

Community Partner

GUGULETHU PARALEGAL ADVICE OFFICE

MAKING ALL
VOICES COUNT

BLACKSASH
MAKING HUMAN RIGHTS REAL

COMMUNITY MONITORING

Gugulethu Paralegal Advice Office

October / November 2016

MAKING ALL
VOICES COUNT

SASSA Service Office: Gugulethu

BLACKSASH
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Gugulethu Advice Office was established in 1998 and deals with access to justice, legal advice and litigation matters. Some of its programmes include monitoring service delivery and participating in Access to Justice Month partnering with the Department of Justice. The Advice Office provides advice on abuse of women, children's rights, HIV/Aids, labour rights and social grants.

The monitors for this project are:

- Matthews Tsofuti
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The funders for this site are: MAVC.

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WHAT IS COMMUNITY-BASED MONITORING (CBM)?

Community-based monitoring seeks to give citizens a voice in how public services are managed.

The Black Sash and Community Partners have been promoting citizens' monitoring for a number of years. In this project we are working with the Department of Planning, Monitoring and Evaluation (DPME) to learn and demonstrate how government can make citizen voices an integral part of the way public services are managed.

We hope that this report will be useful to the citizens / users, staff and management of the facility and that it helps them to see where citizens think they are performing well and where they could improve.

We hope that citizens / users will discuss and make sense of this report. We also hope that the facility staff and management will discuss this report and together with citizen representatives explore solutions to improve service delivery.

We hope that it will help facility staff become more responsive to citizen needs, and encourage citizens to become more confident to use and get actively involved in how services are delivered in their communities.

We hope that these citizen-based performance reports together with frontline staff feedback reports as well as the Improvement Plans developed and adopted at the Dialogues, will help District Provincial and National managers to act quickly to fix problems that citizens and staff identify. We invite comments and suggestions from everyone on how this can be improved so that together we can contribute to better services and better relationships between government departments and the people they serve.

HOW DATA WAS COLLECTED

In each community, members of a community partner were recruited and trained how to conduct a micro-survey of citizens' and frontline staff's perceptions and experiences.

Survey respondents were not identified, so they could express their opinions freely. The questionnaire was developed by the Black Sash with Community Partners based on its own work. It was shown to SASSA and DPME for comments and input. The surveys try to highlight the VOICES of poor people and in particular that of women and girls.

The survey was conducted in October / November 2016.

HOW TO READ THIS REPORT

There are three types of questions:

Demographic questions. Information about the participants, for example their sex and age.

Questions about specific aspects of their experience at the facility. The answers to these questions are shown in simple bar graphs that show the number of people who gave a particular answer.

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Questions on how positively or negatively they rated aspects of their experience at the facility. In these graphs, respondents are classified into three groups:

Positives are people who give a satisfaction score of 4 or 5 on a 1-5 scale. These people think that the facility performs its work well or very well.

Neutrals are those who gave a score of 3 – who felt that performance was not good, but also not bad. They do not have major complaints, but believe there is some room for improvement.

Negatives are those who scored 1 or 2. They feel that the facility does not perform its work as well as it could. They have moderate to serious criticism of the facility.

Clustering the scores in this way lets us easily understand the range of citizen views.

COMPARISONS

It is important to be able to track the changes coming from the CBM surveys, over time. In order to do so, we need to compare the results of the previous monitoring cycle, to the current cycle.

It is important to remember that the number of people surveyed differs for each cycle.

What this means is that when we analyse these two results, we always make sure that it is relative to the number of respondents from the previous cycle.

It is important to understand that the bar will always show this relative comparison.

