



social development

Department:
Social Development
REPUBLIC OF SOUTH AFRICA

ASSESSMENT OF PROVINCIAL READINESS FOR THE IMPLEMENTATION OF GENERIC NORMS AND STANDARDS FOR SOCIAL WELFARE SERVICES

The social welfare sector, under the leadership of the Directorate Service Standards, developed generic norms and standards for social welfare service delivery through an intense process of consultation. The implementation of generic norms and standards has implications for all role-players in the sector, Department of Social Development; non-governmental organisations as well as other government departments, such as the departments of Basic Education, Health, Correctional Services, Cooperative Governance and Traditional Affairs, Justice and Constitutional Development, Defence and the South African Police Services.

It is therefore critical for the Department to assess the readiness for implementation of this generic norms and standards as well as the resource implications for compliance in provincial departments, NGOs and other government departments before implementation plans can be finalised.

The first phase of the project which includes development and training of stakeholders on data collection tools and indicators has been finalised.

The second phase focuses on the following:

- Data collection from all role players.
- Activation of on line data collection tools from the 15th August to 15th September 2012.
- Support workshops at central points per province from 1st September to 15th October 2012 to provide support for those who did not have access to on line questionnaires and facilitate the manual process of data collection from beneficiaries.
- Capturing and data analysis.
- Consolidation of a comprehensive readiness assessment report.

The involvement of role players will require:

- Identification of provincial and/or district coordinators.
- Participation by all practitioners in the data collection.
- Monitoring and support of the data collection process by coordinators.
- Participation in the support workshops.

The readiness assessment will provide us with a clear understanding of the current status of social welfare service delivery at local, district, provincial and national level. This will facilitate an understanding of the existing gaps which will inform a costed implementation plan for social welfare service delivery.

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ISSUED BY: DIRECTORATE SERVICE STANDARDS

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