Western Cape Government

Corporate Services Centre

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2022 Service Excellence Awards (SEA)

Western Cape Government

2022

TABLE OF CONTENTS

Paragraph	Description	Page
1	Introduction	1
2	Purpose	1
3	Scope	1
4	Eligibility	1
5	Categories	2
6	Procedural Details	4
7	High Level Project Plan	8
8	Conclusion	8

1. Introduction

Governments today face unprecedented challenges in delivering on their mandate. Increasing public scrutiny, demands for accountability and requires enhanced transparency which places the responsibility

on Government to respond in such a way that meets public expectation. Government is required to achieve the latter and more in an ever chaning environment which is driven by growing demands, shrinking budgets, strict regulations and environmental factors outside of its direct control.

In order to be successful, Government requires to have the following attributes:

- High performance ethos;
- Clear vision for the future; and
- A strategy on how it will achieve that vision.

In the face of the aforementioned challenges, it is critical to the success of Government to performs its functions, duties and responsibilities optimally which requires a qualitative element to the performance of its daily functions.

It is pivotal for the Western Cape Government (WCG) to successfully insitutionalise effective and efficient delivery of its mandate in order to attain the acknowledgment of being the best-run regional government in the world which would enable the people of the Western Cape to live valuable lives.

Government's response to citizen needs underpin the imperativeness for public service institutions to comply with the Batho Pele (Citizen-Centric)- and Good Governance principles, which must live and be demonstrated in all departments' daily functions (practised in its entirety by Provincial departments and municipalities, within the Western Cape). Citizen-centric services must be delivered to them based on their needs, in a cost effective and efficient manner.

The alignment to the NBPEA recognision system will contribute to the inculcation of the Batho Pele (Citizen-Centric)-, Good Governance Principles and Western Cape Government's vision of the "Best Run Regional Government of the World" that is also contextualised in Section 195 of the Constitution of South Africa.

2. Purpose

To entrench the professionalisation of the Public Service, by recognising, acknowledging, encouraging, and rewarding public servants for service excellence.

3. Scope

The WCG Service Excellence Awards will align and recognise the NBPEA systems and processes. The awards will initially accommodate Provincial achievements, in alignment to the NBPEA. It further includes the WCG citizens and provincial municipalities initiatives.

The Service Excellence Awards will reflect on the implementation of Batho Pele (Citizen-Centric) - and Good Governance Principles, as well as on Government priorities and initiatives.

In recognition of work/or service during the period **1 October 2020 to 31 March 2022**, the following applies:

- All Western Cape Government employees;
- Citizens (individual/teams), in respect of WCG Departmental nominations; and
- Municipalities and Municipal teams/ projects, in respect of WCG Departmental nominations.

This aforementioned timeline takes into consideration the new normal work environment, which forced the WCG to become innovative, agile and responsive to Covid-19 challenges bringing about a new SEA format in terms of the process, which then is a deviation from the approved SEA Framework recognition period.

Existing Awards or Assessment Systems (e.g. Auditor-General findings or Department of Local Government (DLG) Top Management Task Team) in Sector and Line departments will inform the nomination processes in order to ensure credibility of the process.

4. Eligibility

The following entities are eligible to be nominated:

- Employees of the Western Cape Government (WCG)
- Intern;
- Temporary/Secondment/Relief Worker;
- Contract;
- Probation; and
- Permanent.
- Citizens (individuals/teams) only nominated/entered for the SEA CATEGORIES – BEST CITIZEN PERFORMANCE (Individual and Team/Project).
- Municipalities and Municipal teams only nominated/entered for the SEA CATEGORIES – BEST MUNICIPALITY and BEST MUNICIPAL PROJECT.

Individuals who have won in a Service Excellence Awards Category may not enter the same Category for a minimum of two years after winning any award (Bronze, Silver or Gold).

- A WCG Service Excellence Awards Winners Database is maintained annually, in order to provide information regarding the last four (4) years' winners (Bronze, Silver and Gold);
- Departmental Representatives is responsible for first line of verifications (cross-reference their respective top five (5) entries per category, against the WCG Service Excellence Awards Database.); and
- The Service Excellence Awards Project Team is responsible for the second line of verifications ((cross-reference the WCG departments' top five (5) entries per category, against the WCG Service Excellence Awards Database, prior to final assessments.).

