



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

SOP File Number:	SP-M&E-01
SOP Version:	V.001
Document Owner:	Director: Strategic Planning and Policy Development

STANDARD OPERATING PROCEDURE: MONITORING AND EVALUATION PROCESS

Approval Date	(Date of Approval)
Commencement Date	(Date of Approval)
Review Date	1 year after approval
Periodical Review	Annual
Resources	Internal staff, Budget, ICT equipment, Mobile offices
Intent of SOP	To document the Standard Operating Procedure (SOP) to be taken for the development, approval and submission of Departmental monthly, quarterly, half yearly and annual performance information reports.
Process Objective(s)	To provide Integrated strategic direction and support to achieve good governance at all times.
Scope	This SOP applies to all departmental officials, funded organizations, NPIs, NGOs rendering services for the Department
Definitions	<p>APP – Annual Performance Plan</p> <p>OPS – Operational Plan</p> <p>M&E – Monitoring & Evaluation</p> <p>PFMA – Public Finance Management Act</p> <p>SMART – Specific, Measurable, Achievable, Relevant & Time-bound</p> <p>MTEF – Medium Term Expenditure Framework</p> <p>SP – Strategic Plan</p> <p>PIMP – Performance Management Information Policy</p> <p>FMPP – Framework for Managing Programme Performance Information</p> <p>NDP – National Development Plan</p> <p>SDG – Sustainable Development Goals</p>

Desired Performance	<ul style="list-style-type: none"> • Ensure alignment between the indicator, indicator description and the source/ collection of data.
Key Performance Indicator	Number of statutory documents developed.
Principles & values	<ul style="list-style-type: none"> • The process aligns the performance of all Social Development officials with the Department's overarching mission, vision and strategic priorities. • The principle of continued development and quality improvement forms the basis of the performance management process. • A process of quality assurance and management has been instituted to evaluate implementation continuously. • Managing the ownership of the performance management process to remains the responsibility of the official concerned, his or her direct supervisor. • The performance management process endorses the principles of justice and fairness. • The principles of this process are applied consistently throughout the entire department
Compliance Measures	<ul style="list-style-type: none"> • Performance Information management shall be guided by Evidence-based policy-making to enable officials to achieve better outcomes, by drawing upon the best available evidence from research and evaluation and other sources.
Performance Measures	<ul style="list-style-type: none"> • Good quality Departmental performance information • Timeous Departmental performance information
Process Input Data	<ul style="list-style-type: none"> • Performance Information Capturing templates
Process Output Data	<ul style="list-style-type: none"> • District Performance Reports • Portfolio of Evidence

No.	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1	Collect information	Collect information on focus areas e.g. Youth, children, older persons, substance abuse, etc. and report using templates to the social worker with POE.	Institutions NPOs Coops Service office	<ul style="list-style-type: none"> Client Information 	30 days
2	Compile and collate the report	Compile compliance report in-line National treasury guide lines. Quality assure the report. Provide Feedback to Institutions, NPOs and Coops	Social Worker/ Community Development Practitioner Service office manager	<ul style="list-style-type: none"> Compiled report 	30 Days
3	Consolidate reports	Collate reports from Social Workers and verify activities against the operational plan and identify deviation and corrective measures Provide Feedback to Service office manager	Social Worker Supervisor/ Community Development Practitioner Supervisor	<ul style="list-style-type: none"> Consolidated service office report with POE 	30 Days
4	Submit report to the district	Report about the activities conducted at the area office by the social worker and institution with POE in-line with APP and operational plans Provide feedback to Area office	Social Worker/ Community Development Practitioner Area manager	<ul style="list-style-type: none"> Consolidated area report with POE 	30 Days
5	Consolidate district report and conduct district review sessions	Conduct district performance review sessions Consolidate district report Verify data and validation data within the report Endorse and approve Submit the report to Provincial Office ISS	District Director	<ul style="list-style-type: none"> Consolidated district report with POE 	30 Days
6	Analysis and verify report	Analysis, verification and feedback to districts on gaps identified. Conduct regional reviews (ISS North & South) Submit verified regional reports to Provincial Programme managers	Chief Director ISS North Chief Director ISS South	<ul style="list-style-type: none"> Review session report 	30 Days
7	Consolidate Programme report	Analyse the performance report from the district Verify the performance report from the district Validate the performance report from the district Endorse the performance report from the district Approve the performance report from the district Provide Feedback the performance report from the district	Social Work Policy managers Provincial Directors Chief Directors	<ul style="list-style-type: none"> Consolidated Programme report with POE 	30 Days

