

NORTH WEST

PUBLIC SERVICE

EXCELLENCE

AWARDS

CONCEPT

DOCUMENT



TABLE OF CONTENT

NO	SUBJECT	Page
1.	Introduction	3
2.	Background	3
3.	Hosting of the Awards	4
4.	Recipients of the Awards	4
5.	Awards Nominations (Criteria)	4
6.	Categories	5
6.1	Best Head of Department	5
6.2	Best Municipal Manager	6
6.3	Best Functioning Department	6
6.4	Best Functioning Municipality	6
6.5	Ethical and Professional Department	7
6.6	Ethical and Professional Municipality	7
6.7	Best Public Service Leader	8
6.8	Best Municipal Administration Leader	8
6.9	Best Frontline Service Delivery Employee	9
6.10	Best Batho Pele Team	9
6.11	Best Implemented Project	10
6.12	Best Cleaner	10
6.13	Best Messenger	10
6.14	Best Driver	11
6.15	Best Grounds-person	11
6.16	Best Public Service Innovation	11
6.17	Public Service Life Time Achiever of the Year	11
6.18	Overall Batho Pele Performer	12
7.	Rules of the Awards	12
8.	Nomination Procedure	13
9.	Process Design	13
10.	Project Management Team	14
11.	Project Coordinating Team	15
12.	Adjudication Process	15
13.	Prizes	17
14.	Date of the Event	17

1. INTRODUCTION

- 1.1 In his 2017 State of the Province Address to honor the stalwart, the Premier pronounced on the re-launch of the North West Public Service Excellence Awards to promote, inspire and produce Batho Pele Ambassadors across the two spheres of government.
- 1.2 They are informed by the National Development Plan's Outcome 12 and Sub-Outcome 6 which seeks to revitalize and monitor the adherence to the Batho Pele Programme.
- 1.3 They take que from the National Batho Pele Excellence Awards aimed at encouraging, recognizing and rewarding service delivery excellence in the Public Service, across the three spheres. Emphasis is on the implementation of Batho Pele (BP) Principles.
- 1.4 Major emphasis is placed on the ability of participants to showcase how a sustainable culture of Batho Pele assisted in developing, integrating, institutionalization and mainstreaming of processes to ensure the delivery of quality services without prejudice.

2. BACKGROUND

- 2.1 The Public Service Excellence Awards are part of the launch of National Batho Pele Awards by the then Minister for Public Service and Administration in 2013.
- 2.2 This document serves as a guide to the provincial approach on the Public Service Excellence Awards.

2.3 Objectives of Excellence Awards Programme are:

- 2.3.1 To recognize and reward public servant's dedication, commitment and integrity in effectively providing public services to the citizenry.
- 2.3.2 To celebrate excellence in the delivery of services
- 2.3.3 To enhance confidence of citizens on government's ability to meet its commitment to respond to their needs
- 2.3.4 To share best practices based on tested experiences
- 2.3.5 To enhance knowledge management within the public sector
- 2.3.6 To promote and maintain high levels of service standards, quality

- and dedication in the provision of services
- 2.3.7 To encourage a culture of selflessness in the public service
 - 2.3.8 Recognizing efforts directed at achieving the National Development Plan's 2030 Targets

3. HOSTING OF THE AWARDS

The awards shall be held annually' in recognition of individual and groups of public servants who performed beyond the call of duty in response to the needs of the province's residents in the previous performance cycle.

4. RECIPIENTS OF THE AWARDS

- 4.1 Recipients of the Public Service Excellence Awards will include though not limited to:-
 - a. Individual Public Servants,
 - b. Teams,
 - c. Departments,
 - d. State Owned Enterprises
 - e. Municipalities
- 4.2 Who have displayed commitment in putting Batho Pele principles into practice and unwavering support, dedication and most importantly commitment in deepening, promoting and implementation of public service programmes.

