REFINED MTSF CHAPTER 2016/17

Appendix 13

Outcome 13: An inclusive and responsive social protection system

1. The National Development Plan (NDP) 2030 vision and trajectory

South Africa's NDP 2030 accords a central role to social protection in addressing the critical challenges of eradicating poverty and reducing inequality. A role is assigned to social protection to contribute to ensuring that no-one slips below a minimum standard of living, as well as a more *transformative and developmental role* of moving towards a more inclusive growth path and to ensure more inclusive development outcomes.

In keeping with addressing the multi-dimensionality of poverty and inequality, in the South African context, social protection is an umbrella concept that brings together:

- ***Social security[i]*** which draws on section 27 of the Constitution to address income dimensions of poverty and contribute to ensuring a ***standard of living[ii] below which no-one falls***;

- ***Measures to address capability poverty:*** support to early childhood development and investments in children; labour market activation policies and measures that foster productive inclusion of the under-and unemployed;

- ***Protective measures for nutritional and food security***. It is becoming increasingly evident in a growing number of countries that income is central but often not enough to ensure access to adequate quantities of nutritious food and nutrients.

- ***Developmental social service interventions*** to address (1) economic and social exclusion and strengthen social cohesion; (ii) ensure that families and individuals are able to access services, entitlements, and potential economic and social opportunities; and (iii) developmental social services to reach out and provide care to the vulnerable such as those affected by HIV , women & children abuse, persons with disabilities etc.

2. Constraints and strategic approach

In framing the critical role for social protection, the NDP 2030 clearly points to the deep-seated and structural causes of poverty and inequality in the country. It looks to the continuing challenges of creating adequate numbers of jobs within the current economic environment and social-economic vulnerabilities that have the potential to cement some of the existing patterns of inequality. It also looks at the state of social protection. South Africa has a comprehensive social protection system, and thus a myriad of instruments and intervention programmes, but the social protection system is still marred by inefficiencies, fragmentation and misalignment which need to be addressed. In addition there is a need to enhance the coverage and effectiveness of social protection measures. With long-term goals in mind, there is a need to steer the short-term actions towards inclusive systems of social protection that are affordable and sustainable.

Women, children, the aged and persons with disabilities are the groups which are most likely to be unemployed and bear the brunt of poverty and inequality. Their dependence on family networks is precarious given the extent of unemployment and under-employment.

Disability and gender disaggregation should be applied to all indicators that count beneficiaries of services/programmes to measure equity.   1

The NDP states that:

'Disability must be integrated into all facets of planning, recognising that there is no one-size fits- all approach.'

This has far-reaching implications for both quantitative and qualitative inclusion of persons with disabilities in terms of universal design (accessibility) of infrastructure and reasonable accommodation for persons with disabilities to optimally access, participate and enjoy their rights on an equitable basis as others. The progressive realisation of rights means increase in number of persons with disabilities accessing services but also due consideration should be given to including persons with disabilities experiencing compounded vulnerability. Therefore, it is critical to ensure that there is disability-disaggregation of data to enable a disability-analysis of service delivery that can enable better planning, efficient resource allocation and meaningful mainstreaming"

Despite progress in reducing fragmentation in the post-apartheid era, the social welfare sector is struggling, constrained by a lack of coordination and integration of systems, weak and limited effectiveness of funding and significant capacity deficits. Demographic trends and human development indicators point to a country with significant levels of social fragmentation, unacceptable levels of social alienation and the breakdown of social institutions. Poor social welfare services and ineffective policing reinforce the sense of powerlessness in poor communities. The distribution of and access to both public and private social welfare services remains skewed along racial and income lines, with the wealthy having access to relatively effective private services. The demand for social welfare services and care is increasing. Those with the ability to pay for social welfare services and care privately have the advantage of better services, whereas government funded services [either provided directly by the state or through NPOs], the quality of service is often plagued by inefficiencies, inadequate funding, competition for scarce resources and inadequate monitoring and oversight of services delivered.

The State is currently supporting the NPO sector through subsidising the delivery of developmental and welfare services and there must be certain expectations that flow from this arrangement in terms of the services rendered and funds expended. A need exists to use performance based contracts Service Level Agreements (SLA) to improve outcomes and by doing so, focus more resources on the quality and impact of contracted services.

There is are a broad range of players involved in the provision of social welfare services and influence how the care system works. Non-governmental organisations (NGOs) play a crucial role in reaching out to marginalised communities, building trust and attempting to provide much needed help and support. Their evolution over the years has contributed to creating diversity in the sector. These NGOs are often at the forefront of innovative practice. To take advantage of this diversity, there is need to strengthen the public private partnership (PPP) model between Government, the community and organisations in civil society and in the private sector who are involved with the delivery of development and social welfare services. However, their limited resources and inability to fully complement the state subsidy or funding, and a lack of adequate capacity often threaten their very existence. In an economic climate of severe financial constraints, partnerships with NGOs are critical. A need exists to restructure the partnership between stakeholders to develop a system which is socially equitable, financially viable, structurally efficient and effective in meeting the needs of the most disadvantaged sectors of the population, and to involve communities in planning and the delivery of services should be top priority.

