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2017 PREMIER'S SERVICE EXCELLENCE AWARDS (PSEA) BRIEFING NOTES FOR THE PREMIER

1. PURPOSE

The purpose of this document is to apprise the Honorable Premier on:

- Background on the PSEA
- The PSEA process
- Adjudication panel, process and results
- Invited guests
- The Programme

2. BACKGROUND

The PSEA team based award scheme is an annual event that was developed in KwaZulu Natal in 1999 as a Monitoring & Evaluation to encourage and reward a Batho Pele ethos with the ultimate aim of creating a culture of continuous service delivery improvement and a greater accountability to public sector customers and stakeholders within the Provincial Administration.

In these times of cost cutting measures this is the only way that the public administration in all provinces thanks public servants who go beyond the normal call of duty in delivering public services and it is a feeder to the national service excellence awards hosted by the Department of Public Service and Administration known as the National Batho Pele Excellence Awards.

3. APPROVAL OF THE PROJECT

Two submissions on the Premier's Service Excellence Awards were sent to the Premier for his consideration and approval:

- The first submission was for the categories, date, and venue for the Awards Ceremony. The proposed date was 20 July based on the availability of our Premier and this synchronized with the diary of the

Durban ICC as the venue. The proposed venue was based on their price compared with other similar venues and also the fact that the Durban ICC is a government venue.

- The other submission was a proposed list of adjudicators to adjudicate all finalists for the Premier's awards. These adjudicators were proposed based on their understanding and experiences of government processes and programmes. They were sourced from the Office of the Auditor General, the Public Service Commission, the Department of Public Service and Administration, experienced assessors and moderators, previous award national excellence award winners who have themselves gone through the adjudication process and representatives of members of the public.

4. ASSESSMENT AND MODERATION PROCESS

A panel of trained assessors and moderators finalized the shortlisting of all entries from all three spheres of government within this province in May 2017 and four finalists were shortlisted for adjudication in each of the following categories:

4.1 Nominated Categories

The following categories were nominated by fellow public servants in response to a call for nominations:

- Best Frontline Service Delivery Employee of the Year
- Best Public Servant of the Year
- Best Public Service Leader of the Year
- Best Implemented Programme or Project of the Year
- Best Public Service Innovator of the Year
- Most Functional War- Room of the Year

4.2 Nominations by Heads of Departments

The following category gets nominated by their respective Heads of Department

- Best Batho Pele Team of the Year – six finalists were shortlisted based on submissions by Heads of departments.

4.3 Performance-Based Nominations: Provincial Departments

The category Most Ethical, Professional and Ethical Provincial Department of the Year was shortlisted based on the departments' performance over 2016/2017 financial year:

The criteria for shortlisting was based on:

- Functionality of Management Structures
- Risk Management
- Service Delivery Improvement Plans,
- Management of Performance: Implementation of EPMDS levels 1 -12, and
- Expenditure Management

The top four shortlisted departments were Treasury, Department of Transport, Office of the Premier and the Department of Arts and Culture. Treasury request to be excused from the adjudication process due to unforeseen circumstances.

4.4 Best Head of Department of the Year

All four Heads of Departments for the shortlisted departments were shortlisted for the Best head of Department of the Year category and they are:

- Mr Mnqayi – OTP
- Mr Mnguni – Arts and Culture
- Mr Gumbi – Transport.

The criteria was that the Head of department must have been the Head of department for the period under review and because only Mr Gumbi was the only one qualifying the panel of adjudicators decided to withdraw this category to avoid unfair comparison.

4.4 Performance-Based Nominations: Municipalities

The category Best Run municipality of the Year was shortlisted based on the departments' performance over 2015/2016 financial year:

The criteria for shortlisting was based on:

- Back to Basics Programme
- Audit Outcomes
- SDBIP
- Human Resources Management
- IDP
- Complaints Management, and
- Risk Management

The top four shortlisted municipalities were:

- Ugu District Municipality
- uMzimkhulu Local Municipality
- Ulundi Local Municipality, and
- Zululand District Municipality requested to be excused from the adjudication process citing that they were still new in the running of that municipality after the Local Government Elections of 2016 and they would therefore find it difficult to respond to questions on the performance of the municipality over the year under review as they were not part of the municipality at that time.

