

Service Specification

**Specification
Title:**

Services to Families

**Specification
Number:**

**SP3.2: Care and Services to
Families**

1 Background

1.1 Population or community need

- Inability to handle or resolve conflict as a result of lack of knowledge and support systems.
- Disintegration of families.
- Violent family and community life.
- Family breakdown.

1.2 Population- and community-level outcomes or results

The envisaged outcomes in relation to this programme are:

- Resilient families who are able to take care of their families.
- Reduction in divorce rate.
- Reduction in teenage pregnancies.
- Family preservation.
- Involvement of men and boys in family life
- Involved fathers in children's lives

2 Service overview

2.1 Description and objectives of the service

Services to families are aimed at empowering, supporting, protecting and preserving families.

Funding will be considered in line with the following **Objectives**:

OBJECTIVE 1:

Capacitate service providers to implement family development programmes that promote functionality in and strengthen families.

OBJECTIVE 2:

To monitor and support affiliates rendering family services.

OBJECTIVE 3:

Facilitate the mentoring and coaching programme for emerging CSO / community-based organisations.

2.2 Components of the service / activities

Below are the activities aligned to the Objectives listed in 2.1 above.

Objective	Activities	Financial Year/s
OBJECTIVE 1. Capacitate service providers to implement family development programmes that promote functionality and strengthen families.	1.1 Provide accredited family mediation training that include family group conferencing and the development of parenting plans.	2024-2027
	1.2 Facilitate the implementation of the revised marriage preparation and marriage enrichment manual.	2024-2027
	1.3 Provide reunification and after care services' training to affiliates.	2024-2027
	1.4 Provide active parenting of teenagers training to parents of teenagers.	2024-2027

<p>OBJECTIVE 2 (as above)</p> <p>Monitoring and supporting affiliates rendering family services.</p>	<p>2.1 Monitor and Support affiliates in the implementation of the following programmes:</p> <ul style="list-style-type: none">a) Reunification and after care services.b) Mediation services to vulnerable families and families in crisis.c) Marriage preparation and marriage enrichment for couples planning to get married and those that are already married.d) Family resilience programmes.e) Active Parenting of teenagers.f) Mencare / fatherhood programmes <p>2.2. Participate in the National Family Services Forums.</p> <p>2.3. Participate in the review and implementation of the White Paper on Families.</p> <p>2.4. Monitor the participation of the affiliates in the provincial and district/regional forums.</p>	<p>2024-2027</p> <p>2024-2027</p> <p>2024-2027</p> <p>2024-2027</p>
<p>OBJECTIVE 3</p> <p>Facilitate the mentoring and coaching programme for emerging CSO / community-based organisations.</p>	<p>Facilitate the mentoring and coaching programme for emerging CSO / community-based organisations through the following:</p> <ul style="list-style-type: none">3.1 To conduct needs assessment to identify emerging community-based organisations.3.2 Train the Organizations as mentors to other emerging organisations.3.3 To provide technical support to the emerging organizations.	<p>2024-2027</p> <p>2024-2027</p> <p>2024-2027</p>

Description of the beneficiaries to be served or service users

- Family members.
- Community members.
- Key stakeholders

2.3 Geographic coverage of the service

Objectives	Geographical Areas	Target year/s
OBJECTIVE 1 (as above)	Free State, North-West, Northern Cape	Year 1: 3 provinces
	Mpumalanga, Limpopo, Gauteng	Year 2: 3 provinces
	KwaZulu-Natal, Western Cape, Eastern Cape	Year 3: 3 provinces
OBJECTIVE 2 (as above)	Free State, North West, Northern Cape	Year 1: 3 provinces
	Mpumalanga, Limpopo, Gauteng	Year 2: 3 provinces
	KwaZulu-Natal, Western Cape, Eastern Cape	Year 3: 3 provinces
Objective 3 (as above)	Free State, North West, Northern Cape	Year 1: 3 provinces
	Mpumalanga, Limpopo, Gauteng	Year 2: 3 provinces
	KwaZulu-Natal, Western Cape, Eastern Cape	Year 3: 3 provinces

2.4 Time-related elements applicable to the service

Normal working hours apply.