Our social assistance system is well developed with wide reach and coverage, but the system is still fragmented, plagued by administrative bottlenecks and implementation inefficiencies. One of the key issues is exclusions and reaching all of those who are entitled to the existing benefits of social assistance benefits. The state continues to be accountable for high-quality and effective services that comply with policy and rules, and

achieve specified outcomes and results. Social insurance is largely accessible only to those who contribute. A large section of the economic active population is in the informal sector and/or in informal contracts in the formal sector, and has no access to social security mechanisms.

The NDP acknowledges that the democratic government has achieved significant milestones over its two decades of administration, which included the implementation of a comprehensive social protection system; establishment of minimum standards linked to a social wage and the elimination of racial inequalities. Key elements of the social protection system introduced or expanded since the advent of democracy include:

Table 1: Forms of social protection described in the NDP and where covered in the Medium Term Strategic Framework (MTSF) Chapter

Area of social protection	Covered in the MTSF where
Expanded social assistance to over 16 million beneficiaries including vulnerable children.	Outcome 13
Access to free basic services such as housing, water, sanitation and energy for poor households. ;	Outcome 9
Free education in 60% of schools in poor communities; a school nutrition and transport programme. ;	Outcome 1
Free health care for pregnant women and children under six.	Outcome 2
Statutory social insurance arrangements, e.g. Unemployment Insurance Fund (UIF).	Outcome 13
Active labour market policies to facilitate labour market entry and redress the inequalities that are inherent in the system due to apartheid.	Outcome 4
Income support for the working-age poor through public works programme.	Outcome 4/9
A developmental social welfare approach, with a focus on progressive policies, legislation and services that care and protect individuals, families and communities.	Outcome 13

While acknowledging these achievements, which demonstrate the existence of a comprehensive set of social protection measures, the NDP 2030 points to a number of weaknesses in the current system. These could be seen to include the following:

- The capacity both in the State and in the communities to deliver social welfare services and to implement development welfare policy is not optimal. It also faces a number of inefficiencies with regard to implementation, which could be viewed as being exacerbated by a lack of common social information and reporting systems and institutional challenges.;
- Various administrative bottlenecks have emerged over time and there are indications of challenges for eligible beneficiaries to access services and entitlements that need to be addressed proactively.
- The system has a number of gaps in coverage including lack of a clearly defined pathway as to how and when the right to social security articulated in the Constitution will be realised; it is fragmented across programmes.;
- Addressing gaps in coverage such as the lack of a mandatory contributory scheme for retirement, death and disability benefits for those in formal employment

The State-NGO sector partnership has played an important role in transforming the nature and scope of service delivery which beset by capacity challenges and the effectiveness of the services provided has not been measured and evaluated. The strategic approach for attaining the 2030 vision must therefore include:

- Efficiency improvement in the delivery of social protection services.
- Address exclusions by identifying and reaching those who are entitled to the existing benefits of social protection in its broadest sense including mandatory social insurance for retirement, death and disability benefits.
- Reducing the administrative bottlenecks that prevent people from accessing benefits.
- Develop appropriate quality assurance systems.
- Develop an enabling environment and create conditions for social partners to contribute to policies.

The NDP 2030 sets forth three major goals for addressing these challenges, namely, eradication of poverty, reduction of inequality and unemployment.

By 2030, South Africa is expected to have a comprehensive social protection system that includes social security benefits such as retirement, unemployment, death and disability benefit and where necessary social assistance including public employment. In addition, the conception of social protection encompasses community development, social welfare services and social wage provisions, which includes no-fee schools, health care services, housing, free basic services and subsidised public transport. This social protection system must be sustainable taking cognisance of the demographics of the country including increased life expectancy. It should be ensured that the youth of today do not become an older population reliant on social assistance measures.

3. NDP priorities to achieve the Vision

To achieve the 2030 vision, the NDP requires that focus be placed on the following priority areas:
- Broadening the social protection agenda including a defined element of a social protection floor
- Social assistance: Ensuring that all eligible have access to social grants
- Social Security: Providing a securely funded and adequate pension on retirement and during periods of loss of income; Compensation for Occupational Injuries and Diseases Act (COIDA)
- Social protection outside of the State
- Developmental social welfare services
- Household food and nutrition security
- Public employment and active labour market policies

An important and prominent priority in the NDP 2030 is to broaden the social protection agenda. By 2030, the NDP envisages a social protection floor that provides a diversity of guarantees. According to the NDP 2030, the envisaged social protection system must also be sustainable. The State must generate sufficient income from the actively employed groups to redistribute to those in the population that are less active, while still meeting other policy priorities. It is also imperative that the social protection system takes cognisance of the demographics of the country, including the increased life expectancy, which implies that additional resources are required as longevity improves. The second imperative is to ensure that the youth do not become an older population that is reliant on state provided social protection measures to achieve a minimum standard of living.