*Heads of Department (HODs) are not eligible to be nominated/entered into any Service Excellence Awards (SEA) Category.

5. Categories

There are four (4) categories applicable to employees on individual basis, three (3) team context categories; one (1) category applicable to citizens on individual basis, one (1) team context categories; and one (2) category applicable to municipalities. The related criteria are contained in the Table below:

Table 1: Categories and criteria

CATEGORY	CRITERIA	EVIDENCE
Best Frontline Service Delivery Employee This Category focusses on an individual who has performed exceptional in frontline service delivery. The individual must be able to pro-actively identify and solve potential service delivery problems. This should be someone who takes initiative in going the extra mile on a continuous basis	Participation / Transparency / Consensus Orientated / Responsiveness Public Servant in any direct interface / frontline position (Salary Level 1-12)	**Frontline Employee visibility demonstrating commitment to citizen-centeredness and performance excellence:** **Citizen Service Delivery-** 1. Able to pro-actively identify and solve potential service delivery problems; 2. Individual that takes initiative in going an extra mile in service delivery on a continuous basis; 3. Serves with courtesy, care and respect; 4. Performance exceeds determined standards; 5. Excelling in office etiquette and time management; 6. A well-organised, approachable, knowledgeable and professional team implementing services successfully; 7. Constantly conducts themselves in an ethical and professional manner;

CATEGORY	CRITERIA	EVIDENCE
		8. Consistently upholds the Batho Pele principles in daily duties and has excellent understanding of Batho Pele principles; and **Western Cape Government Core Values-** 9. Living out the Core Values of Integrity, Accountability, Competence, Responsiveness and Caring. Required: • Written motivation in terms of no. 1 to 9; • Testimonials and compliments from service recipients and colleagues; • Photos or clippings (magazines and newspaper articles) displaying any form of recognition; • Meritorious awards; • Component / Department achievement in terms of Operational- / Business- / Annual Performance Plan; • Copies of Job Description, Performance Agreement and Performance Review Results; and • Confirmation of good standing in terms of Labour Relations matters (e.g. no pending disciplinary or related matter). Note that no team entries will be accepted in this category.
Best Support Service Employee This Category focusses on an individual who has performed exceptional in back-office service delivery. The individual must be able to pro-actively identify and solve potential service delivery problems. This should be someone who takes initiative in going the extra mile on a continuous basis.	Participation / Transparency / Consensus Orientated / Responsiveness Public Servant in any back-office position (Salary Level 1-12)	**Support Service Employee visibly demonstrating commitment to citizen-centeredness and performance excellence:** **Citizen Service Delivery-** 1. Able to pro-actively identify and solve potential service delivery problems; 2. Individual that takes initiative in going an extra mile in service delivery on a continuous basis; 3. Serves with courtesy, care and respect; 4. Performance exceeds determined standards; 5. Excelling in office etiquette and time management; 6. A well-organised, approachable, knowledgeable and professional individual implementing services successfully; 7. Constantly conducts themselves in an efficient, effective, ethical and professional manner; 8. Consistently upholds the Batho Pele principles in daily duties and has excellent understanding of Batho Pele principles; and **Western Cape Government Core Values-**

CATEGORY	CRITERIA	EVIDENCE
		9. Living out the Core Values of Integrity, Accountability, Competence, Responsiveness and Caring. Required: • Written motivation in terms of no. 1 to 9; • Testimonials and compliments from service recipients and colleagues; • Photos or clippings (magazines and newspaper articles) displaying any form of recognition; • Meritorious awards; • Component / Department achievement in terms of Operational- / Business- / Annual Performance Plan; • Copies of Job Description, Performance Agreement and Performance Review Results; and • Confirmation of good standing in terms of Labour Relations matters (e.g. no pending disciplinary or related matter). Note that no team entries will be accepted in this category.
Best Frontline Service Delivery Team This Category focusses on a Team who has performed exceptional in frontline service delivery. It recognises a Team of Public servants working to provide effective services to citizens. The Team must display characteristics of a committed Team working together and cooperating or complimenting one another, pro-actively identify and solve potential service delivery problems.	Participation / Transparency / Committed / Responsiveness and Effective Team	**Frontline Team visibility demonstrating commitment to citizen-centeredness and performance excellence:** **Citizen Service Delivery-** 1. Able to pro-actively identify and solve potential service delivery problems; 2. Team that takes initiative in going an extra mile in service delivery on a continuous basis; 3. Serves with courtesy, care and respect; 4. Performance exceeds determined standards; 5. Excelling in office etiquette and time management; 6. A well-organised, approachable, knowledgeable and professional Team implementing services successfully; 7. Constantly conducts themselves in an efficient, effective, ethical and professional manner; 8. Consistently upholds the Batho Pele principles in daily duties and has excellent understanding of Batho Pele principles; and **Western Cape Government Core Values-** 9. Living out the Core Values of Integrity, Accountability, Competence, Responsiveness and Caring. Required: • Written motivation in terms of no. 1 to 9;

