




South African Social Security Agency




# South African Social Security Agency

## Strategic Plan 2006/7- 2008/9

**Presentation to the Select Committee on  
Social Service in the NCOP  
9 May 2006**





South African Social Security Agency



## OUTLINE OF PRESENTATION

- **The Presentation covers the following**
  - ▣ **National Agency establishment and operationalisation**
  - ▣ **Progress on Agency operationalisation**
    - ▣ **National**
    - ▣ **Regional**
  - ▣ **Strategic Plan**
  - ▣ **Progress on the implementation of the initiatives in respect of the Strategic plan, especially i.r.o Customer Services**





## National Agency Establishment and Operationalisation

- **Preparation Phase (Complete)**
- **Consolidation and Optimization Phase (April 2006 – April 2007),**
- **Standardization (April 2007 onwards),**



## Preparation Phase

- **Key elements within preparation phase:**
  - **Listing of the Agency as Schedule 3A Public Entity**
  - **Operationalisation of the Agency Head Office include:**
    - **Infrastructure set-up;**
    - **Appointment of critical personnel;**
    - **Finalisation and approval of policies, processes, procedures and systems;**
    - **Transfer of national DoSD grants administration personnel and financing responsibilities to the Agency.**
  - **Establishment of Regional offices include:**
    - **Establishing systems;**
    - **Ring-fencing and migration of staff;**
    - **Regional Infrastructure.**





## Consolidation and Optimization Phase

- Finalising the establishment of the regional structures;
- Transfer and integration of the social assistance administration function into the Agency on a phased approach.



## Progress on Agency Operationalisation

- **Head Office capacities in place:**
  - ▣ Infrastructure set-up
  - ▣ Appointment of key and critical personnel
  - ▣ Implementation of appropriate policies, processes, procedures and systems





## Progress on Agency Operationalisation

### ➤ Regional progress:

- Quarterly phased approach
- Western Cape, Northern Cape and Gauteng are being integrated presently
- Preparatory integration is being undertaken with the remaining provinces in May and June



## Human Capital Management

### ➤ Staff:

- Head Office executive management team in place
- CEO Performance Agreement and Shareholder Compact signed with the Minister
- Human Resource Policies and Processes are approved and are implemented



## Progress on Establishment and Operationalising of Agency

- **Regional Office level :**
  - **Systematic separation and integration of social assistance administration into Regional structure**
  - **Regional Office infrastructure establishment**
  - **Ring- fencing of personnel and assets complete**
  - **Appointment of additional personnel**
  - **Implementation of appropriate information and Technology systems in certain regions**



## Human Capital Management

- **Staff:**
  - **Job evaluation of all posts are completed**
  - **Critical posts are being filled at Head Office and in the Regions**
  - **SASSA Persal system implemented**



## Finance

### ✦ Financial management and accounting systems:

- Financial Policies, procedures and processes in place
- Accounting practice and guidelines in place



## Finance

- Basic Accounting System in place
- Developing in-year accounting warning system



## Information and Communications Technology

- **Information and Communications Technology standards, processes and delegations are being implemented**
- **Information and Communications Technology strategy is being implemented**
- **Information and Communications Technology Infrastructure is being rolled out in the Regions**



## Strategic Plan 2006/7 – 2008/9



## Vision

*To provide world-class social security services*



## Mission

*To administer quality social security services, cost effectively and timeously using appropriate best practices by:*

- **Developing and implementing policies, programmes and procedures for an effective and efficient social grants administration system;**





## Mission

- **Paying the right grant amount, to the right person, at the right time.**
- **Delivering innovative, cost effective and efficient services to individuals, their families and community groups.**



## Core Values

The following values inform our work:

- **Promotion and protection of human dignity**
- **Confidentiality**
- **Integrity**
- **Fairness**
- **Transparency**
- **Equity**



## Customer Service Ethos

➤ **Informed by our core values SASSA's services will be geared towards treating beneficiaries with respect and dignity.**



## Theme of SASSA

➤ **Paying the right grant amount, to the right person, at the right time.**