5. AWARDS NOMINATIONS (CRITERIA)

- 5.1 Nominations for the awards will be done by either individuals or groups
- 5.2 Award nominees will be selected by relevant officials within the public service in the province
- 5.2 The Project Management Team shall oversee the nominations and assess the responsiveness of the nominated service delivery interventions to the provinces key priorities and/or challenges
- 5.3 Relevant departments will ensure participation of State Owned Entities attached to the said departments
- 5.4 The Department of Local Government and Human Settlements will in collaboration with the Project Management Team coordinate the participation of municipalities
- 5.5 The adjudication and auditing of the nominations will be done by an appointed panel of adjudicators and firm of auditors respectively

6. CATEGORIES

The Provincial Public Service Excellence Awards will comprise the following 18 categories:

- i. Best Head of the Department
- ii. Best Municipal Manager
- iii. Best Functioning Department
- iv. Best Functioning Municipality
- v. Ethical and Professional Department
- vi. Ethical and Professional Municipality
- vii. Best Public Service Leader
- viii. Best Municipal Administration Leader
- ix. Best Front-line Service Delivery Employee.
- x. Best Batho Pele Team
- xi. Best Implemented Project
- xii. Best Cleaner
- xiii. Best Driver
- xiv. Best Messenger
- xv. Best Grounds-person
- xvi. Best Public Service Innovation
- xvii. Public Service Life Time Achiever of the Year
- xviii. Overall Batho Pele Performer

CATEGORY	CRITERIA
Best Head of the Department (assessment based on statutory framework)	<p>This category focuses on rewarding the Head of Department who has demonstrated exceptional leadership skills / expertise with a proven track record of leadership, and has successfully achieved the overall strategic goals of the department, viz.</p> <ul style="list-style-type: none"> ➤ A champion of professionalism and implementation Batho Pele in the Department, ➤ Well organized, professional, knowledgeable, approachable and understands transformation imperatives ➤ Promotes inter-governmental and inter-departmental interface ➤ Provide strategic direction and leadership ➤ Creates an environment conducive for high performance

	<ul style="list-style-type: none"> ➤ Encourages creativity and innovation ➤ Achieved higher than average scores on MPAT assessment for Performance Cycle under review ➤ Has achieved clean financial audits of the performance cycle under review
<p>Best Functioning Department (assessment based on statutory framework)</p>	<p>This category is for an outstanding provincial department. Assessment will be conducted holistically including Strategic & Operational Planning and Management, Human Resource Management Practices, and the Supply Chain and Financial Management Practices.</p> <p>A record of consultation with both external and internal stakeholders, viz.:</p> <ul style="list-style-type: none"> ➤ Clear systematic follow-up plans and visible impact on society of the affected community ➤ Accessibility of buildings that show consideration for people living with disabilities, clear internal and external signal, staff member wearing name tags at all times. ➤ A functional complaints management system (Redress), for both clients and employees. ➤ Displays Service Charters and Standards, Service Delivery Improvement Plan and Service Delivery Model ➤ Department has achieved the highest score in MPAT Assessment for the Performance Cycle under review ➤ The work place promotes a sense of belonging and encourages innovation, creativity and learning
<p>Best Functioning Municipality (assessment based on statutory framework)</p>	<p>This category is for an outstanding municipality. Assessment will be conducted holistically including Integrated Development Planning, Human Resource Management Practices, Supply Chain and Financial Management Practices,</p> <p>A record of consultation with both external and internal stakeholders, viz.:</p>

	<ul style="list-style-type: none"> ➤ Clear systematic follow-up plans and visible impact on the affected community ➤ Accessibility of buildings that show consideration for people living with disabilities, clear internal and external signal, staff member wearing name tags at all times. ➤ A functional complaints management system (Redress mechanisms) ➤ An effective Public Participation Programme ➤ Achieved the highest score in Local Government Management Improvement Model Assessment over the Performance Cycle under review ➤ The work place promotes a sense of belonging and encourages innovation, creativity and learning
<p>Ethical and Professional Department (assessment based on statutory framework)</p>	<p>This category recognizes a department that has shown beyond doubts that it operates to the highest Ethical and Professional standards. Fraud and corruption are virtually absent in the organization.</p> <ul style="list-style-type: none"> ➤ The department must have one of the highest score in the OPSC Ethical and Professional survey report. ➤ The department has achieved a clean audit for the performance cycle under review or an improvement from the cycle preceding the one under review
<p>Ethical and Professional Municipality (assessment based on statutory framework)</p>	<p>This category recognizes a municipality that has shown beyond doubts that it operates to the highest Ethical and Professional standards.</p> <ul style="list-style-type: none"> ➤ Fraud and corruption are virtually absent in the organization. ➤ The municipality has achieved a clean audit for the performance cycle under review or an improvement from the cycle preceding the one under review
<p>Best Public Service Leader</p>	<p>This category focuses on rewarding an individual who has demonstrated exceptional leadership skills in their area of work. A leader who has</p>