CATEGORY	CRITERIA	EVIDENCE
		• Testimonials and compliments from service recipients and colleagues; • Photos or clippings (magazines and newspaper articles) displaying any form of recognition; and • Confirmation of good standing in terms of Labour Relations matters (e.g. no pending disciplinary or related matter). Note that no individual entries will be accepted in this category.
Best Support Service Team This Category focusses on a Team who has performed exceptional in in back-office service delivery. It recognises a Team of Public servants working to provide effective services to citizens. The Team must display characteristics of a committed Team working together and cooperating or complimenting one another, pro-actively identify and solve potential service delivery problems.	Participation / Transparency / Consensus Orientated / Responsiveness Public Service Team in back-office environment supporting the front office	**Support Service Team visibility demonstrating commitment to citizen-centeredness and performance excellence:** **Citizen Service Delivery-** 1. Able to pro-actively identify and solve potential service delivery problems; 2. Team that takes initiative in going an extra mile in service delivery on a continuous basis; 3. Serves with courtesy, care and respect; 4. Performance exceeds determined standards; 5. Excelling in office etiquette and time management; 6. A well-organised, approachable, knowledgeable and professional Team implementing services successfully; 7. Constantly conducts themselves in an efficient, effective, ethical and professional manner; 8. Consistently upholds the Batho Pele principles in daily duties and has excellent understanding of Batho Pele principles; and **Western Cape Government Core Values-** 9. Living out the Core Values of Integrity, Accountability, Competence, Responsiveness and Caring. Required: • Written motivation in terms of no. 1 to 9; • Testimonials and compliments from service recipients and colleagues; • Photos or clippings (magazines and newspaper articles) displaying any form of recognition; and • Confirmation of good standing in terms of Labour Relations matters (e.g. no pending disciplinary or related matter). Note that no individual entries will be accepted in this category.
Best Public Service Leader (Exemplary) This Category focuses on rewarding an individual who has demonstrated exceptional	Strategic Vision / Professionalism / Responsiveness: Public servant in a leadership position (SMS level)	**Leader visibility demonstrates their commitment to a culture of performance excellence, good governance and citizen-centeredness:**

CATEGORY	CRITERIA	EVIDENCE
leadership skills in their area of work. A leader who has impacted on teams in achieving strategic goals of the Organisation, inspired colleagues and stakeholders.		**How Leaders -** 1. Lives, practices and embodies the principles of Batho Pele; 2. Demonstrates high level of ethical conduct, accountability and embrace high moral ethic; 3. Demonstrate courtesy, care and respect in interaction with clients; stakeholders; colleagues and employees; 4. Strict adherence to Public Finance Management Act (mechanisms in place to ensure financial management); 5. Leads from the front (providing strategic direction and leadership); 6. Review operational processes and targets are set for improvement; 7. Support improvement and involvement by providing appropriate resources and assistance; 8. Creates an environment conducive for high performance; 9. Encourages creativity and innovation; 10. Recognise and appreciate people's efforts and achievement; and 11. Implement the Performance Management System in an objective, transparent and fair manner. **Western Cape Government Core Values-** 12. Living out the Core Values of Integrity, Accountability, Competence, Responsiveness and Caring. Required: • Written motivation in terms of no. 1 to 12; • Testimonials and compliments from service recipients and colleagues; and • Photos or clippings (magazines and newspaper articles) displaying any form of recognition. • Component / Department achievement in terms of Operational- / Business- / Annual Performance Plan; • Copies of Job Description, Performance Agreement and Performance Review Results; and • Confirmation of good standing in terms of Labour Relations matters (e.g. no pending disciplinary or related matter). Note that no team entries will be accepted in this category.
Best Collaborartive Programme/Project - Whole of Society Approach	Efficiency and Effectiveness / Participation / Transparency /	**Programme/Project achievement in terms of:**

