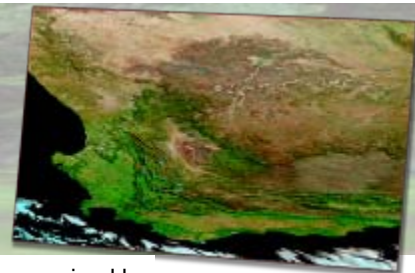




a word from SALGA Western



This issue presents in brief the Service Improvement Tool Training of Trainers Programme organised by SALGA and Project P3. The training took place at Nekkie in Worcester from the 31 October to 3 November 2011 and was attended by officials from 17 municipalities.

16 November 2011

Advancing Service Improvement in Local Government

Local Governments are mandated to provide a range of basic services, including: water; sanitation; transport; electricity; recreation; and safety & security and many others. All the while they must demonstrate accountability, transparency and that they are progressively working towards the realisation of constitutional rights.

Delivering on the local government mandate is an enormous challenge which requires continuous learning and development. Simultaneously, communities unsatisfied with poor service delivery are becoming more vocal in expressing their discontent. Communities increasingly demand that Local Governments are accountable to them and that they provide quality information regarding the provision of services.

To assist local governments to deliver services in a transparent manner, SALGA in cooperation with the P3 Project trained officials from 17 municipalities to champion and implement Service Improvement tools.

The Service Improvement Tool is one of a set of tools piloted by the P3 Project to develop transparency in local government. The P3 Project has piloted the tool with Theewaterskloof and Hessequa municipalities in the Western Cape and with municipalities in Namibia, Botswana, the Eastern Cape and the Free State. In brief, the Service Improvement Tool presents methods which enable municipalities to:

- Assess and evaluate their policies and operating procedures.
- Set service standards related to quality, time and quantity of services;
- Identify where internal processes can be improved to impact delivery standards;
- Promote the human resources of the municipality as its greatest asset; and

- Provide methods to manage change brought on by service improvement; The emphasis of the tool is to keep the citizens expectations and needs at the forefront of municipal actions and to enhance predictability for the users of municipal services.

The training programme covered the principles of Service Improvement, facilitation skills, mapping and redesigning of municipal processes to be customer focused and how to identify approaches and strategies for introducing and implementing successful Service Improvement interventions in municipalities. At the end of the 4 day training participants were equipped to lead Service Improvement programmes in Municipalities, while SALGA officials who attended were able to pledge their support and assistance to municipalities rolling out the tool.



Western Cape Service Improvement Champions

Participants appreciated the open, frank and participative training methodology employed and the inputs from pilot municipalities on what worked or did not work for them when implementing the tool in their municipalities. They commented that the programme has helped them understand that municipalities need to see their communities as customers deserving quality, cost effective, value for money services.

Matters of interest:

SALGA ACTIVITIES

21 November

Entrepreneurship Workshop

24 November 2011

Budget Week Workshop

25 November 2011

Workshop on Municipal Public Accounts Committees

Municipal Managers Forum

25 NOVEMBER to 10 DECEMBER 2011

16 Days of Activism Campaign—this year the international theme is: **Peace at Home—Peace in the Family**

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