for improving quality of service the in GP Department of Education.

Target Audience: Citizens, Sector Departments, OoP, Schools.

Glossary:

FSDM	Frontline Service Delivery Monitoring
OoP	Office of the Premier
DPME	Department of Performance Monitoring & Evaluation
DoE	Department of Education
PPP	Public Private Partnership

1 Basic Information

Project name	Winterveld, Hammanskraal and Sedibeng East Schools Sanitation Project
Province	Gauteng Province
District / Towns	Winterveld, Hammanskraal and Sedibeng East
Project Manager & Contacts	Name: Nkululeko Gumede Designation: Project Manager: Winterveld, Hammanskraal and Sedibeng East Schools Sanitation Project Dept / Org: Zamadlomo Engineering & Project Management Tel. 082 907 1735

¹ This template has been prepared to serve as a guide for the development of thumbnail good practice or story sketches from projects of the FSDM Programme. The purpose of these "good practice note" is to document, in a standardized and accessible format, cases that highlight key innovations and practices in development programmes/ projects which offer relevant lessons for FSD practice. These good practices are meant to provide readers with an easy-to-grasp-and-understand snapshot of a project, or components of a project, focusing on key learning points that contribute to future practice. Where possible, the good practice should provide references to more detailed reports on the projects covered and to relevant resources for interested readers.

	Name: Petunia Ngema Designation: Project Manager: Winterveld, Hammanskraal and Sedibeng East Schools Sanitation Project Dept / Org: Rand Water Foundation Tel.
Schools Coordinates	Sekampaneng Primary School: S28°09.36' E025°23.76'
	Tane Primary School: S28°20.85' E025°38.0.2'

2 The Good Practice Story

Programme Summary:	<p>The aim of frontline service delivery monitoring is to both affirm good performance and assist departments, municipalities and entities to improve service delivery points which are performing poorly. This is done by:</p> <ul style="list-style-type: none"> (i) Assessments of the state of FSD at the points of service delivery, through visits by officials from DPME and Offices of the Premiers (ii) Verification of the progress with FSD at the points of service delivery, through visits by the Executive, (iii) Monitoring by citizens of the performance with frontline service delivery. Verify if government is meeting the expectations of the citizens (iv) Assist DPME and Offices of the Premier to collect and analyse data on service delivery at local level and to identify where improvement initiatives should be targeted (v) Enable DPME and Offices of the Premier and/or other relevant transversal or line function departments to facilitate or put in place interventions to address identified weaknesses (vi) Identify good front line service delivery practice and develop learning networks (vii) Outputs will be reports on quality of frontline service delivery (provided to management of relevant departments and municipalities and Cabinet and Executive Councils) (viii) Results should feed into initiatives to improve frontline service delivery Monitoring process will also catalyse improvements in management of service delivery
Background / Context	<p>An unannounced FSD monitoring visit was conducted on the 11 August 2011 & 24 April 2013, by Officials from Monitoring and Evaluation Branch in the Office of the Premier, as well as officials from the Department of Performance Monitoring and Evaluation in the Presidency to Sekampaneng Primary School and Tane Primary School, the one finding that was common to schools was that the school's ablutions were insufficient and pit toilets were in use and that water supply was a challenge.</p> <p>Findings report was produced and because of the severity of findings, and agreement was reached between DME, OoP, School Management and Department of Education (DoE) to development an improvements plan.</p> <p>An Improvement Plan was developed in collaboration with the Department of Education (School Management), the Office of the Premier, and DPME to ensure that service delivery improvement proposals be implemented to address the service delivery shortcomings identified by the public and staff during an unannounced visit to Sekampaneng Primary School & Tane Primary School.</p>
Findings & Improvements:	<p>Background</p> <p>The Strategic Framework for Water Services requires that all schools must have adequate and safe water supply and sanitation services; the importance and benefits of learners having access to sanitation and water during school hours cannot be under-estimated. There are still schools in the Gauteng Province without proper sanitation facilities and without access to clean water and it is a priority for Rand Water Foundation and the Gauteng Department of Education to address these backlogs.</p>

Thanks to the Public Private Partnership (PPP) between the Gauteng Department of Education and Rand Water Foundation that school sanitation strategy was crafted. The school sanitation strategy aims to establish the framework, norms and standards for the provision of acceptable, sustainable sanitation to schools. It impacts on the activities of role players at national and provincial government departments, local government, education specialists, donors, NGOs active in research and implementation, private sector agencies, and members of the school community.

