Co-ordination and facilitation of service delivery improvement programmes seek to heed the call for public service leadership to put in place mechanisms for government to working closely and interacting with people where they live, in order to gain a better understanding of their needs, and to respond faster and relevantly.

The above requires the establishment and institutionalization of the service delivery mechanisms that will ensure effective and efficient service delivery co-ordination and collaboration both horizontally and vertically within the public service including communities.
Introduction & Background

- Government agreed to outcome approach in planning and doing its work between now and 2014 (MPSA responsible for outcome 12). Each outcome with measurable outputs and targets.

- The major challenges, however, remain Government’s machineries and mechanisms to deliver quality services to all citizens in a fast, efficient, simplified and seamless manner. Need to strengthen available SDIFs and or Establish where need be.

- The SDIFs are envisaged to enhance greater co-ordination and collaboration of service delivery towards an efficient, effective and development oriented public service.

- The establishment and the launching of the Service Delivery Improvement Forums (SDIFs) aim at responding to the urgent need to strengthen and institutionalise the co-ordination, and collaboration of service delivery mechanisms within the public service to ensure continuous quality service delivery implementation & improvement.
Introduction & Background

Public Service Regulations of 2001 directs that:

- Executing authorities should establish and sustain service delivery improvement programs for departments.

- Standards for the main services to be provided.

- A system or mechanism for handling complaints should be stipulated.

- Stipulation Mechanisms or strategies to be utilized progressively to remove the barriers so that access to services is increased.
Objectives of the SDIFs

The objectives of the SDIFs is to ensure the establishment, implementation and institutionalizing of effective and efficient service delivery improvement mechanisms to co-ordinate and facilitate the delivery of quality service towards a better life for all.

- It provides a platform for the development of a local service delivery improvement agenda which will be informed by:
  - The assessment report on functionality and compliance of the local service points to Batho Pele principles; and
  - The outcomes of internal (public servants) and external consultations with social partners and the communities at large - SDI Programmes.
  - The SDIF will further provide support to service delivery points and other government initiatives as well as monitoring and evaluating the implementation of local service delivery improvement agenda.
Legislative Framework

• Constitution of South Africa Act 108 of 1996
• Public Service Act 103 of 1994
• White Paper on Transforming Public Service Delivery (Batho Pele) of 1997
• White Paper on Transformation of Public service of 1995
• Promotion of Administration of Justice no 3 of 2000
• Public Service Regulations, 2001
• Outcome 12, Government priorities, outcome based approach, outreach campaigns and Ongoing assessment, monitoring and evaluation of Batho Pele to ensure sustainability and institutionalisation thereof.
Cabinet Directive

Cabinet resolved in 2010 that, every Minister and Deputy Minister should engage in at least 10 public outreach programmes per year.

They should further engage in service delivery activities; e.g. walk-about in the service points, door to door interaction with electorates and maximize the use of government service delivery mobile units.

This drive should be action oriented, immediate and yield tangible outcomes for communities.

In response, the Executive Authorities supported by senior officials & relevant stakeholders are expected to intensify the SDI programmes in their respective departments and constituencies through amongst other things reaching out to the electorate and engage public servants to understand their challenges and proposed solutions.
Guiding Principles

- **Consultation**
  Ensuring regular consultation with citizens

- **Service standards**
  Setting of service standards and measuring performance

- **Access**
  Increased and equal Access to the service

- **Courtesy**
  The treatment and consideration of citizens with courtesy

- **Information**
  Providing citizens with full, accurate and appropriate information

- **Openness and transparency**
  Being open and transparent with the public

- **Redress**
  Redressing of the below standard services quickly

- **Value for money**
  Ensuring Value for money
## Envisaged Outcomes

<table>
<thead>
<tr>
<th>Responsiveness</th>
<th>Participatory governance and cooperativeness as outlined in the Constitution of South Africa.</th>
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<tbody>
<tr>
<td>Efficiency</td>
<td>Government will respond faster to the identified potential service delivery risks</td>
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<td>Effectiveness</td>
<td>Create an unmediated feedback platform in government initiatives and beneficiaries based on strengthened and effective consultative and coordinating mechanisms in responding to service delivery concerns.</td>
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<tr>
<td>Cost effectiveness</td>
<td>Targeted and coordinated interventions will save government a lot of money as it would have buy-in from all stakeholders within the public service.</td>
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Institutionalisation of SDIF

MODEL 1

<table>
<thead>
<tr>
<th>National Service Delivery Improvement Forum</th>
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<tbody>
<tr>
<td>• DPSA Coordinator</td>
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<tr>
<td>• 9 representatives from OTPs</td>
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<td>• representatives from 4 clusters per province</td>
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<td>• Provincial departments</td>
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<td>Heads of Government Service points of different towns &amp; villages</td>
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<td>Representatives of key Civil society structures</td>
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<td>CDW supervisors</td>
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Service Delivery Improvement Forum Models

**National Service Delivery Improvement Forum**
- DPSA
- 9 representatives from OTPs
- representatives from 4 clusters per province

**Provincial Service Delivery Improvement Forum**
- Office of the Premier
- Provincial departments
- Representatives of provincial clusters
- CDW Coordinator

**District Service Delivery Improvement Forum**
- Service points in local municipalities
- CDW Coordinators
- Representatives of Government clusters

**Local Municipalities Service Delivery Improvement Forum**
- Heads of Government Service points of different towns & villages
- Representatives of key Civil society structures
- CDW supervisors

**Towns/villages Service Delivery Improvement Forum**
- Heads of Government Service points
- Representatives of key Civil society structures
- CDWs
### SDFIs implementation Framework

**KEY SOURCES OF INFORMATION:**
Presidential hotline; Provincial hotlines; CDW reports; Profile of service delivery protests; Other government reports such as OPC; Public participation reports

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<th>GUIDING PRINCIPLES</th>
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<th>AVAILABLE RESOURCES</th>
<th>TARGETED INTERVENTION</th>
<th>SERVICE DELIVERY FORUM</th>
<th>MONITORING, REPORTING AND SUPPORT</th>
<th>CAPACITY BUILDING</th>
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<td>COMMUNITY PROFILING</td>
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<td>* DEMOGRAPHICS * KEY SERVICE DELIVERY CHALLENGES</td>
<td>* DEVELOPMENT OF SERVICE DELIVERY AGENDA</td>
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<td>CDWs Their roles &amp; responsibilities</td>
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<td>* AVAILABLE GOVERNMENT SERVICE POINTS * COMPLIANCE TO BATHO PELE PRINCIPLES</td>
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<td>* Batho Pele Principles</td>
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### OUTCOME OF SERVICE DELIVERY IMPROVEMENT MECHANISM
- Responsiveness
- Efficiency
- Effectiveness
- Cost effectiveness
Conclusion

Key matters for discussion:

- Appropriate Service Delivery Improvement Forum model.

- Audit of which service delivery mechanisms are in place and their functionality.

- Launch/re-launch of the service delivery improvement initiatives
THANK YOU

Access: Offering integrated service delivery

Openness and Transparency: Creating a culture of collaboration

Consultation: Listening to customer problems

Redress: Apologizing when necessary

Courtesy: Service with a smile

Service standards: Anticipating customer needs

Information: Going beyond the call of duty

Value for money: Delivering solutions