

health

Department of Health  
**NORTHERN CAPE**

This is to confirm that this policy has been reviewed according to the agreed time-frame

## **Policy on Reporting of Programme Performance Information (Non-Financial)**


### ***Version control***

Version : V002

Review Date : After 3 years but not later than 5 years from the publishing date

Responsible Manager : Director Policy and Planning

Approved by the

Head of Department :  Date: 25/01/2016

Ms GE Matlaopane

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## 1. Policy Aim

1.1. The aim of this policy is to communicate across the department the objectives and principles associated with the need for reporting on programme performance information. This policy must be read in conjunction with the District Health Information Management System Policy and the Framework for Managing Programme Performance Information.

1.2. The critical objectives for performance information are:

1.2.1. Improves service delivery

1.2.2. Assist with the development of norms<sup>1</sup> and standards<sup>2</sup> for service delivery

1.2.3. Provide data which is reliable and accurate

1.2.4. Providing monitoring and evaluation indicators for performance

1.2.5. Serves as a reporting mechanism to the public on how budget is spent

1.2.6. Provide valuable information of the performance of the organisation

## 2. Policy Scope

2.1. This Policy is applicable to all Directorates and units both at provincial and district level within the Northern Cape Department of Health responsible for reporting of performance information.

## 3. Policy Statement

3.1. It is then policy of the Northern Cape Department of Health that it shall:

3.1.1. Submit non-financial data or programme performance<sup>3</sup> information that highlights challenges experienced during service delivery and provides solutions to address the challenges experienced.

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<sup>1</sup> Norm is a general level or average

<sup>2</sup> Standard is a rule or principle that is used as a basis for judgement

<sup>3</sup> Performance refers to the weekly, monthly and quarterly progress measured against set objectives

- 3.1.2. Submit a narrative report attached to the non-financial data<sup>4</sup> indicating the challenges experienced in a specific quarter and how the challenges were addressed to facilitate smooth service delivery
- 3.1.3. Adhere to the following underlining principles of programme performance information:
- 3.1.3.1. The availability of a proper management framework on the roles and responsibilities of staff in the reporting of performance information;
  - 3.1.3.2. A standardised practice be adopted that the execution of a strategic objectives be accompanied by the development of supporting documentation which is clearly marked and filed for auditing purposes;
  - 3.1.3.3. A correlation be drawn between financial expenditure and service delivery outputs;
  - 3.1.3.4. The alignment of the Strategic Plan, the Annual Performance Plan and the Annual Report be adhered to;
  - 3.1.3.5. The conceptual view of the reporting process be followed at all times and detailed reasons provided for variance in performance;
  - 3.1.3.6. All predetermined measurable objectives and performance measures be executed each quarter.

#### **4. Roles and Responsibilities**

- 4.1. All line managers are responsible for the collection and compilation of data that is accurate and reliable within their respective line functions.
- 4.2. The district managers are responsible for the integrity of data coming from the district. Reports that are not endorsed by the district manager will be returned by the provincial office.

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<sup>4</sup> Data refers to information often in the form of facts or figures obtained from experiments or surveys, used as a basis for making calculations or drawing conclusion.

- 4.3. All programme managers within the provincial office are responsible for the verification of data.
- 4.4. Senior Managers and executive managers ultimately take responsibility for the completeness, quality and timelines of all provincial reports and must sign off these as a true reflection of the performance of the programme.
- 4.5. The Policy and Planning unit must provide formats from other stakeholders<sup>5</sup> for reporting and must collate all monthly, quarterly and annual reports.
- 4.6. The Accounting Officer is ultimately responsible for performance and reporting of the department and must endorse reports before they are placed in the public domain.
- 4.7. All managers (District, Programme, Senior and Executive) take responsibility for the monitoring and evaluation of this policy in line with their scope of responsibility.

## **5. Review and Distribution**

- 5.1. The Director for Policy and Planning is the responsible manager for this policy and for ensuring it is reviewed and updated.
- 5.2. This Policy will be reviewed after 3 years and not later than 5 years from the publishing date.
- 5.3. The Director for Policy & Planning will distribute updated version to:
  - 5.3.1. Member of the Executive Council for Health
  - 5.3.2. Head of Department of Health
  - 5.3.3. All Executive, Senior, Programme and District Managers
  - 5.3.1. All Deputy Directors (who in turn will circulate to their sub-ordinates)

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<sup>5</sup> Stakeholders refers to Office of the Premier, National Department of Health and Provincial Treasury



## **6. Acknowledgements and Sources**

- 6.1. Department benchmarked with the Department of Social Services and Population Development.
- 6.2. Framework for Managing Programme Performance Information (non- financials)