The NDP 2030 notes that a comprehensive social protection system is feasible within a context of high economic growth, with high labour absorption capacity. A call is made for a multipronged strategy, which includes complimentary policies from Government Departments. The NDP recommends the development of policies to address structural deficiencies in the economy, which should be coupled with a strategy to address frictional

employment through the expansion of State funded and State operated employment services. A comprehensive and integrated approach to social protection is adopted in the NDP 2030. This requires coordination from different government departments. **The five features of the social protection envisaged in the NDP 2030 are that it must be: protective; preventive; promotive; transformative as well as developmental and generative**.

4. Management of implementation

The Minister of Social Development will coordinate the implementation of this Outcome. The implementation forum will be the Social Development MINMEC. Other organisations/ institutions identified in the delivery agreement, or who need to be involved to address a specific issue, may be invited to attend the Implementation Forum meetings. This Forum also creates a space for affiliated public entities, including SALGA, Non-Governmental Organisations and other stakeholders to make input to the outcome. In line with the DPME protocol this outcome will be coordinated through the social cluster on two levels. The Ministerial implementation Forum (MIF) chaired by Minister of Social Development and co-chaired by the Minister of Labour will convene to consider the submission of quarterly Outcome reports to Cabinet. This Forum is supported by the Technical Implementation Forum (TIF) chaired by the Director-General of Social Development and co-chaired by the Director-General of Labour.

5. MTSF - Sub-Outcomes and component actions, responsible ministry, indicators and targets

The key priorities for this MTSF are:
- Reforming the social welfare sector and services to deliver better results
- Improving the provision of Early Childhood Development. All children should enjoy services and benefits aimed at facilitating access to nutrition, health care, education, social care and safety (access and quality)
- Deepening social assistance and extending the scope for social security
- Strengthening community development interventions
- Establishing social protection systems to strengthen coordination, integration, planning, monitoring and evaluation of services
- Developing a sustainable model of funding social development
- Increasing human resource capacity for the social welfare sector
- Improving household food and nutrition.

6 A need for policy clarity

The NDP 2030 identifies a critical need for the current social welfare system to be reformed to deliver better results for vulnerable groups including a review of relevant existing policy and legislation to take account of new contextual realities. The current State civil-society partnership model of delivery of services is inadequately funded, poorly structured and organised to respond to the increasing complex social problems facing our society. A need exists to restructure the partnership between stakeholders to develop a system which is socially equitable, financially viable, structurally efficient and effective in meeting the needs of the most disadvantaged sectors of the population, and to involve communities in planning and the delivery of services should be top priority.

The policy shift should support integrated care and be coherent with other policies related to provision of social services. Key to this policy shift will be the following:

- Adequate resourcing to ensure a balanced service system where a range of prevention, early intervention and statutory services are provided.
- Using incentives to promote integration – for example, by allowing for budget pooling or special ring fenced funding for integrated services.

Disability and gender disaggregation should be applied to all indicators that count beneficiaries of services/programmes to measure equity.   5

- Ensuring a coherent social welfare system that integrates with other sector departments and agencies playing a pivotal role in the delivery of welfare and social services in general. Eliminate duplication and promote integrated practice and service models.

There is also a need to harmonise service provision and review the current regulatory environment governing the NPOs covering the registration and monitoring processes which will enable the NPO sector to function in an efficient and effective manner. Apart from ensuring good governance principles, the registration of NPOs can also be utilised as a planning tool for social welfare services.

7   A strategy to resource social welfare services

Reform of funding alone is not sufficient and should be informed and accompanied by reform to the system of delivery, including a more integrated approach to the way social welfare and development is commissioned and provided. This model or resource strategy should be based on partnership arrangements between the State, civil society organisations and private sector including international donors. Social Development must embark on a planned process to facilitate the fundamental restructuring of the financing of social development services with specific reference to social welfare, statutory and development services.

The funding approach must recognise that some social development programmes may be financed in full through contractual arrangements between the State and civil society organisations which are able to deliver an efficient and effective service, while others will be partially State-financed. The resource strategy must take cognisance of the complexities around the provision of social welfare services and clarify the approach to be used to close the funding gap.

8   Address the skills deficit and delivery capacity in the social development sector

Human resource development and management is critical to the achievement of social goals and should be developed by both the public and private sectors. Responding to the social breakdown of families, communities and society requires a range of generic and specialist education and training that is not available to poor communities. The inability of South Africa's social development sector to provide the quality of care required is reflected in the inadequate supply of social service professionals. There is an overreliance on professional social workers and there is a need to expand human resource capacity through the employment of other categories of social service personnel, such as child and youth care workers, community development workers, social development workers and volunteers.

In consultation with various stakeholders including academic, formal training institutions and organisations, and professional and allied associations Government must support the development of appropriately trained pool of personnel at all levels, which includes both generic and specialised services. While there is a cadre of community development workers in the sector, their training and capacity building environment is fragmented. This is exacerbated by the challenges in intergovernmental alignment around home and community based care activity, including overlapping mandates between the Departments of Health and Social Development.

