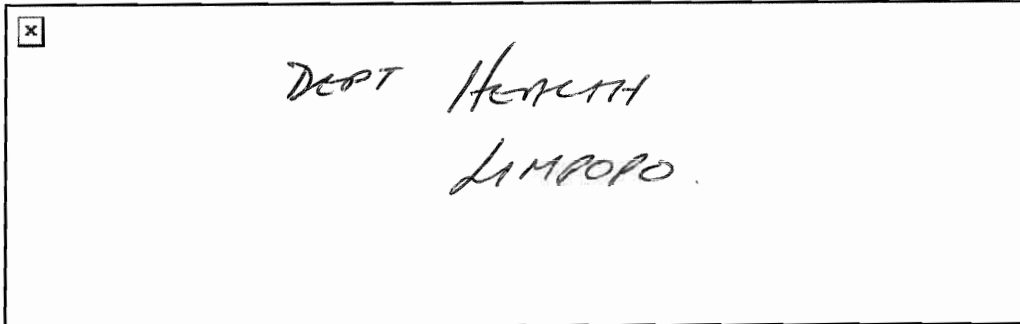


CONFIDENTIAL

o Review on SP Principles
o K10 "VALUE FOR MONEY"
o Good Progress - But Concise -
NOT RELATED TO SPECIFIC KEY
SERVICES OR SERVICE BENEFICIARIES.



**RE : PROGRESS – IMPLEMENTATION OF SERVICE DELIVERY
IMPROVEMENT PROGRAMME**

1. PURPOSE

The purpose of this memo is to report on progress on the implementation of the provincial Service Delivery Improvement Programme.

2. BACKGROUND

- 2.1. Progress report on the implementation of the Service Delivery Improvement Programme was requested by Standing Committee on Administration.
- 2.2. This memo is giving provincial overview on the implementation of these programmes.
- 2.3. Public Service Regulations require each Department to develop Service Delivery Improvement Programme on annual basis.
- 2.4. The programme should outline services provided; customers who receive those services; strategies to promote access to services; strategies to provide information about services; development of service standards; mechanisms to address complaints; and development and publishing of Statement of Public Service Commitment.
- 2.5. All the Departments have developed Service Delivery Improvement Programmes as required by the Public Service Regulations.
- 2.6. This memo is therefore outlining overview progress on the implementation of these programmes.

CONFIDENTIAL

CONFIDENTIAL

3. DISCUSSION – PROGRESS ON IMPLEMENTATION

- 3.1. Overview report on implementation of the Service Delivery Improvement Programme is reflected as follows in the next page:

CONFIDENTIAL

FOCUS AREA	KRA	KRIs	Baseline	PROGRESS	CHALLENGES AND INTERVENTIONS
Consultation arrangements	Citizens should be consulted about the level and quality of public services they receive and wherever possible should be given a choice about the services that are offered	Departments having consultative mechanisms in place and implementing them during the year	Awareness campaigns, road shows, meetings, dialogues, batho pele day, Imbizos and seminars were conducted as a means to promote consultation mechanisms with both internal and external stakeholders.	<ul style="list-style-type: none"> • Departments have developed consultation arrangements and those arrangements are being implemented as follows: • Meetings are conducted with both external and internal stakeholders. • Provincial Citizen Report has been developed and all Departments have developed Citizen Reports as required by White Paper on Batho Pele. • Customer Satisfaction survey – provincial survey is being implemented and the results will be available during the last quarter of the year. • Departments such as Health and Social Development are conducting customer (patient) satisfaction surveys at various hospitals. • Provincial and departmental imbizos were implemented to address service delivery challenges. • Exco Meets the People was implemented as a means of consulting citizens on their needs and service delivery challenges that are experienced. 	None
				•	