8.	Consolidate Departmental performance report	Receive and consolidate performance reports from Programmes into Departmental quarterly report Analyse the performance report in terms of alignment with the APP as well as compliance to the approved Template. Verify POE and check compliance with TIDs Endorse the performance report Check compliance with DPME standards	Deputy Director : M&E Assistant Director: M&E	<ul style="list-style-type: none"> • Consolidated Departmental performance reports 	30 Days
9	Conduct Performance review session	Prepare and send invites and agenda Arrange venue and facilities Prepare quarterly reports packages Prepare procurement	Assistant Director: M&E	<ul style="list-style-type: none"> • Invites • Procurement order • Packaged reports 	30 Days
10	Submit Departmental Performance Report	Submit to Internal auditors, external auditors Correct auditors findings and submit to HOD Endorse and approve the report	Deputy Director : M&E Assistant Director: M&E HOD	<ul style="list-style-type: none"> • Approved report with corrected auditors findings 	30 Days




PROCESS RISKS

Name of the Risk	Risk Description	Probability (H/M/L)	Impact (H / M / L)	Control Description	System / Manual
Information quality & integrity	Lack of good quality information will result to unreliable information which negatively affects further planning	H	H	Strategic planning and performance review sessions are conducted quarterly to educate officials on planning and reporting.	Manual
Planning without baseline information	Planning that is not informed by research and baseline data will result into poor targeting and performance	H	H	Submission of research and demographic profiling data by Management Information Services directorate to Strategic Planning	Manual
Non-adherence report submission deadlines	Non-adherence report submission deadlines result in lack of proper and processing of information which compromises the quality of Departmental reports	H	H	Continuous reminders sent to the Programmes for report submission.	Manual

LEGISLATION, POLICIES, PROCEDURE, & OTHER DOCUMENTATION (I.e. SOPs)

Document Name	SECTION DESCRIPTION	Effective Date (if applicable)
<p>Constitution of the Republic of South Africa, 1996 (Sections 92, 114, 125 and 153)</p>	<p>The South African Constitution of 1996, stipulates that, the public service "must be governed by the democratic values and principles enshrined in the Constitution. These principles are intended to guide the transformation of the public service, from being a rules-bound bureaucracy, concerned with the administration of rules and regulations, to a dynamic, results-driven organisation, committed to delivering appropriate services to all the people of South Africa.</p>	<p>1996</p>
<p>Public Finance Management Act (PFMA), 1999</p> <p>Public Service Regulations, 2016</p>	<p>Section 40(d). Public Finance Management Act of No 1, 1999 (PFMA) and Public Regulations 2016 as amended compels Accounting Officer to provide information on departmental plans, reports and finance documents. This framework aims at addressing performance information and the reporting thereof. Performance information indicates how well an institution is meeting its aims and objectives, and which policies and processes are working. Making the best use of available data and knowledge is crucial for improving the execution of government's mandate. Performance information is key to effective management, including planning, budgeting, and implementation, monitoring and reporting. Performance information also facilitates effective accountability, enabling legislators, members of the public and other interested parties to track progress, identify the scope for improvement and better understand the issues involved.</p>	<p>1999</p> <p>2016</p>
<p>Promotion of Access to Information Act, 2 of 2000</p>	<p>Manual for the Department of Public Service and Administration in terms of section 14 of the Promotion of Access to Information (Act No.2 of 2000), The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (hereinafter referred to as "PAIA") is the national legislation which was enacted to give effect to the constitutional right of access to information. PAIA gives all South Africans the right to have access to records held by the state, government institutions and private bodies.</p>	<p>2000</p>

AUTHORIZATION

Authorization:		Name:	Comments	Signature:	Date:
Quality Checked by:	N.A Mazizi		This SOP must be reviewed and updated annually to maintain its relevance.		25/02/2019
Director: Management Information Services					
Recommended by:	N.Mabusela-Morrison		The SOP will be monitored on a quarterly basis		26/02/2019
Director: Strategic Planning and Policy Development					
Approved by:	N.Baart		SMUJ MO NUMA NG MEGRANSHI KE BUT IN		28/02/2019
HOD					
Distribution and Use of SOP	District Directors, Service Office Managers, Area Managers, Assistant Directors and all staff members				