



THE PRESIDENCY  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT: PERFORMANCE MONITORING AND EVALUATION

# **Strengthening Citizen-Government Partnerships for Monitoring Frontline Service Delivery**

**Presentation to WRC/PLAAS Seminar  
13 September 2013**

# Mandate of DPME

- Facilitate the development of plans/ delivery agreements for the cross cutting priorities/ outcomes of government and monitor and evaluate implementation
- Monitor the management performance of individual national and provincial government departments and municipalities
- Carry out evaluations
- Promote good M&E practices in government
  - Monitor quality of frontline service delivery
  - Strengthen citizen-government monitoring partnerships



# What is Citizen Based Monitoring?

Citizen-based monitoring (CBM) is described an approach to monitoring government performance that focuses on the experiences of ordinary citizens in order to strengthen public accountability and drive service delivery improvements.

- ✓ Citizens are active participants in the **how**, **what** and **why** of monitoring – not just sources of information
- ✓ Emphasizes building capacity at the frontline to monitor, analyse, take action and communicate to all stakeholders
- ✓ Creates demand for system improvements
- ✓ Joint learning through two-way flow of information



# Overview of Framework

- Provides a common understanding of citizen-based monitoring and why this is important for service delivery improvement
- Provides guidance to service delivery departments on how and why to strengthen the involvement of citizens in monitoring frontline service delivery
- Provides a set of principles, essential elements and sets out high level roles and responsibilities
- Presents a three year action plan for strengthening citizen-government monitoring partnerships at service delivery facilities
- Approved by Cabinet



## Framework for Strengthening Citizen-Government Partnerships for Monitoring Frontline Service Delivery

[www.thepresidency-dpme.gov.za](http://www.thepresidency-dpme.gov.za)

In approving this framework, Cabinet resolved 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.”



# What do we want to achieve?

- Develop simple, affordable, reliable methods for continuous flow of evidence of citizen experience and perceptions of service delivery
- Create frontline partnerships between citizens and frontline staff focussed on this evidence and strategies for improvements.
- Create demand for improved government systems
- Prevent distortion or concealment of local realities
- Build on approaches underpinning successful turnarounds in government systems – eg SARS and Home Affairs IDs
- ie iterative operations management improvement

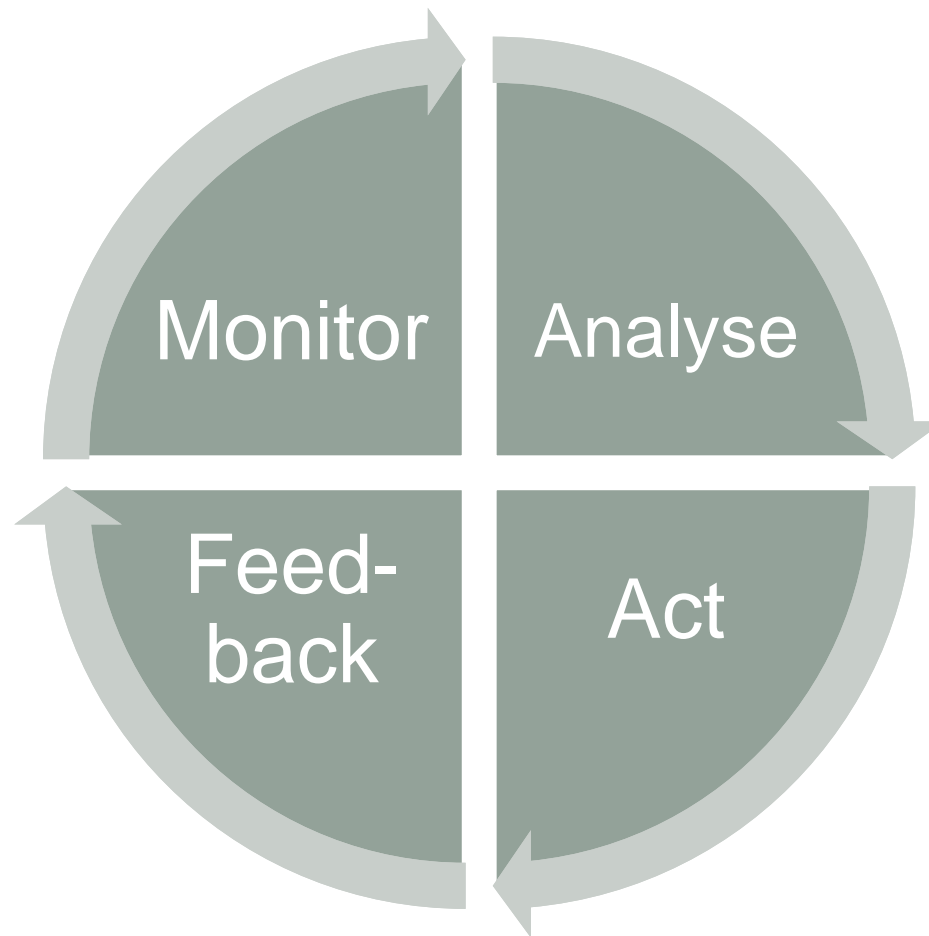


# Water and Sanitation

- According to DWA, almost 21% of the households with access to water infrastructure have to endure problems in respect of its functionality (no water from tap) over and above the 5.3% households who still do not have a service; and,
- 26% (3.8 million households) are affected by sanitation services and/or facilities that are not fully functional over and above the 9% (1.4 million households) who still don't have a service.
- This is among the major reasons for the high levels of dissatisfaction within communities. Service delivery protests in the period ending June 2012 exceeded the total in 2011