SASSA Service Office: Gugulethu

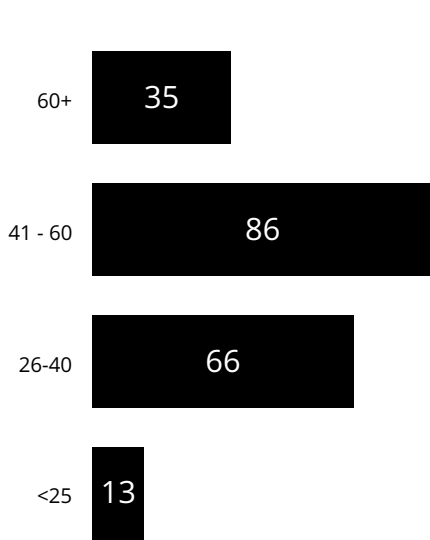
TOTAL: 200
Male: 83
Female: 117



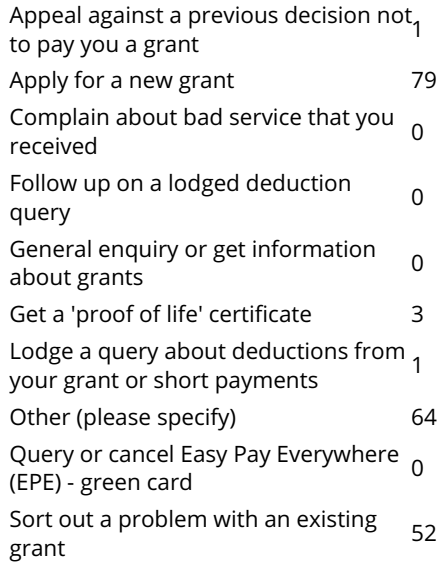
SOME TIPS FOR DEVELOPING THE IMPROVEMENT PLAN

- Performance results of the monitoring exercise are presented by the Community Partner leading the monitoring exercise.
- Facilitated discussions are held to understand the results and validate the findings.
- Participants now discuss and decide what the Key Improvement Issues are for the government service being monitored.
- Starting with small group discussions – help to get everyone involved and easier to hear everyone's voice.
- It is important to prioritise / rank the Key Improvement Issue to be tackled: choosing what the key issues are and to be tackled immediately.
- Key Improvement Issues can be ranked from numbers 1 to 5. Number 1 is the issue participants feel need the most urgent attention, then 2 and so we go down to number 5.
- All participants at the Dialogue get the opportunity to contribute - numbering their key challenges from 1 to 5.
- Each small group agree on one set of 5 key challenges and present them to the big group in plenary.
- A final list of 5 key challenges are compiled from the presentations of the small groups and adopted by all the participants in the Dialogue.
- Be very clear about the Key Challenge / Issue. Write it in the way as it is on the poster report. That way we know what is being worked on. Ensure that others will clearly see or understand what is being addressed.
- Spend a little bit of time to do some problem analysis – gather ideas of what the real problem is and how it can be addressed.
- A Joint Monitoring Committee (JMC) is selected, made up of the Community Stakeholders and management of the government service.
- The JMC takes responsibility for ensuring that the Improvement Plan is implemented.
- The JMC may have to do more work on the Improvement Plan actions to be taken and will have to meet regularly to get plan activities and get progress reports.
- If there is an aspect on this report you wish to understand or investigate further, please include it in your plan and together with Black Sash's support, you can work on it.

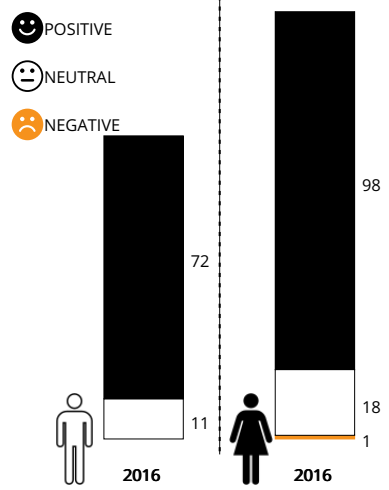
AGE



WHAT KIND OF SERVICE DID YOU COME HERE FOR?



WERE YOU SATISFIED WITH THE SERVICE THAT YOU RECEIVED?



IMPROVEMENT PLAN TEMPLATE

KEY IMPROVEMENT ISSUE	ACTION TO BE TAKEN	WHO WILL LEAD	WHO WILL SUPPORT	RESOURCES NEEDED	COMPLETION DATE
1					
2					
3					
4					
5					

Learn about CBM

- What is CBM?
- CBM Resources
- Norms & Standards
- Batho Pele Principles

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Community Partners

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A GRAND CHALLENGE
FOR DEVELOPMENT

