



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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STANDARD OPERATING PROCEDURE: IMPLEMENT SANITARY DIGNITY PROGRAMME

TITLE OF SOP	Implement Sanitary Dignity Programme Procedure
SOP Number	H&A-SRD-01
Purpose	The purpose of this document is to outline a step by step process in the implementation of Sanitary Dignity Programme
Scope	The Standard Operating Procedure applies to the process of implementing Sanitary Dignity Programme in the Eastern Cape Department of Social Development. LOT - Life Orientation Teacher LSA – Learner Support Agent SDP – Sanitary Dignity Program PSDC- Provincial Sanitary Dignity Committee MHM – Menstrual Health Management ISMC – Indigent Sanitary Management Committee
Definitions and Acronyms	
Performance Indicator	Number of Girl learners who benefited through Integrated School Health Programme

STEP BY STEP GUIDE
IMPLEMENT SANITARY DIGNITY PROGRAMME

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
1	Identify the girl learners in quantiles 1, 2 & 3 schools, farm schools and special schools for children with disabilities	<ul style="list-style-type: none"> Receive list of quantiles 1, 2 and 3 schools, farm schools and special schools for children with disabilities with confirmed enrolment per grade from Provincial Department of Education through e-mail communication. Consult the schools to verify the enrolment of girl learners through e-mail communication. Request the lists of grade 11 and lower grades girl learners names that are set to benefit depending on the allocation per school in April of every year to be received in June that is approved by school designated official. 	<ul style="list-style-type: none"> Social worker 	<ul style="list-style-type: none"> Sanitary Dignity Implementation Framework List of Schools List of identified learners E-mail communication 	3 months	Implement Sanitary Dignity Programme to all indigent girl learners in quantile 1, 2 and 3 schools, Farm schools and Special schools with one academic year.
2.	Conduct assessment of girl learners to confirm eligibility	<ul style="list-style-type: none"> Assess the identified girl learners using SDP Eligibility Tool (Criteria) at school. Develop database of eligible girl learners. Ensure that all the key information is captured. Submit the developed database of confirmed eligible girl learners to Provincial Office for the attention of Deputy Director: SRD and the relevant ISMC. ISMC must update such list when there is a need in the composition of the list to ensure that the names of indigent persons who have left the school or institution have been removed and the names of new qualifying persons have been added. Provide feedback to ineligible girl learner through verbal communication and their school officials. Write communication requesting for the replacements from the school to be taken from the immediate lower grade and chronologically down the grades. 	<ul style="list-style-type: none"> Social worker 	<ul style="list-style-type: none"> List of identified learners SDP Eligibility Tool (Criteria) Completed SDP Eligibility Tool (Criteria) List of assessed learners 	30 Minutes	
3.	Develop Sanitary Dignity Programme specification	<ul style="list-style-type: none"> Develop Sanitary Dignity Programme specification in line with Sanitary Dignity Framework utilizing the list assessed eligible girl 	<ul style="list-style-type: none"> Deputy Director: SRD 	<ul style="list-style-type: none"> List of assessed learners Developed reviewed Specification 	3 Months	

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		<p>learners in the last quarter of the financial year for the next financial year delivery.</p> <ul style="list-style-type: none"> Incorporate request for a rectangular sanitary dignity pads with wings that can be attached to the underwear of the girl learner for ease of usage. Submit draft specification to the Director: HIV&AIDS, Care, Support and Prevention Services for review. Submit the reviewed and confirmed Sanitary Dignity Programme specification by the Director: HIV&AIDS, Care, Support and Prevention Services to SCM for consideration and advertisement. PSDC advise Provincial Treasury on matters concerning the procurement of sanitary products. 				
4.	<p>Commence P2P procurement process for the successful Bidder</p>	<ul style="list-style-type: none"> Collect the successful Bidder's documentation from Demand and Acquisition section. Create P2P memo and scan the Bidders documents on the P2P system. Forward the document for correctness and accuracy to Pre-audit section. Implement relevant Procurement Process (ordering and goods receipt activities) 	<ul style="list-style-type: none"> Admin Officer 	<ul style="list-style-type: none"> Successful Bidder's documentation Purchase Order 	1 day	
5.	<p>Distribute sanitary packs to identified girl learners in the second quarter</p>	<ul style="list-style-type: none"> Consult stakeholders (Education, Local Government, Social Development in all District levels) to develop distribution plan with the appointed service provider for the District. The Service Provider present the plan to be used that include dates, capacity of the service provider, quantities, total number of beneficiaries and the direction the service provider is going to take each day. Department confirms the accuracy and correct timelines of the distribution plan and deploy accordingly. 	<ul style="list-style-type: none"> District Deputy Director: SRD 	<ul style="list-style-type: none"> Purchase Order Distribution Plan List of beneficiaries Acknowledgement receipts documents 	2 hours	