	<p>impacted on teams in achieving strategic goals of organization, inspired stakeholders and colleagues alike. E.g.</p> <ul style="list-style-type: none"> ➤ Lives, practices and embodies Batho Pele Principles ➤ Demonstrates high-level of ethical conduct, accountability and embrace high moral ethic ➤ Reasonable adherence to applicable regulatory, legal and policy imperatives ➤ Demonstrates courtesy, care and respect for the citizens they serve ➤ Leads from the front (providing strategic direction and demonstrating leadership qualities) ➤ Creates an environment conducive for high performance ➤ Encourages creativity and innovation ➤ Implements PMDS in an objective, transparent and fair manner
<p>Best Municipal Administration Leader</p>	<p>This category focuses on rewarding an individual who has demonstrated exceptional leadership skills in their area of work. A leader who has impacted on teams in achieving strategic goals of organization, inspired stakeholders and colleagues alike. E.g.</p> <ul style="list-style-type: none"> ➤ Lives, practices and embodies Batho Pele Principles ➤ Demonstrates high-level of ethical conduct, accountability and embrace high moral ethic ➤ Reasonable adherence to applicable regulatory, legal and policy imperatives ➤ Demonstrates courtesy, care and respect for the citizens they serve ➤ Leads from the front (providing strategic direction and demonstrating leadership qualities)

	<ul style="list-style-type: none"> ➤ Creates an environment conducive for high performance ➤ Encourages creativity and innovation ➤ Promotes teamwork amongst the municipal staff under his/her supervision
<p>Best Service Employee</p> <p>Front-line Delivery</p>	<p>This award is for any individual who has performed exceptionally well in service delivery. The individual must be able to proactively identify and solve potential service delivery challenges. The nominee should be someone who takes initiative and going extra mile in service delivery on continuous bases. E.g.</p> <ul style="list-style-type: none"> ➤ Embodies Batho Pele Principles ➤ Organized, knowledgeable approachable, understanding and takes initiative in helping others (citizens and colleagues) ➤ Serves with courtesy, care and respect. ➤ Excel in office etiquette and time management. ➤ High level of customer relationship management ➤ Efficient and effective public servant ➤ Facilitates responsive service delivery interventions
<p>Best Team</p> <p>Batho Pele</p>	<p>This category is for a team of public servants working together to provide effective service.</p> <p>The Team must display characteristics of a committed team of practitioners, working together and complementing one another in the operational chain. The team may be at the provincial or district level. This will include:</p> <ul style="list-style-type: none"> ➤ A well organized, knowledgeable and professional team delivering services successfully. ➤ Able to set clear strategic goals, measurable and achievable indicators (work SMART). ➤ Combined team member's performance exceeds determined standards.

	<ul style="list-style-type: none"> ➤ Team members consistently uphold and have excellent understanding of Batho Pele Principles ➤ Team members constantly conduct themselves in an ethical and professional manner (e.g. acceptable dress code, displays their name tags at all times, etc.)
<p>Best Implemented Project</p>	<p>This category is for a project that has impacted positively on service delivery, cost saving and improving the quality of life for citizens. This category recognises projects that are transformational and developmental in nature. This category is open to all government spheres and service delivery points such as schools, hospitals, clinics, courts, police stations etc. The criteria will be informed by the following:</p> <ul style="list-style-type: none"> ➤ Project is in line with strategic objectives of the department or municipality ➤ Project that is implemented to impact positively on the lives of the targeted community/ies ➤ Project must be driven in a cost effective manner. ➤ Project is sustainable and has shown due diligence. ➤ Sound project management approaches are used
<p>Best Cleaner</p>	<p>This category is to recognize a committed cleaner who</p> <ul style="list-style-type: none"> ➤ does his/her work diligently and timeously, ➤ a team-player, ➤ a person who will go beyond the call of duty to ensure that the workplace is sparkling clean
<p>Best Messenger</p>	<p>This category is to recognize a committed messenger who</p> <ul style="list-style-type: none"> ➤ does his/her work diligently and timeously, ➤ a team-player, ➤ a person who will go beyond the call of duty to ensure that all the deliveries are delivered to the right destination, on time and in an acceptable condition