The efficient and effective delivery of services is contingent upon sound human resource planning and development. The existing human resource capacity needs to be significantly expanded through the utilisation of different categories of social welfare personnel, including volunteers. Provision must be made in the public sector to make it possible for different categories of personnel to be employed in the public sector. This provision should also be accommodated in the criteria for the financing of future social development sector programmes.

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Sub-Outcome 1: A reformed social welfare sector and services

Actions	Minister responsible	Performance Indicator	Baseline	MTSF Target	Target 2016/17
1. Review social welfare policy in order to develop revised White Paper on Social Welfare.	**Lead: DSD Supported by;** COGTA, Health, Correctional Services, DBE, Justice, DPSA, Women, DPW, National Treasury, DHET (Health and Welfare Seta), Stats SA.	White Paper on Social Welfare.	White Paper for Social Welfare services (1997)	Approve White Paper on Social Welfare by 2017/18.	
2. Strengthen state and civil society partnerships through implementation of a partnership model for delivering welfare services.		Partnership model between the State and Civil Society.	NPO Act (1997) Policy on Financial Awards. Draft partnership model	Implement State and Civil Society Partnership Model by 2018/19.	
3. Develop a demand and supply model for social services practitioners.		Demand and supply model for social services practitioners.	*No baseline*	Approve Demand and Supply Model for Social Services Practitioners by 2017/18.	
4. Recruit, train and deploy youth into the social service field.	**Lead: DSD Supported by** SAPS, DCS, DoH, DBE & DHET	Number of youth awarded scholarships.	10 929 scholarships awarded since the beginning of the programme.	Award scholarships to 4 000 youth by 2018/19.	
		Number of absorbed scholarship recipients.	6 804 absorbed into employment by DSD since 2007.	Absorb 1 500 scholarship recipients by 2018/19.	
5. Improve Social Development Funding by developing a resourcing strategy.	**Lead: DSD**	Resourcing strategy for social development services.	NPO Act Policy on Financial Awards	Develop a resourcing strategy for social development services by 2018/19.	
6. Amend the NPO Act	**Lead: DSD**	NPO Act amended	Non-Profit Organisation Act of 1997. Codes of good practice, 2001 NPO Policy.	Amend Non Profit Organisations Act by 2018/19	

Disability and gender disaggregation should be applied to all indicators that count beneficiaries of services/programmes to measure equity.   8

Actions	Minister responsible	Performance Indicator	Baseline	MTSF Target	Target 2016/17
7. Develop and implement a comprehensive capacity building plan for the social development sector.	**Lead: DSD Supported:** DHET, DPSA	Sector Human Resources Development Plan (HRDP).	Fragmented HRDP at departmental level (National & Provincial)	Develop Sector HRDP by 2017/18.	
		Operational Policy Guidelines for the Social Development Sector Academy.	A feasibility study report on the modalities of skills academy.	Establish Phase 1 of the Social Development Sector Academy by 2018/19.	

Sub-Outcome 2: Improved provision (improved quality and access) of Early Childhood Development Services for children aged 0-4

Early Childhood Development (ECD) has been identified as one of the APEX priorities of the Government of South Africa. The Department of Social Development (DSD) promulgated the Children's Act No 38 of 2005 on 01 April 2010 which regulate the establishment, management and monitoring of ECD services. DSD is the lead Department in the provisioning of ECD services for children from conception to a formal school going   age in partnership with Departments of Basic Education (DBE) and Health. The Review of the National Integrated Plan for Early Childhood Development, the ECD Diagnostic Review and the ECD Conference confirmed a to strengthen the provision of ECD services spanning from planning, coordination and implementation of services related to ECD.

Actions	Minister responsible	Performance Indicator	Baseline	Target	Target 2016/17
1. Review and align the existing ECD Programme of Action (PoA) with the comprehensive ECD policy	**Lead : DSD Supported by** COGTA, Correctional Services, DBE, DPSA, Justice, DPW, DPME, National Treasury, DHET, DoH, (Health and Welfare Seta), Women Stats SA..	Align PoA to the comprehensive ECD Policy.	Comprehensive ECD Policy.	Align ECD PoA to the comprehensive ECD policy by 2016/17.	Align ECD PoA to the ECD policy by 2016/17.
2. Review regulatory framework aligned to the comprehensive ECD policy		Align regulatory framework to comprehensive ECD Policy.	Comprehensive ECD Policy.	Approve a regulatory framework aligned to comprehensive ECD Policy by 2017/18.	
3. Develop and implement Child Nutrition Operational Guideline for ECD.	**Lead: Health Supported by:** DSD, DBE, DAFF, DWA, DPME	Nutrition Operational Guideline for ECD.	Child Health Nutrition Strategy 2012-2016.	Approve Nutrition Operational Guideline for ECD by 2017/18.	
4. Improve ECD Infrastructure to promote access to services.	**Lead: DSD Supported by:** COGTA, DBE Public Works	ECD Infrastructure Plan.	Draft ECD Infrastructure Plan	Develop ECD Infrastructure Plan by 2017/18.	
		Number of new ECD centres.	Provincial Infrastructure Manager's B5 Report	Construct 51 new ECD centres by 2018/19.	