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		<ul style="list-style-type: none"> Service provider deliver the sanitary pack and allow the ISMC member to receive the packs and sign the delivery note. The Department confirms the quantities and receive the delivery note from school official for further administrative purposes. Distribute Sanitary Dignity pack together with ISMC to identified girl learner together with social work within 5 working days after the service provider delivery. Beneficiary sign and append date for the acknowledgement of receipt with contents indicating name of the school, name of recipient and quantities. ISMC must ensure that sanitary products are disposed of in provided disposal bins at school or institution. Submit the acknowledgement of receipt with birth certificate or ID copy of the beneficiary for further administrative purposes. File the beneficiary documents manual and scan to OneDrive. 				
6.	<p>Submit Portfolio of Evidence to the District</p>	<ul style="list-style-type: none"> Ensure that the Social worker develop Database of beneficiaries using on-line data collection tool after the delivery of sanitary packs within a month, the database must include the name of school, name of beneficiary, quantity of the consignment but not limited. Ensure that the captured key information is taken from the acknowledgement receipt, Birth certificate and ID copy. Verify the developed database of recipients against the source documents within the 2 days of the receipt of developed database and provide Feedback to the database developer immediately. Submit the signed and verified beneficiary database to the District Social Work Manager on the 1st Wednesday or before of each month after the delivery. 	<ul style="list-style-type: none"> Social Work Supervisor 	<ul style="list-style-type: none"> List of beneficiaries File with signed list of Database beneficiaries with other supporting documents 	5 days	

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7.	Submit Portfolio of Evidence to the Head Office	<ul style="list-style-type: none"> Collate Database of beneficiaries from the local service offices. Verify the developed database of recipients for correctness and accuracy within 1 day and provide Feedback to the local service office immediately. Submit the signed and verified beneficiary database to the Provincial Social Work Manager on the 1st week of each month after the delivery. 	<ul style="list-style-type: none"> District Deputy Director: SRD 	<ul style="list-style-type: none"> Signed-off list of Database beneficiaries File with signed list of Database beneficiaries with other supporting documents 	2 days	
8.	Submit Portfolio of Evidence to the Strategic Planning	<ul style="list-style-type: none"> Ensure that the Admin Officer collate Database of beneficiaries from the District offices. Social work Manager verify the developed database of recipients. Provide Feedback to the District Social Work Manager within 2 day of the database receipt. Director: HIV & AIDS, Care, Support and Prevention Services sign and submit the verified beneficiary database to Manager. Monitoring and Evaluation within the 1st week of the month. 	<ul style="list-style-type: none"> Head office Deputy Director: SRD 	<ul style="list-style-type: none"> Signed-off list of Database beneficiaries File with signed list of Database beneficiaries with other supporting documents 	7 days	
9.	Monitor the Sanitary dignity programme at Local Service Office after 2 months of beneficiary receipt	<ul style="list-style-type: none"> Conduct a once off visit to randomly sampled schools with benefited learners to monitor the Sanitary Dignity Programme. Analyse the key information (condition of the beneficiary, product condition, beneficiary views about the service and any financial benefit for the family of the beneficiary) gathered through the monitoring tool. Develop and submit the monitoring report with recommendations for the improvement of service where necessary to the District 	<ul style="list-style-type: none"> Local Service Social Work Supervisor 	<ul style="list-style-type: none"> Monitoring tool List of sampled schools and beneficiaries Monitoring report 	3 days	
10.	Monitor the Sanitary dignity programme at the District after 2 months of the beneficiary receipt	<ul style="list-style-type: none"> Conduct a once off visit to randomly sampled schools with benefited learners to monitor the Sanitary Dignity Programme. Analyse the key information (condition of the beneficiary, product condition, beneficiary views about the service and any financial benefit for the family of the beneficiary) gathered through the monitoring tool. 	<ul style="list-style-type: none"> District Deputy Director: SRD 	<ul style="list-style-type: none"> Monitoring tool List of sampled schools and beneficiaries Monitoring report 	5 days	