CATEGORY	CRITERIA	EVIDENCE
(WOSA)/Whole of Government Approach (WOGA) This Category recognises a Team of Public servants working on the WOSA/WOGA projects, in providing effective services to citizens. The Team must display characteristics of a committed Team working together and cooperating or complimenting one another.	Consensus Orientated /Collaborative/ Responsiveness / Rule of Law / Accountability / Equity / Strategic Vision / Professionalism	1. Programme/Project is in line with the strategic objectives of the WCG and beneficial to clients /citizens (focus on skills development, job creation, fighting poverty; promoting sustainable employment opportunities); 2. Cost-effective driven (approved funding or executed without funding) and demonstrate innovation; 3. Encouraging Intergovernmental Relations (including 3-sphere partnerships), whereby governance structure/s that involves relevant strategic departments have been established; 4. Monitoring and evaluation reports demonstrating that citizens/communities benefit from the Programme/Project; 5. The Programme / Project is sustainable; 6. Focus on skills development, job creation, fighting poverty; promoting sustainable employment opportunities; 7. Service delivery improvement plan in place; 8. Continuous improvement in line with Batho Pele principles, which serves to ensure effective and efficient "Citizen-Centric" service delivery **Western Cape Government Core Values-** 9. Living out the Western Cape Government Core Values of Integrity, Accountability, Competence, Responsiveness, Caring and Innovation; and Required: • Written motivation in terms of no. 1 to 10; • Testimonials and compliments from service recipients and colleagues; • Photos or clippings (magazines and newspaper articles) displaying any form of recognition; and • Confirmation of good standing in terms of Labour Relations matters (e.g. no pending disciplinary or related matter). Note that no individual entries will be accepted in this category.
Best Public Service Innovator (Employee) This Category focusses on an Employee visibly demonstrating effective innovations and solutions e.g. improving processes (improved methods for doing work, reducing time spend [lead time reduction], automated solutions), improving client engagements (innovative channels for consulting/informing clients/stakeholders	Participation / Transparency / Committed / Responsiveness / Efficiency and Effectiveness Public Servant in any position (Salary Level 1-16) Innovation as WCG core value: To be open	**Employee visibility demonstrating innovation, commitment to citizen-centeredness and performance excellence:** **Citizen Service Delivery-** 1. What, Why, Where, When and How; - new ideas, creative thinking, dynamic service options - resourceful solutions; 2. Impact of the Innovation: Achievements that meets needs while making the best use of resources;

CATEGORY	CRITERIA	EVIDENCE
engagement), cost saving methods. administration.	to new ideas and develop creative solutions to challenges in a resourceful way.	-collaboratively problem-solving to realise strategic organisational goal; -identify the outcome as a clear indication of being results orientated; - identify the impact on the entire Western Cape Government; - is the innovation user friendly, easily understood and utilised by staff. 3. Community / institutional needs are accommodated in the innovation; - improved services; - inefficiencies eliminated. 4. Core processes are reviewed and targets are set for innovative improvement -question existing practices to renew, rejuvenate and improve. Required: • Written motivation in terms of no. 1 to 4; • Testimonials and compliments from service recipients and colleagues; • Photos or clippings (magazines and newspaper articles) displaying any form of recognition; • Meritorious awards; • Copies of Job Description, Performance Agreement and Performance Review Results (Individual Employee – not relevant to Project/Team entry); and • Confirmation of good standing in terms of Labour Relations matters (e.g. no pending disciplinary or related matter) (Individual Employee – not relevant to Project/Team entry); • Component / Department achievement in terms of Operational- / Business- / Annual Performance Plan. Note that no team entries will be accepted in this category.
Best Public Service Innovator (Team/Project) This Category recognises a Team or Project visibly demonstrating effective innovations and solutions e.g. improving processes (improved methods for doing work, reducing time spend [lead time reduction], automated solutions), improving client engagements (innovative channels for consulting/informing clients/stakeholders engagement), cost saving methods.	Participation / Transparency / Committed / Responsiveness / Efficiency and Effectiveness Any Team/Project Innovation as WCG core value: To be open to new ideas and develop creative solutions to challenges in a resourceful way.	**Team visibly demonstrates effective innovation:** 1. What, Why, Where, When and How: • new ideas, creative thinking, dynamic service options. • resourceful solutions. 2. Impact of the Innovation: Achievements that meets needs while making the best use of resources: • collaboratively problem-solving to realise strategic organisational goal. • identify the outcome as a clear indication of being results orientated. • identify the impact on the entire Western Cape Government.