Disability and gender disaggregation should be applied to all indicators that count beneficiaries of services/programmes to measure equity.   10

Actions	Minister responsible	Performance Indicator	Baseline	Target	Target 2016/17
	Human Settlement, National Treasury	Number of upgraded ECD centres.	Provincial Infrastructure Manager's B5 Report	Upgrade 452 existing ECD centres by 2018/19.	
5. Develop a Human Resource capacity plan for the ECD sector.	**Lead: DBE Supported by** DSD; DPSA	Human Resource Capacity Plan for ECD practitioners.	Sector skills plan for the health and welfare sector	Develop HR plan for ECD practictioners by 2016/17	Develop HR plan for ECD by 2016/17
		Human Resource Plan for ECD practitioners	ECD Audit Report	Develop a HRD plan for ECD practitioners by 2016/17.	Develop an HRD plan for ECD practitioners by 2016/17.
		Number of trained ECD practitioners at NQF L4.	16 912 ECD practitioners trained at NQFL 4 and 5.	Train 20 000 ECD practitioners at NQF L4 by 2018/19.	
	Lead: DHET Supported by: DBE & DSD	Qualification framework for ECD sector	Draft Policy on Minimum Requirements for Teacher Education Qualifications	Approve qualification framework for ECD sector by 2016/17.	Approve qualification framework for ECD sector by 2016/17.
6. Improve access to ECD Services	**Lead: DSD Supported by:** DBE, DHET, DoH.	Number of children *accessing registered ECD* programmes *(private and subsidised)*	1,530, 554 - Number of children accessing ECD programmes.	2,179,740 children accessing registered ECD programmes by 2018/19.	
		Number of children subsidised	987, 636 number of children subsidised	Subsidise 1,096,824 children by 2018/19	
	Lead: DSD	Number of children with disabilities accessing ECD programmes.	1,393,236 (0 – 4yrs) Children with disabilities accessing ECD programmes (2011 GHS)	5% Children with disabilities accessing ECD programmes by 2018/19.	

Disability and gender disaggregation should be applied to all indicators that count beneficiaries of services/programmes to measure equity.   11

Actions	Minister responsible	Performance Indicator	Baseline	Target	Target 2016/17
7. Register ECD programmes to ensure compliance to norms and standards.	**Lead: DSD** Supported: DBE	Number of ECD programmes registered.	7 761 registered ECD programmes.	Register 11,622 of ECD programmes by 2018/19.	

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Sub-Outcome 3: Strengthened community development interventions

Persistence of poverty and inequality remains a challenge for our country hence the overarching goals of the NDP- Vision 2030 are to eradicate poverty and reduce inequalities. Where there is persistence of poverty, people experience concurrent capability deprivation including illiteracy, inadequate nutrition, and insufficient income and livelihood opportunities. These are key drivers of poverty which increase vulnerability and, if not adequately tackled, would result in inter-generational poverty. In order to achieve these goals, there is a need for the development and implementation of programmes that help the poor and the vulnerable to build assets, capacities and capabilities to earn an income and become self-reliant, with specific focus on youth and women. While the Constitution (Section 27, 1 (b) of the Bill of Rights)", refers to food as a right and that every citizen must have access to sufficient food, a significant number of South African population still experience inadequate to severe inadequate access to food. Households are food and nutrition secure when they have year-round access to the amount and variety of safe foods which are needed by their members to lead active and healthy lives. The Community Work Programme (CWP) will play an important role in communities over the next five years, as it expands to achieve greater presence in every municipality by 2016/17. The CWP not only serves as an important social protection measure through the provision of the two days of work each week to vulnerable members of the community, but also creates assets that are of value to the community as a whole.

Actions	Minister responsible	Performance Indicator	Baseline	Target	Target 2016/17
1. Develop Community Development Practice Policy	**Lead**: **DSD** **Supported by** RDLR, COGTA, DAFF, DSB DTI,	Community Development Practice Policy	Draft Community Development Practice Policy.	Approve Community Development Practice Policy by 2017/18.	
2. Implementation of Integrated Community Programmes (including addressing issues of hunger)		Number of communities profiled.	2 160 communities profiled.	Profile 3 360 communities by 2018/2019.	
		Number of households profiled.	1 038 840 households profiled.	Profile 1 538 840 households by 2018/19	
		Number of Community Based Plans	200 Community Based Plans.	Develop 1 200 Community Based plans by 2018/19	
		Number of cooperatives linked to economic opportunities	New indicator	Link 900 Cooperatives to economic opportunities by 2018/19	
3. Capacitate community based organisations to	**Lead: DSD** **Supported by** COGTA,	Number of cooperatives trained.	348 Cooperatives trained.	Train 3 000 cooperatives by 2018/2019.	