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Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
11.	Monitor the Sanitary dignity programme at all the Districts after 3 months of the beneficiary receipt	<ul style="list-style-type: none"> Develop and submit the monitoring report with recommendations for the Improvement of service where necessary to the Provincial Office. Conduct a once off visit to randomly sampled schools in randomly selected districts with benefitted learners to monitor the Sanitary Dignity Programme. Analyse the key information (condition of the beneficiary, product condition, beneficiary views about the service and any financial benefit for the family of the beneficiary) gathered through the monitoring tool. Develop and submit the monitoring report with recommendations for the Improvement of service where necessary to the Director: HIV&AIDS, Care, Support and prevention Services. 	<ul style="list-style-type: none"> Head office Deputy Director: SRD 	<ul style="list-style-type: none"> Monitoring tool List of sampled schools and beneficiaries Monitoring report 	5 days	
12.	Develop Plan of Action	<ul style="list-style-type: none"> Receive the monitoring reports and consider the recommendations regarding service rendered. Develop appropriate plan of action with Head office, District office and Local Service Office representatives. Submit and present the plan of action to Chief Director and PSDC. PSDC receive Provincial recommendations from the Director HIV&AIDS, Care, Support and prevention Services and monitor the implementation of and compliance with the Provincial Framework. PSDC execute the plan of action as and when needed. 	<ul style="list-style-type: none"> Director: HIV&AIDS, Care, Support and prevention Services 	<ul style="list-style-type: none"> Monitoring report Attendance register Plan of Action 	2 days	

PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H / M / L)	Control Description	System / Manual
Inadequate coordination and implementation of the Sanitary Dignitary Programme	Inadequate coordination and implementation of the Sanitary Dignitary Programme result to: <ul style="list-style-type: none"> • Negative audit outcome • Tarnished image of the department • Compromised service delivery • Inadequate hygiene for the beneficiaries. 	L	H	<ul style="list-style-type: none"> • Role players to ensure that there is proper coordination and adequate resources to fully implement the Programme. • Chief Director: Developmental Social Welfare Services to ensure provision of resources. • Director: HIV&AIDS, Care, Support and Prevention Services to ensure the development of Standard Operating Procedure for the Programme. 	Manual
Inadequate distribution of sanitary towels	Inadequate distribution of sanitary towels results to: <ul style="list-style-type: none"> • Inconsistent distribution of sanitary towels to beneficiaries • Negative audit outcomes • Tarnished departmental image • Compromised Service Delivery 	M	H	<ul style="list-style-type: none"> • Deputy Director: SRD must ensure that distribution is in line with Specification and Sanitary Dignity Framework. • SCM to speed up the procurement processes • SCM must terminate the services of the appointed service provider in case of failure to supply due to insufficient capacity and other reasons. 	Manual





LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)