4.6 Best Municipal Manager of the Year

All four Municipal managers of the Four shortlisted Municipalities were shortlisted for the category: Best Municipal manager of the Year and they are:

- Mr D naidoo – MM at Ugu District Municipality

- Mr SZ Sikhosana – MM at uMzimkhulu Local Municipality
- Mr NG Zulu – MM at Ulundi local municipality

5. THE ADJUDICATION PROCESS

The adjudication panel completed the site visits process on 23 June 2017 and have finalized the awards on the shortlisted finalists. This process is evidence based in that finalists had to provide documented evidence in answering specific questions that were asked by the panel of adjudicators. The process also included interview with members of the public on their perceptions on how government is providing services to them as well scrutinizing documents as proof that they actually carried out services to members of the public as expected and actually went beyond the normal call of their normal duties.

The adjudication results are available for the Premier as and when he wants them and the panel of adjudicators are also available to brief the Premier on the adjudication process and the results.

6. DATE AND VENUE

The PSEA Gala Dinner is scheduled to take place on Thursday 20 July 2017, 17:30 for 18:00 at the Durban International Convention Centre. Protocol Unit within the Office of the Premier is working the relevant protocol requirements for an event of this nature and will be briefing the Premier on this matter.

7. INVITED GUESTS

A total of 700 guests have been invited to attend the ceremony and they have been drawn from the following categories:

- The Premier as the host
- The Premier's special guests
- MEC's
- Acting Director General

- Heads of Departments, DDG's , Political Advisors, & the Legal Advisor to the Premier
- Members of the KZN Legislature
- All Mayors & Municipal Managers
- Academics
- NGO's & CBO's
- House of Traditional Leaders (Provincial Exco & District Chairpersons)
- Church Leaders
- Senior Management in all three spheres of government
- Leaders of Political Parties in the Province
- Directors General from other Provinces
- Director General (DPSA)
- Awards Entrants
- Awards Assessors and adjudicators
- Media
- National and Provincial Batho Pele Forum members
- Provincial OSS members

8. DRAFT PROGRAMME

See draft programme below

9. CONCLUSION

It is expected that the Programme will run within a reasonably short period (three hours) and will capture the highlight of the day.

This is brought to Premier for his inputs, comments and blessing.

Draft programme on the next page.

10. DRAFT PROGRAMME

PREMIER'S SERVICE EXCELLENCE AWARDS CEREMONY

DATE : 20 July 2017,

TIME : 17:30 FOR 18:00

VENUE : INKOSI ALBERT LUTHULI INTERNATIONAL CONVENTION CENTRE

PROGRAMME :

PROGRAMME DIRECTORS:

Ms Nokuthula Khanyile, HOD Social Development

Rev Sipho Mtetwa : OTP

- 18:00 - 18:15 AU & National Anthem (CD)
- 18:15 - 18:20 Opening and Welcome by the Acting Director General – Mr Z Mnqayi
- 18:20 - 18:30 Starters are served (Plated)
- 18:30 - 18:35 Introduction of the Premier: MEC Zikalala
- 18:35 - 19:00 Address by the Premier: Mr TW Mchunu
- 19:00 - 19:05 Entertainment:
- 19:05 - 19:10 Best Frontline Service Delivery Employee of the Year
- 19:10 - 19:15 Best Frontline SD Employee of the Year
- 19:15 - 19:20 Best Public Servant of the Year
- 19:20 - 19:25 Best Public Service Leader of the Year
- 19:25 - 19:50 Dinner and Deserts are served (Plated Menu)
- 19:50 - 19:55 Most Functional War – Room of the Year
- 19:55 – 20:00 Best Public Service Creative & Innovator of the Year
- 20:05 - 20:15 Best Public Service Implemented Programme of Project of the Year
- 20:15 - 20:20 Entertainment:
- 20:20 – 20:35 Best Batho Pele Team of the Year: 3 Bronze Awards
- 21:00 - 21:15 Best Batho Pele Team of the Year: 2 Silver Awards
- 21:15 - 21:25 Presentation of gifts by Premier: Judges and Assessors
- 21:25 - 21:30 Vote of thanks – MEC Thusi
- 21:30 – 21:40 Gold Award X 1
- 21:40 - 22:00 Entertainment
- 22:00 End of Programme