CATEGORY	CRITERIA	EVIDENCE
		• is the innovation user friendly, easily understood and utilised by staff. 3. Community / institutional needs are accommodated in the innovation: • improved services. • inefficiencies eliminated. 4. Core processes are reviewed, and targets are set for innovative improvement: • question existing practices to renew, rejuvenate and improve. Required: • Written motivation in terms of no. 1 to 4; • Testimonials and compliments from service recipients and colleagues; • Photos or clippings (magazines and newspaper articles) displaying any form of recognition; • Meritorious awards; • Copies of Job Description, Performance Agreement and Performance Review Results (Individual Employee – not relevant to Project/Team entry); and • Confirmation of good standing in terms of Labour Relations matters (e.g. no pending disciplinary or related matter) (Individual Employee – not relevant to Project/Team entry); • Component / Department achievement in terms of Operational- / Business- / Annual Performance Plan. Note that no individual entries will be accepted in this category.
Best Citizen Performance (Individual) This Category recognises an individual (Citizen) working in the Community, aimed at the betterment/improving citizens' lives.	Participation / Transparency / Consensus Orientated / Responsiveness Citizen (Individual) - Delivery of Services to the community directly	**Citizen – Delivery of Services to the community directly.** 1. Nominee to demonstrate Innovative / creative ways in delivering a service/s within the community; 2. Nominee must be a SA Citizen and residing in the WC; 3. He/she must be doing excellent work (voluntary, without compensation) for minimum of 6 months; 4. Contribution/ value add should be during the qualifying period; 5. Must be clearly an individual contribution (not representing a team – below); and 6. Individual must demonstrate leadership/role model in the community issue/s resulting in positive changes in the community.

CATEGORY	CRITERIA	EVIDENCE
		Required: • Written motivation in terms of no. 1 to 6; • Testimonials and compliments from service recipients and colleagues; • Photos or clippings (magazines and newspaper articles) displaying any form of recognition; and • Video footage etc. that should come from the communities and relevant WCG departments that they collaborate with or serve; and • Endorsement from relevant community structures e.g. street committees, hospital boards, schools, clinics, committees etc. Note that no team entries will be accepted in this category.
Category – Best Citizen Performance (Team / Project) This Category recognises a Team of Citizens working on a project in the Community, in providing a service aimed at the betterment/improving citizens' lives. The Team must display characteristics of commitment to cohesion and cooperating or complimenting one another.	Participation / Transparency / Consensus Orientated / Responsiveness Citizen (Team/Project) - Delivery of Services to the community directly	**Group of Citizens - as a Team Delivery of Services to the community directly:** 1. Team / Project to demonstrate Innovative / creative ways in delivering a service/s within the community; 2. Team / Project must demonstrate / contribute / value add within the community (voluntary, without compensation) for minimum of 6 months (during the qualifying period); 3. Must be clearly a Team / Project contribution (not representing an individual – below); and 4. Team / Project must demonstrate positive changes in the community. Required: • Written motivation in terms of no. 1 to 4; • Testimonials and compliments from service recipients and colleagues; • Photos or clippings (magazines and newspaper articles) displaying any form of recognition; • Video footage etc. that should come from the communities and relevant WCG departments that they collaborate with or serve; • Endorsement from relevant community structures e.g. street committees, hospital boards, schools, clinics, committees etc.; and • Meritorious awards.