DOCUMENT NAME	DOCUMENT DESCRIPTION
Constitution of the Republic of South Africa, 1996	Section 1(a) of the Constitution states that one of the founding values of South Africa is human dignity, the achievement of equality and the achievement of human rights and freedoms. Section 10 of the Constitution determines that everyone has inherent dignity and the right to have their dignity respected and protected ⁴⁴ . The Constitution therefore, by implication, requires of government to put measures in place that would further promote and protect the dignity of people.
National Sanitary Dignity Framework, March 2019	The aim of this Framework is to promote sanitary dignity and to provide norms and standards in respect of the provision of sanitary products to indigent persons. It furthermore seeks to promote the addressing of women and disabled rights; social justice and emphasizes the basic human rights of indigent persons.
ESDSD Sanitary Dignity Framework -draft	To promote sanitary dignity and to provide norms and standards in respect of the provision of sanitary products to indigent persons. It furthermore seeks to promote the addressing of women and disabled rights; social justice and emphasises the basic human rights of indigent persons in the Eastern Cape.
Case Law	The South African Constitutional Court in <i>S v Makwanyane</i> ⁴⁵ expressed the following view: "Recognizing a right to dignity is an acknowledgement of the intrinsic worth of human beings: human beings are entitled to be treated as worthy of respect and concern. This right therefore is the foundation of many of the other rights that are specifically entrenched in ... [the Bill of Rights]."
National Adolescent Sexual And Reproductive Health And Rights (ASRH&R) Framework Strategy 2014-2019 (2015)	Guide towards addressing the gaps and challenges that adolescents are faced with to fully realize their sexual and reproductive health and rights.
Sexual and Reproductive Health and rights: Fulfilling our commitments 2011-2021	Provide a framework to guide the actions of the Department of Health – in collaboration with other government departments, the private sector, civil society organisations and international development agencies – to promote a society in which sexual and reproductive rights are recognized and valued and to ensure equitable and accessible.
International Conference of Population and Development	Articulate a vision regarding the links between population, development and individual well-being. It affirmed sexual and reproductive health as a fundamental human right and emphasized that empowering women and girls is key to ensuring the well-being of individuals, families, nations and our world ⁵¹ .
Sexual and Reproductive Health and Rights Continental Policy Framework, 2008	Provides overall guidance and a cohesive- fund-wide response for implementing the Reproductive Health and Rights elements of the UNFPA Strategic plan 2008-2011 (now 2018-2021).
Maputo Plan of Action, 2016-2030, 2015	Seek to take the continent forward towards the goal of universal access to comprehensive sexual and reproductive health services in Africa beyond 2015. It

DOCUMENT NAME	DOCUMENT DESCRIPTION
Population Policy for South Africa, 1998	Articulates the Governments position on population and development. The vision is to contribute towards the establishment of a society that provides a high and equitable quality of life for all South Africans in which population trends are commensurate with sustainable socio-economic and environmental development.
National Development Plan, 2012	Place significant emphasis on the reduction of poverty and inequality. Chapters 9, 10 and 11 talk to the prioritization of education, health and social protection of people and provide actions and goals to achieve these. The importance of the National Development Plan to a Sanitary Dignity Programme is that working towards eliminating poverty, we need to give women the necessary resources to be able to empower themselves.
Sustainable Development Goals, 2015	One of the main outcomes of the Rio+20 Conference (United Nations Conference on Sustainable Development) was the agreement by member states to launch a process to develop a set of Sustainable Development Goals (SDGs). In adopting the 2030 Agenda for Sustainable Development (2030 Agenda) world leaders, including South Africa, resolved to free humanity from poverty, secure a healthy planet for future generations, and build peaceful, inclusive societies as a foundation for ensuring lives of dignity for all.
New Partnership for Africa's Development (NEPAD), 2001	<p>The New Partnership for Africa's Development (NEPAD) is a pledge by African leaders, based on a common vision and a firm and shared belief. African leaders have agreed to take joint responsibility for a range of issues that will aid development on the continent of which the following have a direct bearing on children:</p> <ul style="list-style-type: none"> • Promoting and protecting democracy and human rights (thus including dignity) in their respective countries and regions, by developing clear standards of accountability, transparency and participatory governance at the national and other levels; and • Revitalizing and extend the provision of education, technical training and health services as a high priority.
Agenda 2063, 2015	The Agenda is strategic framework for the socio-economic transformation of the continent over the next 50 years. It builds on and seeks to accelerate the implementation of past and existing continental initiatives for growth and sustainable development.
White Paper on Education and Training, 1995	<p>The Education and Training White Paper does not contain policy positions directly related to menstrual hygiene but does provide positions related to school infrastructure and gender, both of which relate to menstrual hygiene in the country.</p> <p>The White Paper indicates that physical facilities of schools must provide a decent environment for learning, to address the challenges of many schools lacking electricity, a safe water supply and toilets. To address this challenge the policy has the positions that the state, noting resource constraints, has an obligation to provide the basic physical facilities and equipment to all state schools. The provision of these physical facilities to state schools will include provision of basic services and infrastructure such as water, toilets and electricity. The state is thus responsible to ensure that the physical infrastructure required for menstrual hygiene management is available at all state schools.</p>
Children's Act, 2005	<p>Section 6(2)(b) of the Children's Act, 200554 states that all proceedings, decisions or actions concerning a child must respect the child's inherent dignity.</p> <p>Section 6(2)(c) determines that any such proceedings, decisions or actions must ensure that a child is treated fairly and equitably. The Children's Act, in section 2(b), confirms the constitutional rights of children and states that the best interests of a child are of paramount importance in every matter concerning the child.</p>