Disability and gender disaggregation should be applied to all indicators that count beneficiaries of services/programmes to measure equity. 13

Actions	Minister responsible	Performance Indicator	Baseline	Target	Target 2016/17
address local development challenges	DTI, DRDLR, DSB, DAFF	Number of NPOs trained	5 474 Non-Profit Organisations trained (NPO)	Train 7 000 NPOs by 2018/2019.	
		Number of Civil Society Organisations (CSOs) trained (NDA)	2 500 CSOs	Train 12 750 CSOs by 2018/19.	
4. Provide nutritious food to vulnerable individuals and households.	**Lead: DSD Supported by** COGTA, DTI, DRDLR, DSB, DAFF SASSA , NDA	Number of vulnerable individuals accessing food.	1 502 589 individuals accessing food.	2, 4 Million individuals accessing food by 2018/2019.	
		Number of vulnerable households accessing food.	183 179 households accessing food	1 Million households accessing food by 2018/2019.	
5. Develop a policy framework on the management of all community based workers.	**Lead by DSD Supported by** COGTA, DRLR, DAFF, DBE, DPW, DHET, DOH**,** DPSA	Policy on the management of all community based workers.	Draft community care workers policy.	Develop and approve policy on the management of community based workers by 2018/19	
6. Marketing and Promoting Thusong Service Centres	**Lead: DoC** supported by all government departments	Number of marketing events for Thusong Service Centres programmes held	746 marketing events for Thusong Programmes were done	1718 marketing events for Thusong Service Centres programmes held by 2018/19	

Sub-Outcome 4: Deepening social assistance and expanding access to social security

Social Security as a constitutional right should not be limited only to those who have access to formal employment. Reform options should be identified to provide income security in old age and during unemployment spells for those who have shorter or interrupted working careers; those who had shorter periods of formal employment, those who worked in the informal sector and those who were in low paying jobs.

The key tasks to be completed by 2030, which should commence during 2014-2019, is to implement a comprehensive social security package that builds on developments to date and is based on three tiers which include:

- A basic minimum social protection floor
- A mandatory earnings related insurance benefit to provided adequate income replacement during adverse life cycle events
- Additional voluntary private savings arrangements to increase benefit levels

Social dialogue is key to maintaining a sustainable social security framework as it will be difficult for Government to make any necessary adjustments to social protection measures without adequate buy in and support from society and stakeholders. As society ages and demographics change, as new vulnerabilities appear and current gaps are addressed, the types and the mix of social protection measures will need to be updated or adjusted. Thus, a continuous process of engagement is required to ensure evolution and the sustainability of social protection systems and ensuring that they are as dynamic as the people they aim to protect.

This section addresses two elements: Access to social assistance and Access to social insurance for the working age population.

Actions	Minister responsible	Performance Indicator	Baseline	MTSF Target	Target 2016/17
1. Increase access to social assistance.	**Lead**: DSD, **Supported by** National Treasury, DTI, Labour, Health, Finance (SARS)	Policy on universalization of benefits to older persons.	Social Assistance Act, 2004 Discussion paper on proposed Policy options for universalizing the older persons grant.	Approve Policy on universalization of benefits to older persons by 2017/18.	
2. Develop strategies on Maternal and Child benefits to promote equity.	**Lead:** DSD, **Supported** by Finance, DL & DH	Legislation to increase the value of the Child Support Grant to Orphans and Child Headed Households.	Approved Policy by Cabinet.	Submit Social Assistance Amendment Bill to Cabinet by 2016/17	Submit Social Assistance Amendment Bill to Cabinet by 2016/17

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Actions	Minister responsible	Performance Indicator	Baseline	MTSF Target	Target 2016/17
		Policy and Legislation on pregnancy and maternity benefits.	Policy brief on pregnancy and maternity benefits.	Develop Policy on pregnancy and maternity benefits by 2018/19.	
		Discussion Paper on universalization of the Child Support Grant.	Discussion Paper on administrative burden on the means test. Discussion Paper: Social Protection for Children in South Africa: Pathways Towards Universalising Constitutional Right to Social Security.	Approve a discussion paper on the universalization of the Child Support Grant by 2016/17.	Approve a discussion paper on the universalization of the Child Support Grant by 2016/17.
3. Improved Social Security Administration.	**Lead:** DSD (SASSA)	Enterprise Business Intelligence solution towards automation of grant administration	Enterprise Business Intelligence solution procured and data warehouse designed	Develop and Implement Enterprise Business Intelligence solution by 2018/19	Develop Enterprise Business Intelligence solution for grants data.
4. Improved Social Assistance Administration	**Lead:** DSD (SASSA)	Biometric solution for staff and beneficiaries	Biometric access solution specifications and design architecture developed	Acquire and Implement Biometric solution for staff and beneficiaries by 2018/19.	Acquire and configure biometric access to systems for staff and beneficiaries.
		New insourced social assistance payment system	Grant payments currently outsourced.	Manage and control rollout of the payment process by SASSA 2017/18	Develop and implement transitional payment insourcing plan through work streams focusing on card issuance,

