



Approval Date	29-01-2024
Periodical Review	3 years
Commencement Date	29-01-2024
Review Date	29-01-2027

STANDARD OPERATING PROCEDURE: IMPLEMENT SOCIAL AND BEHAVIOUR CHANGE PROGRAMME

TITLE OF SOP	Procedure: : Implement Social and Behaviour Change programme
SOP Number	HCS&P-H&A-02
Purpose	The purpose of this document is to outline a step by step process in the implementation of Social and Behaviour Change Programme
Scope	The Standard Operating Procedure applies to the process of implementing Social and Behaviour Change Programme in the Eastern Cape Department of Social Development.
Definitions and Acronyms	<p>SOP – Standard Operating Procedure SBC -Social and Behaviour Change NSP- National Strategic Planning SSP – Social Service Practitioner CCG -Community Caregiver PLHIV-People living with HIV HIV – Human Immunodeficiency Virus AIDS- Acquired Immune Deficiency Syndrome CBO – Community Based Organization CYCW -Child and Youth Care Worker FBO – Faith Based Organization NPO -Non Profit Organization OVCY – Orphaned and Vulnerable Children and Youth PTSD – Post-traumatic Stress Disorder SAW – Social Auxiliary Worker SW – Social Worker DSD – Department of Social Development COW – Community Work GRW- - Group Work Beneficiary: Refers to the person who is the main recipient of case work services</p>
Performance Indicator	Number of beneficiaries reached through Social and Behavior Change programme

STEP BY STEP GUIDE
IMPLEMENT SOCIAL AND BEHAVIOUR CHANGE PROGRAMME

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard	
1.	Plan for social and behaviour change programme	<ul style="list-style-type: none"> • Conduct need analysis • Identify communities using community profiling, Household profiling, IDPs, Research , STATSA, stakeholders meetings and referrals. • Record identified information in COW 02. • Organize relevant resources. • Identify stakeholders to work with. • Develop programme proposal using GRW 01 form or COW 01 for planning • File the all documents in the group work file and community work file. 	<ul style="list-style-type: none"> • Social worker 	<ul style="list-style-type: none"> • IDP • Community profiling • Need analysis report • Completed GRW 01/ COW 01 	3 days	Implement Social and Behaviour Change programme in communities within 1 month.	
2.	Implement the programme	<ul style="list-style-type: none"> • Conduct the session. • Monitor the attendance of participants. • Monitor participation. • Evaluate the programme on COW 03. • Capture the participants details on the online data capturing tool/ Database. • Compile and submit the programme report to the immediate supervisor. • File the all documents in the group work file and community work file. 	<ul style="list-style-type: none"> • Social worker 	<ul style="list-style-type: none"> • Programme manual • Monitoring report • Evaluation report 	12 days		
3.	Compile and submit the report to the District office	<ul style="list-style-type: none"> • Social Worker retrieve the captured participants information on online database capturing tool at the Local service office. • Record the captured information on the monthly report. • Social worker submits the monthly report to the immediate supervisor. • Social work supervisor/ Service office manager receives and verify the reports submitted. • Social work supervisor/ Service office manager consolidates all the received narrative reports. • Quality assurance team quality assures, sign-off and submit to District on the month on monthly, quarterly, half yearly and annual basis on the last day of the month. 	<ul style="list-style-type: none"> • Social worker 	<ul style="list-style-type: none"> • Online captured participants database • Monthly, quarterly, half yearly and annual report 	3 days		

STEP BY STEP GUIDE

IMPLEMENT SOCIAL AND BEHAVIOUR CHANGE PROGRAMME

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
4.	Compile and submit the report to the Head Office	<ul style="list-style-type: none"> • District Social worker manager receives all local services reports and verify the received narrative reports on the online data capturing tool. • District Social worker manager consolidate the verified received narrative reports. • Quality assurance team quality assures, sign-off and submit to Head office on monthly, quarterly, half yearly and annual basis on the 5th of every month. 	<ul style="list-style-type: none"> • District Social work Manager 	<ul style="list-style-type: none"> • Online captured participants database • Local service narrative report • Monthly, quarterly, half yearly and annual report 	5 days	
5.	Compile and submit the report to Strategic Planning	<ul style="list-style-type: none"> • Head office Social work manager receives the narrative reports from different districts and Admin officer verify against the captured data on online data capturing tool. • Head office Social work manager consolidate all the received verified reports. • Director: HIV, Care, Support and Prevention Services quality assures, sign-off and submit to Strategic Planning on monthly, quarterly, half yearly and annual basis on the date of submission. 	<ul style="list-style-type: none"> • Head office Social work manager 	<ul style="list-style-type: none"> • Online captured participants database • District narrative report • Monthly, quarterly, half yearly and annual report 	5 days	

PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H / M / L)	Control Description	Type	System / Manual
Ineffective quality assurance team	<ul style="list-style-type: none"> Ineffective quality assurance team result to poor quality of report and also result to not meet the submission deadlines. 	H	H	<ul style="list-style-type: none"> Intensify quality assurance teams at all levels of reporting by the District Directors. 	Text	Manual
Unavailability of participants ID numbers	<ul style="list-style-type: none"> Unavailability of participants ID due to refusal to issue of ID documents by participants result to under reporting and underperformance. 	H	H	<ul style="list-style-type: none"> SSP to do the groundwork to obtain necessary documents (Consent forms, Identity documents) 	Text	Manual
Silo mentality within the Department	<ul style="list-style-type: none"> Lack of integration result to uncoordinated and duplication of services to same group. 	H	H	<ul style="list-style-type: none"> District Director to encourage Integration of the work from directorates at planning and implementation stage. 	Text	Manual
Insufficient resources	<ul style="list-style-type: none"> Insufficient laptops result to delay in capturing data with also result to delay in report submission. Insufficient vehicles result in delay of service delivery. Shortage of human resources result to work overload can also result to burnout that can also result absentees and off sick. 	H	H	<ul style="list-style-type: none"> Director: ICT Engineering to purchase more laptops. Director: Asset Management and Infrastructure to purchase more vehicles. Director: HRA to recruit more SSP 	Text	Manual
Lack of Service monitoring and evaluation	<ul style="list-style-type: none"> Lack of Service monitoring and evaluation will result poor service delivery. 	M	M	<ul style="list-style-type: none"> District Director to enforce the responsible officials to utilize the approved SOP to ensure that service monitoring and evaluation is done. 	Text	Manual
Staff Rotation	<ul style="list-style-type: none"> Staff Rotation result to lack of continuity of implementation of the programme. 	H	M	<ul style="list-style-type: none"> District Director to retain the trained staff. 	Text	Manual

Risk Name	Risk Description	Probability (H/M/L)	Impact (H / M / L)	Control Description	System / Manual
Lack / insufficient of comprehensive supervision	<ul style="list-style-type: none"> Lack / insufficient of comprehensive supervision can result to poor service delivery. 	M	H	<ul style="list-style-type: none"> Intensify the supervision sessions by Social Supervisors 	Manual
File Storage	<ul style="list-style-type: none"> Lack of proper file storage result to document loss. 	H	H	<ul style="list-style-type: none"> Director: Asset Management to purchase lockable file storage and kept in a control registry room. To move from paper-based filing system to electronic filing system by Director – System Development and Maintenance. 	Manual

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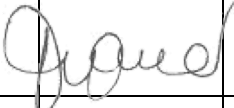

LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)

DOCUMENT NAME	DOCUMENT OR SECTION DESCRIPTION
National Development Plan	Chapter 11: Social Protection- Aims to create an inclusive Social Protection system that addresses all areas of and is responsive to the needs, realities, conditions and livelihoods of those who are most at risk. PRIORITY 4: Prevent and reduce the disease burden and promote health.
National Strategic Plan For HIV, TB and STIs; 2023-2028	Aims to place the country on track to eliminate HIV, TB and STIs as public health threats by 2030. Goal1 – Break down barriers to achieve solutions for HIV, TB and STIs. Goal 2- Maximize equitable and equal access to services and solution for HIV, TB and STIs.
Framework for Social Welfare Services; 2013	Seeks to facilitate/guide the implementation of a comprehensive, integrated, rights-based, well-resourced and quality developmental social welfare service.
Procedure Manual for the revised Generic Intervention Processes Tools; 2019	The purpose of this Procedure Manual is to promote a professional social work service. This Procedure Manual provides information on the activities and administrative/documentation tools for the three primary methods of social work interventions provided for in the Department of Social Development's (DSD) Generic Intervention Process Model for Social Welfare Services (SWS), namely: case work, group work and community work
Psychosocial Support Intervention Guidelines for Vulnerable Children and Youth 2016/05/03	The purpose of these intervention-based guidelines is to harmonize practices and offer practical guidance to those who deliver psychosocial support (PSS) services to ensure the psychosocial wellbeing of children, youth and their families made vulnerable by HIV and AIDS.
Guidelines for Social Service Practitioners Enabling Access to HIV testing services for Children, Adolescents and Youth	To enable access to HIV services in a structured manner for Children, Adolescents and Youth infected and affected by HIV
National Guidelines for the Establishment and Management of Support Groups for Adults and Children	Aim is to provide information on the establishment, management and maintenance of Support Groups for Children and Adults made Vulnerable by HIV and AIDS, Chronic Conditions and other Psychosocial challenges.
Minimum Norms and Standards for Home and Community Based Care	To outline the process of providing minimum standards for the delivery of services within the programme in order to ensure equality.
The Constitution of the Republic of South Africa 1996	It aims to take care of the Bill of Rights of the South African Citizens. Bill of Rights enshrines the rights of people in South Africa and affirms the democratic values of human dignity, equality and freedom.
Children's Act no 38 of 2005	Section 9 of Children's Act stipulates that the Child's Best Interest is of paramount importance in all matters concerning the care, protection and wellbeing of a child.
Policy Guideline for HIV Counselling and Testing (HCT) 2009	The guideline seeks to help HCT service providers to provide caring, good quality, uniform and equitable HCT services in the country.

DOCUMENT NAME	DOCUMENT OR SECTION DESCRIPTION
Supervision Framework for Social Work Profession in South Africa 2012	The aim is to improve quality Social Work services offered to service users as highlighted in the recruitment and Retention Strategy for Social Workers 2-01-2024
Integrated Service Delivery Model 2005	The Model provides nature, scope and levels of intervention based on the developmental social service delivery that provides guidance on service delivery.

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AUTHORISATIONS

Authorization:	Name:	Signature:	Comment:	201-2024	Date:
Recommended by Director: HIV&AIDS, Care, Support and Prevention Services	V. Makhalane		The SOP is critical in defining step by step process in implementing SBC programme.		13/12/2023
Recommended by Acting Chief Information Officer	M.E. Gazi		Recommended		13/12/2023
Chief Director: Developmental Social Welfare Services	Dr.S. Hugo		Recommended		14/12/2023
Acting DDG: Developmental Social Welfare Services	Z. Ganca		Recommended		12/01/2024
Approved by Head of the Department	M.Machemba		Approved		29/01/2024
Distribution and Use of SOP	All Departmental staff				