# Facility-focused CBM Model





# Piloting – Partner Departments

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



# Twin focus for monitoring at facility level

## THE VIEW OF THE SERVICE USER

(Are we doing what we said we would?)

- Tools to monitor adherence to service standards
- Focussed on the experiences of citizens having specific interactions with facility
- E.g. SMS feedback form supported by community monitors

## THE VIEW OF THE COMMUNITY

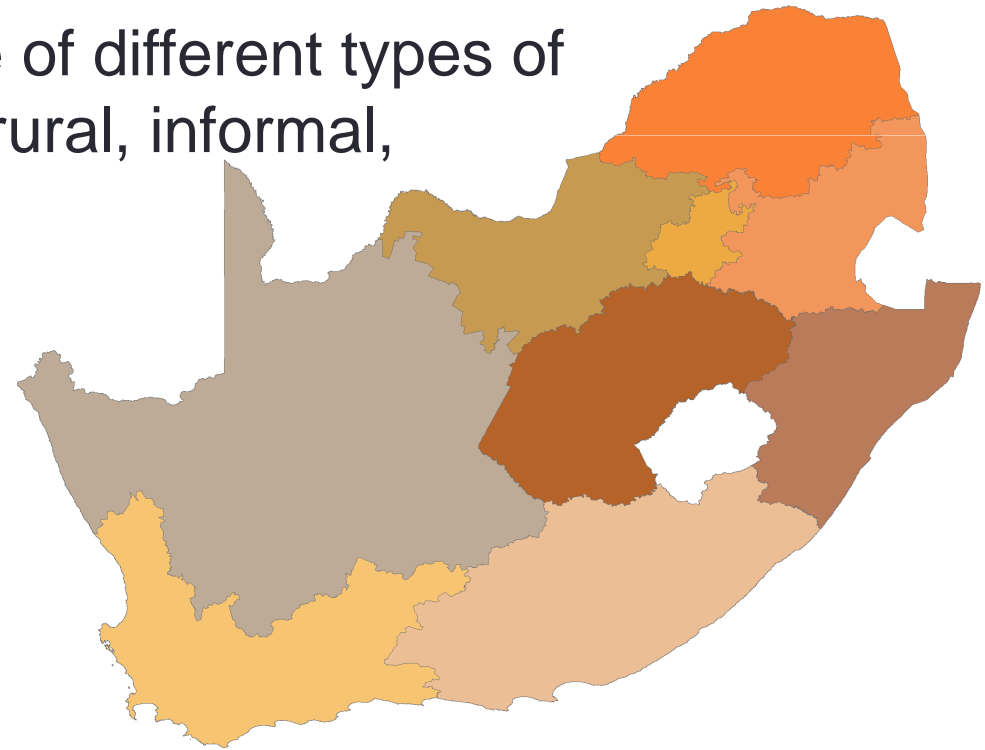
(Are we doing what citizens think we should be doing?)

- Tools to get a representative picture of community views on various indicators relating to a community served by a particular service site
- E.g. Social audit, report cards etc.



# A window on South Africa

- Ten pilot sites selected across South Africa, using criteria developed by sector departments and DPME – selection to be completed by end Sept 2013
- Sites will represent a range of different types of communities – e.g. urban, rural, informal, high/low social cohesion, mining, farming,
- Piloting will happen in police stations, clinics, and SASSA and welfare sites in each of the 10 sites



# 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



# Municipal Assessment Tool

- The Municipal Performance Areas that will be assessed fall into the following 6 categories:
  - Integrated Development Planning
  - Human Resource management
  - Financial management
  - Service Delivery
  - Community engagement
  - Governance
- Describing the ideal performance to be achieved in respect of key indicators per category
- Setting out the criteria that needs to be progressively met in order to move to the ideal state



Ke ya leboga                      Ke a leboha  
Ke a leboga                      Ngiyabonga                      Ndiyabulela  
Ngiyathokoza                      Ngiyabonga  
Inkomu                      Ndi khou livhuha                      Thank you  
Dankie

Go to <http://www.thepresidency.gov.za/dpme.asp> for PME documents including narrative guide to outcomes approach, outcomes documents and delivery agreement guide