Actions	Minister responsible	Performance Indicator	Baseline	MTSF Target	Target 2016/17
					payment distribution, banking options and life status confirmation.
5. Improved Social Security Administration System	**Lead: Labour Supported by:**	Integrate claims management System (ICMS) implemented.	Ufiling system Funds operationalise system Siyaya.	Integrated claims management system implemented by 2018/2019.	
		% of UIF claims with complete information	86% of claims were finalised within five weeks of application.	Finalise 95% of UIF claims within 3 weeks of application by 2019.	
		% of compensation claims adjudicated within 30 working days	Compensated claims adjudicated 88% (119 549 out of 136 211)	Adjudicate 85% of the compensation claims within 30 working days by 2016/2017.	Adjudicate 85% of the compensation claims within 30 working days by 2016/2017.
		% of COIDA benefits approved for payment within 5 working days	Compensation benefits approved for payment: 98% (32 912 out of 33 741)	Approve 100% of compensation claims paid within 5 days by 2018/19.	
		% of medical claims approved for payment annually	Medical claims approved for payment 72% (486 728 out of 680 482)	Approve 85% of medical claims for payment by 2016/2017	Approve 85% of medical claims for payment by 2016/2017
6. Improve access to social insurance	**Lead: DSD Supported by** Labour, Transport and Finance	Discussion paper on Comprehensive social security and pensions' reform.	Discussion paper approved by the Forum of South Africa's Directors-General (FOSAD) of the Social Protection Community and Human Development (SPCHD) cluster	Approve discussion paper on comprehensive social security and pensions' reform by Cabinet 2016/17.	Approve discussion paper on comprehensive social security and pension's reform by Cabinet 2016/17.
	Lead: DSD	Policy on mandatory cover for retirement, disability and survivor benefits.		Approve policy on mandatory cover for retirement, disability	

Disability and gender disaggregation should be applied to all indicators that count beneficiaries of services/programmes to measure equity.   17

Actions	Minister responsible	Performance Indicator	Baseline	MTSF Target	Target 2016/17
				and survivor benefits by 2018/19.	
	Lead: Labour	Unemployment Insurance Act (UIA) amended to improve coverage and provisions.	Existing UIA	Approve Amendment of the UIA by Parliament 2016/17.	Approve Amendment of the UIA by Parliament 2016/17.
	Lead: Labour Supported by: DSD and Finance	Policy on voluntary inclusion of informal sector workers in social security.	Feasibility Study Report: Inclusion of informal workers in the reform of retirement provision in South Africa.	Approve policy on voluntary inclusion of informal sector workers in social security by 2018/19	
	Lead: Finance	Retirement regulatory reforms.	Published policy papers: Strengthening retirement savings Enabling a better income in retirement. Preservation, portability and governance for retirement funds. Incentivizing non-retirement savings Improving tax incentives for retirement savings. 2013 retirement reform proposals for further consultations.	Implement legislation regulatory reforms by 2018/19.	
	Lead: Transport	Development of the Road Accident Benefit Scheme Bill (RABS)	Draft RABS Bill	To have the Bill proclaimed as an Act by 2019	Bill to be approved by Cabinet 2016/17

Actions	Minister responsible	Performance Indicator	Baseline	MTSF Target	Target 2016/17
	Transport	Manage the number of open claims (open claims exclude RNYP)	191 230 net balance of open claims at financial year end	219908	174867
		Reduce average age of open claims	Reduce average age to 1,350 days	Reduce average age to 1,200 days	Reduce average age to 1,300 days
		Increase percentage of claims verified by objecting to or accepting within 60 days	70% of claims verified are objected to or accepted within 60 days	Maintain 100%	Increase to 80%
		Increase percentage of direct claims originated	32.82% (estimated 2015/16 performance)	Increase by 2.5%	Increase by 2.5%
		Reduction in legal costs	10.83%	Reduce by 2%	Reduce by 2%
		Implement Post-crash Care Strategy (Pillar 6)	Payment of caregivers within 30 days	Report on rehabilitation outcomes	Treatment plans introduced for all new undertakings
		Increase accessibility to RAF services	Channel review report completed by 31 December 2015	Open one (1) additional access point	Open two additional access points
		Increase the number of claimants engaged at RAF events	28, 750	Increase by 15% to 50, 255	Increase by 15% to 33,100
		Increase percentage of fraud detected before undue payments are made.	10% increase	40% increase	15% increase
		Contribute to road safety by creating a crash verification system (CVS)	Design and develop internal crash verification system	Provide support in the development of	Internal crash verification system (CVS)

Disability and gender disaggregation should be applied to all indicators that count beneficiaries of services/programmes to measure equity.   19

Actions	Minister responsible	Performance Indicator	Baseline	MTSF Target	Target 2016/17
				national road crash databank	functional by 31 March 2017
		Access Road Development Plan to be submitted to Cabinet by March 2018	Access Road Development Plan Status Quo Analysis Complete	Monitor Implementation of the Access Road Development Plan (ARDP).	Draft Access Road Development Plan (ARDP) developed.
		Access to rural socio-economic services	Review of the Rural Transport Strategy in terms of White paper on Transport Policy of 1996, NLTA of 2009	Monitor the implementation of the approved Rural Transport Strategy	Submission of the reviewed Rural Transport Strategy by Cabinet.
7. Double the number of people who can access social insurance defined as UIF, Compensation of Injuries Disease Act (COIDA), Pension and Provident Fund	**Lead: Labour**	Number of people accessing UIF and Compensation Fund benefits.	708 467 UIF claims approved 136 211 compensation claims received and 119 549 adjudicated	Reach 1 416 934 claims by 2018/19. Adjudicate 100% of registered compensation claims by 2018/19	