<p>Best Driver</p>	<p>This category is to recognize a committed driver who</p> <ul style="list-style-type: none"> ➤ does his/her work diligently and timeously, ➤ a team-player, ➤ a person who has high regard for the applicable transport regulations and procedures ➤ a person who has high regard for the applicable traffic and road safety regulations and procedures ➤ a person who will go beyond the call of duty to ensure that transport services are provided efficiently and effectively to the department or municipality
<p>Best Grounds-person</p>	<p>This category is to recognize a committed grounds-person who</p> <ul style="list-style-type: none"> ➤ works diligently and timeously, ➤ a team-player, ➤ a person who will go beyond the call of duty to ensure that all the grounds-work is completed perfectly and on time. ➤ a person who respects and treats client with dignity, complains less, yet remains responsive and accessible
<p>Best Public Service Innovation</p>	<p>This category is to recognize an individual or team that initiated an innovative service delivery intervention through which:</p> <ul style="list-style-type: none"> ➤ a high level of commitment is displayed ➤ innovative manner of facilitating a service delivery intervention is displayed ➤ the targeted beneficiary community is high impacted
<p>Public Service Life Time Achiever of the Year</p>	<p>This category is for a distinguished public servant who has contributed immensely in the public service. The nomination will be endorsed by the Premier as it is the highlight of professionalism, selflessness and total commitment by the recognized individual. The following will be assessed:</p>

	<ul style="list-style-type: none"> ➤ Public servant with twenty or more years of consistently working in the public service, some of them may have retired. ➤ Has a record of visible and effective innovation and successful programme implementation. ➤ Is well organized, knowledgeable and takes calculated risks. ➤ Has consistently upheld Batho Pele Principles on a daily basis and has excellent understanding of their practical implementation. ➤ Is a role model with integrity and well respected by peers, colleagues and communities he/she is part of
Overall Batho Pele Performer	<p>The winner is chosen from among the winners across all categories.</p> <p>The wining individual or team must:-</p> <ul style="list-style-type: none"> ➤ Have won gold in any of the other categories. ➤ Made an impact that exceeds determined standards in their area of work. ➤ Has upheld and lived Batho Pele values and principles on a daily basis. ➤ Delivered services in an effective, efficient and economic manner to the satisfaction of the citizens or affected community/ies. ➤ Went beyond the call of duty to achieve the success recognized by the awards process

7. RULES OF THE AWARDS

7.1 The process shall be open and transparent.

7.2 Nomination forms, which do not meet the requirements, will be disqualified.

7.3 The decision of the Adjudication Panel is final and no correspondence will be entered into.

7.4 Nominee for category "A" (individuals nominations) must have: -

- a. Completed the full performance cycle
- b. Demonstrated leadership skills, have good working relations and deep understanding of the public service transformation programme.

- c. Demonstrated a good sense and innovation in financial management and service delivery where appropriate.
- d. A valid citizenship or work permit of the Republic of South Africa and employed by the North West Provincial Administration.

7.5 Nominee for category “B” (groups’ nominations) refer to:

- a. Any group of government employees may nominate an individual or teams for consideration by the Project Team and the nominations will be limited to three per award category in each Department

8. NOMINATION PROCEDURES:

- 8.1** All nominations will be on the official forms available from the Office of the Premier, Provincial Department Offices, Municipalities and Sponsors / Partners.
- 8.2** All forms must be signed by the nominators and submitted to the Office of the Premier on/or before the closing date for the nominations.
- 8.3** The application forms will also be available on the Provincial Government website intranet page.

9. PROCESS DESIGN

- 9.1 Best cases must be identified at departmental / Municipality level and nominated to participate at the Provincial OR Tambo Excellence Awards in line with the categories and criteria presented on this concept document.
- 9.2 Level 1
 - 9.2.1 Departments / Municipalities / State Owned Enterprises are expected to receive and adjudicate nominations/entries in preparation for the transversal awards process
 - 9.2.2 Nominations of excellent performing individuals, project teams, (Chief), (Sub-) Directorates, Units, and Sub-Units outside of the level 1 processes will be considered as per the criteria set for each category considering the time constraints we are subjected to with the current process.