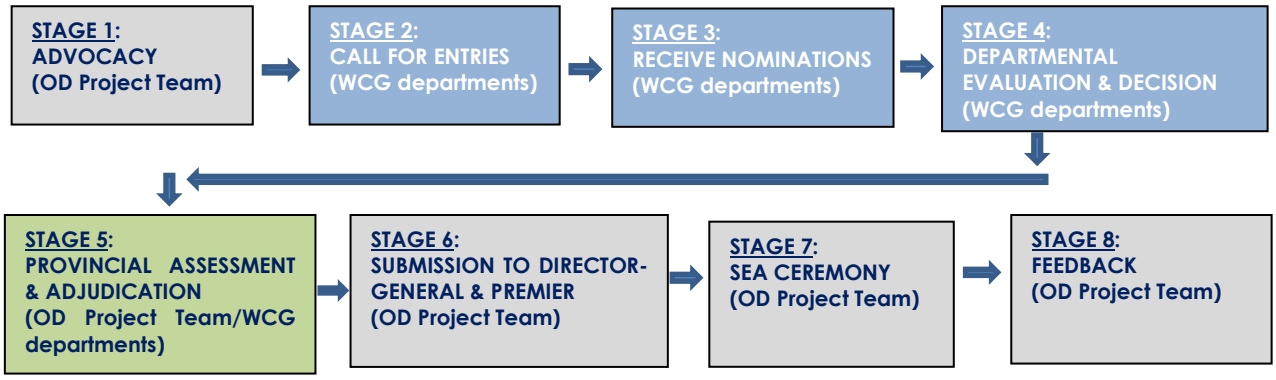
CATEGORY	CRITERIA	EVIDENCE
		Note that no individual entries will be accepted in this category.
Category – Best Municipal Project This Category recognises a Municipal Project which has had a positive impact on service delivery, saving cost and improving lives of citizens.	Participation / Transparency / Consensus Orientated / Responsiveness Municipal Project - Delivery of Services to the community directly.	**Municipal Project/Team visibly demonstrating commitment to citizen-centeredness, performance excellence and Good Governance Principles through teamwork:** 1. Project creates enabling environment for investment and job opportunities: (how many and where), beneficiaries, design and implementation, economic growth. Is it catalytic (Economic transformation and job creation); 2. Project demonstrates Sustainability, Economic Growth / Social Growth (Stimulation); 3. Project demonstrate Innovation (Energy / Water / and/or Waste Management), sustainability and replication; 4. Project concluded within Scope and Budget; and 5. Impact on Provincial Priorities. Required: • Written motivation in terms of no. 1 to 5; • Testimonials and compliments from service recipients and colleagues; and photos or clippings (magazines and newspaper articles) displaying any form of recognition; and • Written endorsement of the respective District Municipality.
Category – Best Municipality This Category recognises a Municipality that provides effective and exceptional services to citizens.	Participation / Transparency / Consensus Orientated / Responsiveness Municipality - Delivery of Services to the community directly.	**A municipality visibly demonstrating commitment to citizen-centeredness, service delivery excellence and Good Governance Principles through the following:** 1. 3-years Clean Audit as per AG Audit Report; 2. 3-years Capital Expenditure of 60% (How effectively they spent their funds) – Inclusive of all grants and own funding; 3. Performance Target (Section 56 – Managers Guide) 80% - Municipality provides MEC LG – Performance Reviews; 4. Access to Level of Basic Services (Above 95% - include Water, Electricity, Sanitation and Solid Waste) as certified by STATSA; 5. Client Response System in place – specification of turnaround times – Client Service Standards, link to Performance Management System; 6. COGTA and NT Status of Municipalities Index; and 7. Ease of doing business – How easy citizens/stakeholder find it to access/conduct business with the municipality. Obtain information/guidance from DEDAT. Required: • Written motivation in terms of nr. 1 to 7;

CATEGORY	CRITERIA	EVIDENCE
		• Testimonials and compliments from service recipients and colleagues; and photos or clippings (magazines and newspaper articles) displaying any form of recognition; and • Written endorsement of the respective District Municipality.

6. Procedural Details

The high-level process as indicated below and briefly discussed for clarity, forms the process for the 2022 Service Excellence Awards. This Awards intervention and indicated process will commence on confirmation to conduct by the Provincial Top Management and Premier.

Figure 1: High Level Process: Service Excellence Awards
Note: The responsibility for actioning the various stages is depicted in brackets.