3 Staffing requirements

Staffing levels	Relevant professionals/practitioners with knowledge of programmes for families.
Qualification of staff	Relevant qualification
Experience of staff	- The staff should have passion, skills and knowledge to work in the space of Families programmes. Knowledge and understanding of norms and standards for services to Families.
Required accreditations or registrations	Accredited Mediation training Registration and accreditation with relevant statutory bodies <i>where applicable</i>

4 Quality and compliance requirements

- White Paper on Families- June 2013.
- Norms and Standards for services to Families.
- NPO registration certificate.
- Accredited Mediation Training.
- Constitution of the Republic of South Africa, 1996
- M&E Framework for Services to Families
- Seven (7) Government Priorities
- NDP (National Development Plan) Vision 2030

5 Key performance indicators

OUTPUT INDICATORS	BENEFICIARY-LEVEL OUTCOMES INDICATORS
<p>Objective 1:</p> <p>Number of service providers (affiliates) empowered and accredited on family mediation training, including family group conferencing and the development of parenting plans.</p> <p>Number of service providers (affiliates) involved in the implementation of the revised marriage preparation and marriage enrichment programme.</p> <p>Number of affiliates trained on reunification and after care services' training per province.</p> <p>Number of capacitated providers to train parents of teenagers.</p>	<p>Objective 1:</p> <p>Increased number of cases resolved through mediation and family group counselling and an uptake in the development of parenting plans.</p> <p>Capacitated service providers on Divorce and Family mediation resulting to:</p> <p>Increased rate of married and engaged couples enriched and empowered contributing to healthy families.</p> <p>Empowered service providers on legislation regarding reunification and aftercare resulting to more families re-united.</p> <p>Empowered parents of teenagers active in parenting their teenagers.</p>
<p>Objective 2:</p> <p>Increase in number of affiliates that are monitored and supported through implementation of the afore mentioned programmes.</p> <p>Participation in the National Family Services Forums (virtual or physical) towards contributing to the discourse on family related matters.</p> <p>Participation in the review and implementation of the White Paper on Families.</p> <p>Number of provincial and district/regional forums in which the affiliates participated.</p>	<p>Objective 2</p> <p>Improved beneficiaries' access to services, namely, reunification, mediation, enrichment, family resilience programmes, fatherhood programmes etc.</p> <p>Increased participation, interaction and networking with other stakeholders involved with families at National level.</p> <p>Improved knowledge and understanding of the priorities of the White Paper on Families together with affiliate Organizations.</p> <p>Increased interaction and networking with other stakeholders that are involved with families at the provincial and district/regional level.</p>

<p>Objective 3:</p> <p>Number of assessments conducted to identify the training needs of emerging community-based organisations.</p> <p>Number of Organizations trained as mentors to other emerging organisations.</p> <p>Number of emerging organizations mentored and provided with technical support.</p>	<p>Objective 3:</p> <p>Improved planning and commissioning of family related services informed by the needs assessment.</p> <p>Increased accountability and responsiveness of emerging organizations to needs of beneficiaries requiring family services.</p> <p>Improved coverage of family services attributed to increased number of emerging organizations trained and supported to solve real life challenges.</p> <p>Capacitated emerging CSOs on governance, Organizational management, including human resources, finance, programme management, monitoring and evaluation, advocacy and resource mobilization.</p>
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SIGNATURE:

Signed by :

Designation :

Date :

I declare that the service as outlined on the specifications are not the APP or Operational plan targets/ deliverables of the Department. None of the activities in the specifications will be performed by the funded organisations on behalf of the Department.

Part C

Evaluation Criteria

1 Mandatory compliance criteria

1.1 Applicant eligibility criteria

In performing the eligibility review, the Department will determine whether each NPO or entity submitting a Proposal meets the following eligibility criteria (*as per the Advert*):

- NPOs must be registered in terms of the Non-Profit Organisations Act, No. 71, 1997 and must be constituted to operate at a national level, and proof of registration and areas where it operates must be included in the Proposal.
- Companies must be registered in terms of the Companies Act, No. 71 of 2008. This registration must be current, and proof of the validity of the registration must be included in the Proposal (*where applicable*).
- The Statutory Body must be established and regulated in line with the relevant sector legislation governing its existence and operations, and proof must be included in the Proposal (*where applicable*).
- The NPO or entity must be registered or have at least a conditional registration in the case where it is providing or planning to provide services where registration is a legislative requirement (for example, services set out in the Children's Act, 2005, Older Persons Act, or the Prevention and Treatment of Substance Abuse Act). This registration must be current, and proof of the validity of the registration must be included in the Proposal (*where applicable*).