9.2.3 The Project Management Team will examine the nominations to determine compliance to the provided criteria as per the score sheet presented on the table below:

<u>Numerical scale</u>	<u>Descriptive scale</u>	<u>Interpretation</u>
5	Excellent	Evidence provided exceeds compliance to the criteria.
4	Very Good	Evidence provided is fully compliant to the criteria
3	Good	Evidence provided is adequately compliant to the criteria
2	Average	Evidence provided is inadequately compliant to the criteria
1	Below Average	Evidence provided in not compliant to the criteria
0	Not done	Evidence is not provided

9.2.4 Informed by the preparations done by the Project Management Team, the Adjudication Panel will decide on the final nominations.

10. PROJECT MANAGEMENT TEAM

The organization and planning of these awards will be coordinated by a Project Management Team consisting of Senior Managers from the Office of the Premier, provincial departments and Sponsors / Partners. It is recommended that the following functionaries constitute the Project Management Team:

- i. Chief Director – Ikatisong School of Governance (OOP)
- ii. Chief Director – Performance Monitoring and Evaluation (OOP)
- iii. Chief Director – Strategic Human Resources Management (OOP)
- iv. Chief Director – Local Governance (DLGHS – Interest of Municipalities)
- v. Chief Director – Corporate Services (Soc. Dev – Social Services Cluster of Departments)
- vi. Chief Director – Economic Development (FEED – for Economic Development considerations)
- vii. Secretariat – Ikatisong School of Governance, Organisational Development (OOP) and Performance Monitoring and Evaluation

The role of the Project Management Team is to:

- a. Compile an adjudication package for the Adjudication Panel
- b. Assess the compliance of the nominations to the given criteria
- c. Present the assessed nominations to the Adjudication Panel
- d. Coordinate the verification of the shortlisted nominations
- e. Manage the processing of the final nominations

The Project Management Team will be supported by a Project Coordinating Team that will be established and convened by Ikatisong School of Governance to coordinate the departments' and municipalities' processes

11. PROJECT COORDINATING TEAM

It is recommended that the Batho Pele Coordinators Forum serve as the inter-departmental project coordinating team. The role of the coordinating team is to:

- a. Coordinate the departments' awards processes within
- b. Quality assure the nomination forms
- c. Properly prepare the short-listed nominations for the verification process
- d. Manage the logistical arrangements of the nominees for the provincial awards ceremony

12. ADJUDICATION PROCESS

12.1 Departmental Evaluations: Level 1:

12.1.1 The department will constitute its own adjudication panel, to assess processes at the departmental level. Successful entries will be submitted to the Office of the Premier for consideration by the Project Management Team in preparation for the final adjudication.

11.1.2 It is noted as stated herein that there is room for additional entries outside of the Level 1 Adjudication process until further notice.

12.2 Provincial Evaluations: Level 2:

- 12.2.1 The Project Management Team will verify and assess entries as per the provided criteria and the applicable scoring mechanism in preparation for the adjudication process.

12.3 Adjudication: Level 3:

- 12.3.1 Moderation, confirmation and approval:
- 12.3.2 Informed by the preparations done by the Project Management Team, the entries will be finally assessed for consideration as finalists by the Adjudication Panel.

12.4 Adjudication Panel

- 12.4.1 To promote consistency and continuity, it is recommended that an Adjudication Panel be appointed for a three year period by the Director General and be constituted as follows:-
- a. North West University
 - b. Labour
 - c. Civil Society
 - d. Executive and Senior Managers from the Public Service
- 12.4.2 To facilitate auditing of the process from the beginning to the end, it is recommended that internal auditing committees participate in the adjudication of the departments' and the municipalities' processes at the institutional level and that an identified firm of auditors audits the final nominees as identified by the adjudication panel for the conference of the awards.

13. PRIZES

The prizes will be as follows:

- First prize - Gold Trophy
- Second prize - Silver Trophy and
- Third prize - Bronze Trophy

A certificate of commendation will be issued to all participants.

14. DATE OF THE EVENT

The awards shall be held annually on a day designated by the Premier.