CONFIDENTIAL

<p>Service standards implementation and development</p>	<p>Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect</p>	<p>Department providing empirical evidence of service standards set, systems to monitor and implement those standards</p>	<p>Service delivery standards developed in line with the main objectives of the department, launched during batho pele day held on the 20th August 2005, popularisation conducted to internal customers in all the six districts and service delivery points.</p> <p>Monitoring to measure compliance was done to service delivery institutions during Public Service Week held between 7th to 11th November 2005</p>	<ul style="list-style-type: none"> • All the Departments have developed service standards • The province has common generic and transversal domain service standards. • Monitoring was done in all the Departments with regard to the implementation of the generic; transversal domain and domain specific standards in the Departments. • Khaedu Project : The target that all SMS members should be deployed to service points to address bottlenecks during the financial year is being realised. The number of SMS members that were deployed to service points increased from 44 during the previous financial year to 79 (increase of 35) – same as last quarter. The number of service points that were monitored by SMS members increased from 26 during the previous year to 33(increase of 7 service points) - same as last quarter. SMS assisted in addressing some bottlenecks at those service points. 	<p>Self-monitoring by the Departments remain a challenge. Departments did not establish Units for monitoring service standards. The gap is being addressed by the Departments as they now having structures – posts vary from Manager to Administration Officer.</p>
--	---	---	--	---	--

CONFIDENTIAL

<p>Strategies to improve access to the Departmental services</p>	<p>All citizens should have equal access to the services to which they are entitled</p>	<p>Increased access to departmental services implemented during the year</p>	<p>Department rendering services in two of the existing MPCCs within the Province</p> <p>70% of the departmental buildings are not user friendly to all customers</p>	<ul style="list-style-type: none"> • Departments have developed and are implementing access improvement measures. • Implementation of the MPCC strategy : the province has 14 functional MPCCs. Various service providers are rendering services on full and part-time basis. • 489 840 people received services from April – August 2006 at various MPCCs and emerging MPCCs in all the districts. • The target of increasing the number of established MPCC by at least 2 by the end of the financial year is being achieved. 8 local municipalities have a total of 14 functional MPCCs. This number includes those Municipalities which have more than one MPCC. The number was reduced from 15 to 14 due to transfer of Casteel MPCC in Bushbuck ridge to Mpumalanga. Phase 1 of Atok MPCC in Fetakgomo which was operating in a rented structure is completed and Phase 2 has commenced. Additional 2 MPCCs will be constructed in Maruleng and Thulamela municipalities by the end of the financial year • Assessment report on accessibility of departmental buildings to people with disabilities indicates that fewer buildings are accessible. Detailed audit report to be finalized. 	<p>Service rendering by Departments require improvement. Allocation of staff by the Departments at the MPCCs could improve service provision. Reliability of statistics as Departments/ service providers are inconsistent in submitting information.</p> <p>Strategy by Dept of Public Works to improve access to buildings.</p>
---	---	--	---	---	---

CONFIDENTIAL

				<ul style="list-style-type: none">• Implementation of the mobile services by the following Departments<ul style="list-style-type: none">- Health and Social Development- Labour- Home Affairs- Sport, Arts and Culture- Agriculture• Batho Pele Day Build-up activities: A total of 24 679 customers were reached from the 2nd to 5th October 2006 in all the districts where Departments created awareness about their services and also rendered services at 5 points across the districts. The Department of Home Affairs in Vhembe (Ha-Mulima) worked until 7th October 2006 due to high demand for its services.• 95% of the departmental buildings and offices/ service points are identifiable which promote access to their services.	
--	--	--	--	---	--