Disability and gender disaggregation should be applied to all indicators that count beneficiaries of services/programmes to measure equity.   20

Sub-Outcome 5: Optimal systems to strengthen coordination, integration, planning, monitoring and evaluation of social protection services

The development of effective inter-sectoral arrangements within the social services sector and between the government departments is a key priority. Poor co-ordination between and within different services, both at times of episodic events and in the long-term, is currently failing to adequately meet the needs of many vulnerable groups. There is need to explore switching from specialised services to one-stop or multi-purpose generic services; and linking up programmes delivered by other departments involved in developmental social welfare service delivery more effectively. This includes strengthening norms and standards and making them consistent across various services and departments (covered in 8.1). The various government departments should be encouraged to develop complementary financing policies in order to achieve shared social goals. On-going communication and information exchange on the financing of joint social programmes are needed for the division of responsibilities, eligibility and the application of monitoring procedures.

The monitoring function of the Department of Social Development and resulting reports often have minimal impact on the services delivered by the NGOs or other agencies or on future funding decisions. Without performance targets, it is difficult to hold providers accountable. Existing monitoring tends to look at quantitative indicators with a key focus on numbers in terms of services provided. There is a lack of emphases on qualitative impact indicators which would serve as evidence based policy review mechanism. In addition to regular system monitoring, feedback from people's individual experiences as they use services across the system, which is obtained on a regular and systematic basis, may provide a more informative way of monitoring progress in integration. There is also a need to obtain baseline data to assess and improve implementation. Such monitoring and evaluation of the existing system could inform policy and programme review, strengthen service provider perspectives in policy and programme evaluation and review, inform priority setting, and increase accountability. The collection of data and other information from the sector is common practice. However, the use of the data from monitoring agencies to identify problems, quality practice techniques and implement improvement strategies on an on-going basis is lacking. Thus the monitoring function and resulting reports often have minimal impact on the services delivered by the agency. There are limited feedback loops, i.e. using data to improve service delivery and improve support to the agencies.

Actions	Minister responsible	Performance Indicator	Baseline	Target	Target 2016/17
5.1. Develop a national integrated social protection information system	**Lead: DSD Supported by** DHET, DBE, DHA & DH	National Integrated Social Protection Information System (NISPIS)	Multiple silo Information management systems for social protection	E-registration platform for entities developed by 2017/18 A functional NISPIS System (DSD portal) by 2018/19 Social Development Integrated Case Information Management System (SDICIMS) 2016/2017 National Integrated Social Information System (NISIS) upgrade -2017/18 Unified reporting database / data warehouse 2018/19 A functional NISPIS System (DSD portal) by 2018/19	
5.2 Develop a result based framework for social protection	**Lead: DSD** Supported by DL DT DBE DH DHA COGTA Stats SA National Treasury DPME	Integrated M&E results framework for Social Protection	Fragmented M&E framework for social protection.	Develop an integrated results based M&E framework for social protection by 2016/2017.	Develop an integrated results based M&E framework for social protection by 2016/2017

Disability and gender disaggregation should be applied to all indicators that count beneficiaries of services/programmes to measure equity.   22

6.   Impact Indicators

If all the above actions are implemented and the envisaged sub outcomes are realised; South Africa will have secured the foundation from which capabilities can be expanded and life opportunities improved such that in the next five years the following impact will be realised; improved quality and access to early childhood development and social security, as well reduced hunger and stunting.

Impact Indicator	Minister responsible	Baseline	Target
Access to a comprehensive package of quality early childhood development (ECD) services for all young children from conception until they enter formal schooling	Social Development	Establish baseline	100% more children have access to quality ECD.
% of children under 5 stunted	Social Development and Health	21% (2012, from SANHANES)	10% stunting.
Improved access to social security including social assistance	DSD	16 million beneficiaries have access to social assistance	At least 95% of persons who qualify for social assistance benefits access social assistance benefits by 2019
	Labour		Double the number of people, who can access social insurance defined as UIF, COIDA and Pension and Provident fund.

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i **Social protection**: The NDP draws on the Taylor Commission's (2002) definition of social protection as being broader than the concept of social security and as including development strategies and programmes designed to ensure, collectively, at least, a minimum acceptable standard of living for all citizens. Social security encompasses contributory forms of social insurance modalities for mitigation of risks over the life cycle as well as publically funded social assistance and social services to address vulnerabilities emanating from poverty, unemployment, under-employment and precarious work, disability, as well as environmental conditions etc.

ii **Standard of Living:** The NDP Vision 2030 takes the core elements of a decent standard of living as inclusive of : housing, water, electricity and sanitation; safe and reliable public transport; quality education and skills development; safety and security; quality health care; social protection; employment; recreation and leisure; clean environment; and adequate nutrition.