6.1 Stage 1: Advocacy (OD Project Team)

- Provincial Top Management (PTM) Engagement and resolution – May 2022;
- Director-General Circular to WCG departments – DG Circular No. 48 of 2022;
- Confirmation of WCG Departmental contact person to administer Stages 2-4 contained within – DG Circular No. 48 of 2022;
- Assessors nominated per Department;
- Three WCG Heads of Department nominated (To be nominated by DG and Premier); and
  - Workshop process, relevant forms and requirements prepared July/August 2022. Capacity building sessions held with Departmental contact persons – 13 September 2022.

6.2 Stage 2: Call for Entries (WCG departments)

- Director-General Circular to WCG departments – DG Circular No. 48 of 2022;
- WCG Departments releases own communication within Department; and
- Provincial due date – 14 October 2022.

6.3 Stage 3: Receive nominations (WCG departments)

- Workshop process, relevant forms and requirements prepared July 2022 – September 2022. Capacity building sessions held with Departmental contact persons – 15, 16 and 17 August 2022.
- WCG Departments receives own entries.
- **Note:** Entry point for Municipal Categories will only be through Department of Local Government – Chief Directorate: Municipal Performance Monitoring and Support.

6.4 Stage 4: Evaluation and Decision (WCG departments)

- WCG Departments evaluates own entries.
- HOD Letter submitting maximum 5 finalists per Category.
- Employee Verification to be submitted for nominees in individual categories (satisfactory performance and no misconduct registered).

6.5 Stage 5: Provincial Assessment and Adjudication (DotP Project Team/WCG departments)

- Appointment of WCG Departmental Assessors – approval and signature, Head: Corporate Services Centre.
- Appointment of WCG Heads of Department Adjudicators – approval and signature, Director-General.
- Two (2) Briefing sessions to held with Assessors – one (1) to be held once appointed by HODs and one (1) to be held prior to the Assessment Process.
- **Note: Municipal Categories**
  - **Appointment of Department of Local Government Assessors – approval and signature, Head: Corporate Services Centre.**
  - **Appointment** of Adjudicators – approval and signature, Director-General.

6.5.1 Provincial Assessment-

- The assessments to be conducted via MS Teams to mitigate risk of Covid-19 exposure and project implications and delays.
- **Note: Municipal Categories**
  - To be conducted face-to-face at a Boardroom to be confirmed. Nominators to be provided with the opportunity to present entries (nominations).
  - Top 5 entries to be escalated to Adjudication panel.
- Approximately ten working days required to conduct the assessments (subject to Assessors' availability and scheduling). Timeline 21 – 30 November 2022.
- Seven categories to be assessed via MS Teams. Rotational basis through the 60 entries registered (nr subject to no withdrawals and disqualifications).
- Three assessors are responsible to assess each Entry.
- Assessors supported by OD Project Team (OD Facilitators, OD Co-facilitators, Scorer and Score Verifier, Team for report writing, AV Script, Booklet content).
- Assessors to sign Declaration of confidentiality per session and the undertaking to conduct assessments in an unbiased, fair, and credible manner. Cannot score own departments entries **(see Annexure E)**.
- The role of the assessment entails considering the entry against the relevant category criteria and utilising the provided score sheets.
- The scoring will be based on the **Likert rating scale**.
- Assessors are scheduled for MS Teams sessions and appointments made accordingly. OD Project Team will be responsible for the facilitation thereof.
- Entries are loaded on MS Teams, at least 48-hrs in advance (Appointment content: shared files should be visible within the appointment chat) in order for the Assessors to be adequately prepared for the session **(See Annexure F)**.
- The role of the DotP OD Team is to distribute the entries amongst the assessors, receive the scoring sheets, capture the information and identify the shortlist per Category. No Chairperson/Deputy Chairperson required.
- OD Project Team capture scores of the 3 assessors. Average score of the 3 assessors scores determined.
- No % score will be rounded-up to the next full number. Scores will be indicated as two decimals e.g. 50.00%. In the event that scores are equal (tie) after two decimals, then the scores are cut-off at that time and the entries are equal.
- The role of Internal Audit is to oversee the assessment process to ensure objectivity, ensure accurate capturing of the assessors' scores and verify accurate shortlisting.

- The top five scores per Category will be the shortlisted finalists for escalation to the Adjudication process.
- The OD Project Team will compile a concise summary report, with supporting documentation, for submission to the adjudicators, five working days prior to the scheduled adjudication session.

