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**NATIONAL ASSEMBLY QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER: 2086**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 27 MAY 2022**

**INTERNAL QUESTION PAPER NUMBER: 20 - 2022**

**2086. Mrs G Opperman (DA) to ask the Minister of Social Development:**

What are the reasons that her department has not updated its guidelines for performance management and reporting since March 2012, as the report of the Auditor-General for the 2020-21 financial year indicates that it is more than a decade since its last update and (b) how has she found does this impact service delivery? NW2489E

**REPLY:**

The Revised Guideline was approved by Departmental Management Committee in May 2021 and has been implemented since the 2021/22 financial year. The Guidelines is attached as an Annexure to this reply.

The Guideline were not updated over the years because there were no major revisionsto the legislation and framework which inform management of performance information in the Public Service. During the period of implementation of this Guideline, DSD complied with all the regulatory requirements for compilation and submission of performance reports to all relevant stakeholders. Among major achievements was the ability of the Department to obtain and maintain an Unqualified Audit Outcome from Auditor General of South Africa on the Usefulness and Reliability of its performance information reported in the annual performance reports for nine consecutive years.

In the 2019 Medium Term Expenditure period, there were several changes and improvements in the management of performance information throughout the Public Service. These changes resulted in DSD having to review their Guidelines between October 2020 to March 2021. Some of the key revisions were the following:

* Expanding of the Chapter on Reporting Requires to elaborate of criteria for assessing performance information, the timelines for submission of performance reports as well as introduction of Departmental Performance Review Sessions.
* Explanation of Reporting Lines (Channels) to various stakeholders.
* Inclusion of a full Chapter on Results Framework to assist in familiarising managers with the various concepts and approaches to planning (setting baselines, targets and defining indicators)
* Inclusion of an annexure on compilation of evidence to support reported performance information

**b) How has she found does this impact service delivery?**

The Guideline has **no direct impact** on service delivery as it guides compliance to the regulatory reporting requirements. It however, **indirectly contributes to improved service delivery** within the context of performance monitoring. The Guideline introduced quarterly Departmental Performance Review sessions, where progress is assessed to ensure that set targets in the Annual Performance Plan are achieved. Achievement of set targets in the Annual Performance Plan leads to attainment of service delivery objectives.

**Background and context of the Guideline for Performance Monitoring and Reporting**

The Department developed its Guideline for Performance Monitoring and Reporting in 2012 to ensure that it complies with all requisite legal prescripts and to improve systems and processes required to manage performance information. The Guideline has been used as a Standard Operating Procedure for managing performance information in the Department.

The purpose of the Guideline is to:

* Set the standard for managing performance information in line with relevant legal prescripts and requirements;
* Outline the roles and responsibilities of line managers and other management structures with regard to the generation and management of credible performance information;
* Establish a common understanding of the role that Monitoring and Evaluation plays in managing and reporting performance information in line with the pieces of relevant policies and frameworks within the DSD; and,
* Familiarise staff with the terminology used by different practitioners in various contexts regarding monitoring, evaluation and reporting.

The DSD Guidelines were informed by, among others, the Constitution of the Republic of South Africa, the Public Finance Management Act, the National Treasury Regulations, Public Service Act, 1994 as amended and Public Service Regulations. In addition, the Guideline is further informed by regular Frameworks, Instruction Notes, Circulars and Guidelines issued National Treasury (NT) together with the Department of Planning, Monitoring and Evaluation (DPME), which gives effect to the above legislation.