1.2 Administrative compliance criteria

ADMINISTRATIVE COMPLIANCE CRITERIA	REQUIRED SUPPORTING DOCUMENTATION
<p>The NPO or other entity must have a bank account in the name of the entity</p>	<p>A Declaration of NPO or Other Entity Bank Account Details – signed and stamped by the relevant bank – confirming the details of the bank account in the format prescribed in the Application Form (<i>the declaration must be dated less than three (3) months from the closing date for submitting the proposals</i>)</p> <p>OR</p> <p>A confirmation letter from the relevant NPO or other entity’s bank – signed and stamped by the bank – detailing:</p> <ul style="list-style-type: none"> • The name of the NPO or other entity; • The banking details of the NPO or other entity; • The company registration number, if applicable; and • The fact that the bank account is active. <p>The confirmation letter must be dated less than three (3) months from the closing date for submitting the proposals</p>
<p>The NPO or other entity must have the financial management and internal control systems applicable to the entity in place</p>	<p>An NPO or Other Entity Declaration regarding Financial Management and Internal Control Systems in the format provided in the Standard Application Form – completed correctly and signed by an authorised representative of the NPO or other entity</p>

ADMINISTRATIVE COMPLIANCE CRITERIA	REQUIRED SUPPORTING DOCUMENTATION
<p>Funding applications must include the NPO or other entity's financial statements in respect of the previous financial year</p>	<p>An NPO or other entity with annual revenue/income that is less than R 500 000 (i.e. an emerging entity) must submit at least its prior year <i>Annual Income and Expenditure Statement</i> in the format provided in the Application Form</p> <p>An NPO or other entity with annual revenue/income that is equal to or more than R 500 000 but less than R 2 million (i.e. small entity) must submit at least its prior year Annual Financial Statements that have at least been compiled¹ by an independent compiler²</p> <p>An NPO or other entity with annual revenue/income that is equal to or more than R 2 million but less than R 10 million (i.e. a medium entity) must submit at least its prior year Annual Financial Statements that have at least been independently reviewed by a registered reviewer³</p> <p>An NPO or other entity with annual revenue/income that is equal to or more than R 10 million (i.e. a large entity) must submit at least its prior year audited Annual Financial Statements by a registered independent auditor⁴.</p>
<p>The NPO or other entity must submit the proposal in the format required by the Department using the application form prescribed by the Department</p>	<p>The official Standard Application Form – with Parts A, B and C completed and signed accordingly by the NPO or other entity</p> <p>Any additional supporting documentation required in the Standard Application Form</p>

¹ 'reviewed' has the same meaning as in regulation 29(4)(d) of the Companies Regulations and must be distinguished from 'audited'

² Independent Compiler of Annual Financial Statement: An registered external accountant/ bookkeeper/ auditor may compile and sign off the annual financial statements.

³ Independent reviewer of Independently Reviewed Annual Financial Statements: Only registered independent reviewers may sign off the annual financial statements.

⁴ Registered auditor of Audited Annual Financial Statements: Only registered auditors may sign off the annual financial statements.

2 Technical criteria

TECHNICAL CRITERIA	KEY QUESTIONS TO BE CONSIDERED
Organisational, administrative capacity	<p>Does the NPO or other entity have a Board of Directors, Board of Trustees or Management Committee?</p> <p>Does the Board of Directors, Board of Trustees or Management Committee meet? If yes, how often?</p> <p>Does the NPO or other entity have the necessary financial management and internal control systems in place to manage the transfer funding?</p> <p>Click or tap here to enter key questions to be considered.</p>
Technical skills and experience	<p>Does the NPO or other entity have the appropriate professionals – with the necessary technical competencies – to provide the services specified in the Service Specification?</p> <p>Have these professionals delivered projects, programmes or other interventions with a similar technical scope to the scope described in the Service Specification?</p> <p>Click or tap here to enter key questions to be considered.</p>
Proven track record of rendering the required services	<p>Does the NPO or other entity currently deliver, or has it delivered, in the past, a project, programme or other intervention with a similar scope to the scope described in the Service Specification?</p> <p>Click or tap here to enter key questions to be considered.</p>
Responsiveness of the proposal to the requirements of the Service Specification	<p>Does the Proposal demonstrate a good understanding of the problems that the services described in the Service Specification seek to address?</p> <p>Is the location of the project, programme or other intervention proposed by the NPO or other entity accessible to the target beneficiaries?</p> <p>Considering the nature of the services to be delivered to the target beneficiaries, will the activities documented in the Proposal facilitate the achievement of the results (i.e. outputs and beneficiary-level outcomes) described in the Service Specification?</p> <p>Click or tap here to enter key questions to be considered.</p>
Click or tap here to enter criteria.	Click or tap here to enter key questions to be considered.