6.5.2 Provincial Adjudication-

- A member of the previous year's Provincial Adjudication committee will chair the current year's committee.
- OD to engage the nominated Heads of Departments (HOD) and guide them on the processes.
- There must be a rotation of HODs to serve on the Provincial Adjudication committee as adjudicators on an annual basis.
- Venue of Session to be finalised (MS Teams or Boardroom).
- Approximately four hours will be required to conduct the adjudication of the seven categories (30 minutes per Category and 30 minutes for finalising proceedings = 240 minutes/4 hours).
- Attendees at the Adjudication session (3 Adjudicators, 3 Internal Audit officials and 3 OD officials – if venue); or more attendees if MS Teams.
- The Adjudicators peruse and consider the assessment summary report in preparation for the adjudication session;
- Adjudicators will be required to sign a Declaration of confidentiality and the undertaking to conduct adjudication in an unbiased, fair and credible manner;
- The Adjudicators to select a Chairperson to facilitate the Adjudication session;
- Deliberate on each Category and take a consensus-based decision on the recommended Category winners (Gold, Silver and Bronze) from the pool of five shortlisted finalists per Category.
- The role of Internal Audit is to oversee the adjudication process to ensure objectivity and accurate capturing of the resolutions made by the adjudicators.
- The OD team will capture resolutions and compile a concise summary report with supporting documentation for escalation and final resolution by the Director-General and the Premier.
- The nominated Chairperson of the Adjudication Team and the Chief Audit Executive (Chief Directorate Internal Audit) shall sign off the report which will be escalated for final decision by the Director-General and Premier.
- **Note: Municipal Categories**
  - Adjudication Panel will consist of the following:
    - Head of Department: Local Government;
    - SALGA Representative;
    - Chairperson: Municipal Managers.

6.6 Stage 6: Submission to Director-General and Premier (OD Project Team)

- Adjudication Report routed to Premier.
- The Director-General and Premier peruse and consider the adjudication summary report and take a decision on the Category winners (Gold, Silver and Bronze).
- The Director-General and Premier to consider Premier's nominations for special/discretionary appreciation awards and provide list of names to the OD Project Team.
- OD Project Team facilitates the printing of the certificates in collaboration with DotP Corporate Communication.
- DotP Corporate Communication facilitates the signing of the certificates with the Office of the Premier.

6.7 Stage 7: Ceremony (OD Project Team)

- OD Project Team facilitates the conducting of the Service Excellence Awards Ceremony in conjunction with Cabinet Services, DotP Corporate Communication and CEI (Registration of attendees and eG4C); and

- Ceremony aspects still to be finalised but will need to take into consideration adherence to Covid-19 safety protocols.

6.8 Stage 8: Feedback (OD Project Team)

- DotP Corporate Communication to publish information of recipients of winners in the Better Together Magazine and Corporate Communication broadcasts; and
- Communication also to be through the Western Cape Government Social Media accounts e.g. Facebook, Twitter, Instagram, Website, as well as Intranet.

7. High Level Project Plan

Table 2: High Level Project Plan

Stage	Description	Department/Provincial administered	Timeline
Stage 1	Marketing and Advocacy	Provincial	01 July 2022 – 31 August 2022
Stage 2	Call for Entries	Provincial/Department	21 September - 21 October 2022
Stage 3	Receive nominations	Department	21 September - 21 October 2022
Stage 4	Departmental evaluations and decision	Department	24 October – 14 November 2022
Stage 5	Administering Provincial entries and logistics	Provincial	15 – 21 November 2022
Stage 5	Provincial Assessment and Adjudication	Provincial	22 November – 15 December 2022
Stage 6	Submission to Director-General and Premier	Provincial	19 – 23 December 2022
Stage 7	SEA Ceremony	Provincial	03 March 2023
Stage 8	Feedback	Provincial	17 March 2023

8. Conclusion

During their time as winners, as well as in subsequent years of serving the Citizen, the nominated individuals are expected to continue to demonstrate, maintain and sustain the level and standards of service performance which resulted in their achievement of a Service Excellence Awards.
It is incumbent on them to share their best practices by providing advice and guidance to others. They are further expected to serve as ambassadors for service excellence by encouraging, motivating and promoting good practices across the Public Sector.