



# 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

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### **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

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### National Agency Establishment and Operationalisation

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

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### **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.

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# 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.

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# **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

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### **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

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# **Human Capital Management**

- + Staff:
  - Head Office executive management team in place
  - Shareholder Compact signed with the Minister
  - Human Resource Policies and Processes are approved and are implemented

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### 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
  - Mac Appointment of additional personnel
  - Implementation of appropriate information and Technology systems in certain regions

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# **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

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# **Finance**

- Financial management and accounting systems:
  - Financial Policies, procedures and processes in place
  - Accounting practice and guidelines in place

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### **Finance**

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

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### 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

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#### Vision

To provide world-class social security services

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### 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;

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#### 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.

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### **Core Values**

The following values inform our work:

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

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### **Customer Service Ethos**

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

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### Theme of SASSA

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

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