



Province of the
EASTERN CAPE
OFFICE OF THE PREMIER

NATIONAL BATHO PELE FORUM

EASTERN CAPE PROGRESS REPORT

02 – 03 AUGUST 2018



INTRODUCTION

BP implementation centred around:

- **The finalising of 2018 PSM Concept and identification of the District/ Hub for the launch.**
- **Technical Support to Departments and entities (DOE, DOT, SOCDEV, OTP, SEDA)**

TAKING PUBLIC SERVICE TO THE PEOPLE

2018 Public Service Month:

- PSM Concept Document is endorsed by EXCO.
Hosting Hub is Nelson Mandela Bay Metropolitan Municipality
Opening – 04 September 2018
Closure – 28 September 2018
- Arrangements for preparatory meetings with relevant stakeholders are underway.

Cascading BP to Local Government:

- **A Training session on the implementation of the BPRS was held in the Cacadu District Municipality Office.**
- **They were assisted in the contents of Khaedu programme.**

KNOW YOUR SERVICE RIGHTS

SERVICE STANDARDS & SDIPs:

All 13 departments in the EC Province have Service Standards & SDIPs in place .

- Report on OMF building blocks ...

BUILDING BLOCKS OF OMF	C O G T A	D O E	D E D E A T	D O H	H S	O T P	P W	D R D A R	S & L	S O C D E V	D S R A C	D O T	P T
Service Delivery Model	Green	Red	Green	Green	Green	Green	Green	Green	Green	Green	Red	Green	Green
BPM	Green	Red	41-60%	41-60%	1-20%	41-60%	21-40%	Red	61-80%	61-80%	21-40%	21-40%	61-80%
SOPs	Yellow	Red	Yellow	Green	Yellow	Yellow	Yellow	Green	Yellow	Yellow	Yellow	Yellow	Red
Service Standards	Green	Green	Green	Green	Green	Green	Yellow	Green	Green	Yellow	Yellow	Green	Green
Approved Service Charter	Green	Red	Green	Green	Green	Green	draft	Green	Green	Green	draf t	Green	Green
SDIP (for2018/19)	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Annual Report for 2017/18 submitted	Red	Green	Red	Red	Green	Red	Green	Green	Red	Red	Green	Red	Green
2015-2018 MTEF implementation Report submitted	Red	Green	Green	Green	Green	Yellow	Green	Green	Red	Green	Green	Green	Green
2018-2021 Submission	Yellow	Yellow	Green	Green	Green	Green	Green	Green	Yellow	Green	Green	Green	Green

PUTTING PEOPLE FIRST

- **Khaedu Training:**
 - **OTP (Phase 1)**
 - **Treasury (Phase 1&2)**
- **Khaedu Awareness drives for Top Management at:**
 - **Social Development and**
 - **Provincial Treasury**
- **Khaedu Plans in place:**
 - **Treasury**

PUTTING PEOPLE FIRST

- **Department of Social Development has embarked on doing a Diagnostic in the District Departments using methodologies of the Khaedu programme**
- **Data obtained will feed their CM and SDIP processes.**

To address the fragmented approach of the CC & BP Programmes. OTP developed the following:

- **Generic Culture Change Plan**
- **EC Change Management Strategy (1st Draft)**
- **BP Implementation Framework**
- **BP Guidelines (in the process of revision)**
- **Minimum Standard Requirements**

FORUM(S)

- **An Integrated OD Forum has been established - OD (JE & Structures), SDI, Process Design CM&BP programmes form the Integrated OD Forum.**
- **The 1st draft of the TOR has been developed**
- **The forum is used as a benchmarking platform as well as a reporting mechanism by Departments.**
- **The Integrated OD Forum meets quarterly**
- **BP Forum**

CHALLENGES

- **Lack of leadership support**
- **Lack of capacity for change management and BP**
- **Structure and location of change management and BP programmes results in a fragmented approach to implementation**
- **No designated persons for Batho Pele and Change Management**
- **Participation of COGTA, Municipalities and IGR in the BP & CM (Forum and Activities)**

CHALLENGES (cont)

- **Budgetary constraints to implement change programmes**
- **No clearly defined customer care processes**
- **Lack of Excellence Awards are a matter of concern**
- **Lack of Organisational maturity stunts Learning Organisations across the Province**



CHALLENGES (cont)

- **Lack of adequate skills to perform the technical aspects of OMF.**
- **Insufficient awareness and advocacy for the OMF was done for the HOD ‘cadre’**
- **Delays in the approval of the PSM concept both Provincially and Nationally**

RECOMMENDATIONS

- **Development of a proposed Khaedu Model that will be endorsed by EXCO**
- **Facilitate Batho Pele Change Management Engagement Programmes workshops in all 13 Departments before end of the first quarter.**

RECOMMENDATIONS

- **An MTEF linked PSM plan in place in order to solicit funding**
- **Revive/Establish the Departmental BP Forums**
- **DPSA to be more prominent in the Province - Leadership**

RECOMMENDATIONS (cont)

- **Establishment of permanent structures in Departments for implementing OMF (Currently an add on function)**
- **Implement the DPSA request of forming a Chief Directorate: Strategic Management and Systems to integrate all functions that focuses on one goal and objective.**
(A function of the OMF has links to Strategy, Organisation Development, Service Delivery Improvement and ICT)

RECOMMENDATIONS

- **An integrated Organisational Development approach to Service Delivery Improvement (Batho Pele & Culture Change), focussing on cultural changes alongside technical changes, is required to transform the province across a holistic set of elements that work together to provide exceptional customer service to our beneficiaries**

THANK YOU!