CONFIDENTIAL

<p>Implementation of Courtesy programmes</p>	<p>Management of courtesy and customer care programmes</p>	<p>Departments having customer care programmes and implementing them during the year</p>	<p>Batho Pele Change Engagement Management Programme implemented in all the Departments through train-the-trainer</p> <p>100% of employees having name tags and utilised as means of access to departmental buildings</p>	<ul style="list-style-type: none"> • Departments have included aspects of Batho Pele programme implementation in their induction and orientation programmes. • Batho Pele Change Engagement Programme : The number of people reached is now 1 801 in all the Departments. Programme is assisting in ensuring that there is improved customer care in the Departments. • Identification of officers: Officers in the Departments have been provided with access control cards for purposes of identification. The provision is assisting in ensuring that officers are identifiable to the citizens. 	<p>Programme not being at a larger scale in the Departments. Ensure fast-tracking of the programme in the Departments.</p> <p>Access control cards that are currently used by the Departments are not user-friendly to citizens. Review of the current practice to ensure citizen friendly name badges.</p>
<p>Information about Departmental services</p>	<p>Citizens should be given full, accurate information about the public services they are entitled to receive</p>	<p>Availability of measures to provide more and necessary information to the public</p>	<p>Information about the departmental services was provided through: Imbizos held in all districts.</p> <p>Provincial and Departmental publications were distributed in all districts.</p>	<ul style="list-style-type: none"> • Provision of more and better information about departmental services to the public as a means of also enhancing accessibility to services is provided through media interviews, provincial and departmental publications • Slots have been negotiated in various radio stations where Departments are providing information about services and also updating citizens about the service delivery challenges. • 	<p>Majority of Departmental publications are in English.</p> <p>Mix use of the provincial languages in the provincial and Departmental publications.</p>

CONFIDENTIAL

<p>Openness and Transparency</p>	<p>Citizens should be told how national and provincial departments are run, how much they cost and who is in charge</p>	<p>Increased overall openness and Transparency of the departmental services</p>	<p>The following documents were distributed to stakeholders as a way to promote openness and transparency: 2005/2006 Budget Speech; 2005/2006 Management Plan; 2004/2005 Citizens Report; 2004/2005 Annual Report</p>	<ul style="list-style-type: none"> • All Departments are implementing PAI Act through established structures. • All Departments publicized their annual budget speeches and annual reports to the citizens. • All Departments published their citizen reports 	<p>Awareness and access to the Departmental reports to the majority of stakeholders in the province remains a challenge. All the reports are published in English.</p>
<p>Redress and Complaints Mechanisms</p>	<p>Management of service delivery complaints</p>	<p>Complaints mechanism developed and implemented by the departments</p>	<p>A total of 104 service delivery complaints were reported. 89 cases of the cases involved provincial departments whilst 15 involved national Departments in the province.</p>	<ul style="list-style-type: none"> • Provincial Complaint mechanism is being used to manage service delivery complaints received. • 23 service delivery complains were reported through Office of the Premier from April – September 2006 • 40 cases were resolved and backlog of cases was reduced to 28 cases that still have to be finalised. • 	<p>Departments are not having proper records of the service delivery complaints that they received.</p> <p>Improved monitoring and feedback mechanisms of cases that are reported directly to the Departments and their service delivery institutions.</p>

CONFIDENTIAL

<p>Innovation and rewarding excellence</p>	<p>Recognition of the best practices and efforts in improving service delivery</p>	<p>Departments having measures, systems and processes in place to encourage and recognise efforts in improving service delivery</p>	<p>Departments participated in the Premier's Service Excellence Awards for 2005/2006.</p>	<ul style="list-style-type: none"> • Premier's Service Excellence Awards - Awards are to be presented during December 2006 - 9 provincial and 2 national Departments have submitted nominations for various categories such as Departmental, Best Support, Best Service Delivery Team/Institution and Innovative Team. • Departmental Awards - 3 Departments have already presented awards to their best performers - Departments that presented awards for diverse categories are: Health & Social Development; Education; and Agriculture. • The awards are assisting to ensure that service excellence is promoted and sustained in the province. 	<p>Impact assessment study per Department to be implemented to assess effect of the project on sustaining service excellence and improving staff morale and improved customer satisfaction.</p>
---	--	---	---	---	---