DOCUMENT NAME	DOCUMENT DESCRIPTION
South African Schools Act (SASA), 1996	The Act thus makes legislative provision for realizing the water supply and sanitation provision outlined in the White Paper on Education and Training of 1995. Effectively these norms and standards should include the norms and standards for MHM in state schools in the country.
Integrated Schools Health Policy (2012)	The goal of this policy is to contribute to the improvement of the general health of school-going children as well as the environmental conditions in schools and address health barriers to learning in order to improve education outcomes of access to school, retention within school and achievement at school
The Convention on the Rights of the Child ⁵⁷ (CRC), 1989:	The general principles of the UN Convention are that: <ul style="list-style-type: none"> • all the rights guaranteed by the Convention must be available to all children without discrimination of any kind (Article 2) • the best interest of the child must be a primary consideration in all actions concerning children (Article 3) every child has the right to life, survival and development (Article 6); and • the child's views must be considered and taken into account in all matters affecting him or her (Article 12).
The African Charter on the Rights and Welfare of the Child	The African Charter was the first regional treaty that focused on the human rights of children and also seeks to promote gender equality and the empowerment of women. ⁵⁸ Article 11 of the African Charter deals with education and includes the direction of such education towards the promotion of a child's understanding of primary health care. The article also refers to the preservation and strengthening of positive African morals, traditional values and cultures. Although the promotion and protection of traditional and cultural values are in general supported, it could prove to be a challenge in the context of this Policy Framework since discussions around the topic at hand is not encouraged in some communities. There are also communities where the challenges faced by especially girl children in respect of sanitary dignity are not acknowledged. Therefore the educational aspect relating to sanitary dignity must have a broader scope than only indigent persons.
National Policy Framework for Women's Empowerment and Gender Equality	Outlines a vision for gender equality in South Africa and outlines how the country intends to realize this ideal in which women and men are able to realize their full potential and to participate as equal partners in creating a just and prosperous society for all. This talks to giving equal opportunity for both girl and boy child to have equal number of days at school so that they stand equal chances as a society without girl child being affected or being concern leaving or being absent at school due to lack of MHM.
Social Assistance Act	Chapter 2 (13) makes provision for the Minister of Social Development to provide social relief of distress to a person who qualifies for such relief as may be prescribed
SADC Protocol on Gender and Development, 2008	SADC has identified key priority areas for Gender and Development with a view to accelerate progress in the achievement of gender equality and women's empowerment
Indigent policy	In order to provide free basic water sanitation electricity and refuse removal services a household must fall below an affordable threshold. According Dora 2016, the affordability threshold for the household is based on two state old age pensions

AUTHORISATIONS

Authorization:	Name:	Signature:	Comment:	Date:
Recommended by Director: HIV&AIDS, Care, Support and Prevention Services	V. Makhelane		The SOP will strengthen standardization in the implementation of the Sanitary Dignity Programme	11/08/2023
Recommended by Acting Chief Information Officer	M.E. Gazi		Recommended	17/08/2023
Chief Director: Developmental Social Welfare Services	Dr.S. Hugo		Recommended	24/08/2023
Acting DDG: Developmental Social Welfare Services	Z.Gangca		Recommended	06/09/2023
Approved by Head of the Department	M.Machemba		Approved	18/09/2023
Distribution and Use of SOP	All Departmental staff			