Inadequate sanitation in schools often leads to the shocking spread of illness and disease, affecting those most vulnerable to ill health's. The situation in schools is usually characterized by:

- Unacceptable high levels of ill health;
- Increase in unhygienic behaviour;
- Inadequate number of latrines per school;
- Improper use of latrines; and
- Lack of effective health education.

The schools sanitation project has been in progress and successfully restored the dignity of local community members and learners. This has been achieved through the construction of ablution blocks and refurbishment of structures as well as improvement of health and hygiene behaviour. The main objectives of this project is to:

- The construction of four new ablution blocks in four different schools with 45 seats on each school;
- Convert systems from pit latrine to water borne sewer systems within eight selected schools;
- Conversion of septic tanks into conservancy tanks;
- To improve the communities health and hygiene practices by conducting awareness workshops and operation and maintenance; and
- To create decent employment opportunities and ensure skills development of project staff.

Improvements

Schools forming part of the Winterveld, Hammanskraal and Sedibeng East Schools Sanitation Project are as follows:

Type A:

The construction of new ablution facilities in four (4) schools as identified and Tane Primary School was visited as part of the FSDM visits in April 2013. The list of schools for the construction of the new ablution facilities are described below:

- **Tane Primary School**

- Marokolong Primary School
- Moditela Primary School
- Siamisang Primary School

Type B:

The conversion of pit latrines to water borne systems and refurbishment of facility structure in eight (8) schools as identified and Sekampaneng Primary School was visited as part of the FSDM visits in August 2011. The list of schools for the conversion and refurbishment work is shown below:

- **Sekampaneng Primary School**
- Bokamoso Secondary School
- Fathlogang Primary School
- Moditela Secondary School
- Rakgotso High School
- Ramabele Combined School
- Rusoort Combined School
- Tidimalong Primary School

Other activities carried out as described in the activity schedule on the project are as follows:

- Improvement of the community health and hygiene practices by conducting awareness workshops and operations and maintenance;
- Creation of decent employment opportunities, and ensuring skills development of all project and stakeholder personnel.





Project completion

The construction of toilet facilities in four schools and the conversion and refurbishment of twelve schools was successfully completed in accordance with the scope of work as spelt in the terms of reference. The project-planned duration was three months, the actual completion period was five months, and the delays have been discussed in the report.

Lessons learned:	Key lessons learned from the good practice note. <ol style="list-style-type: none">1. Wheels of change are slow, but surely they do turn.2. Putting pressure in the system is vital by doing regular monitoring.3. Constant engagement and communication with your stakeholders is critical.4. Inter-Departmental collaboration is critical.5. Proper Project Management (proper monitoring/tracking of activities).
-------------------------	---

3 References

Contacts:	<p>Name: Ndhambi Machimana Designation: Deputy Manager: Dept / Org: Department of the Premier Telephone: 011 - 355 5660 Email: ndhambi.machimana@gauteng.gov.za</p> <p>Name: Thabo Makhosane Designation: Deputy Director: FSD Organization: DPME Telephone: 012 - 308 1425 Email: Thabo.Makhosane @po-dpme.gov.za</p> <p>Name: Nkululeko Gumede Designation: Project Manager: Winterveld, Hammanskraal and Sedibeng East Schools Sanitation Project Dept / Org: Zamadlomo Engineering & Project Management Tel. 082 907 1735</p> <p>Name: Petunia Ngema Designation: Project Manager: Winterveld, Hammanskraal and Sedibeng East Schools Sanitation Project Dept / Org: Rand Water Foundation Tel.</p>
------------------	---

END

Contact