2015 UNPAN CAPACITY BUILDING WORKSHOP

Presentation on the All Africa Public Sector Innovation Awards (AAPSIA)

Emperors Palace

11 June 2015

All Africa Public Sector Innovation Awards (AAPSIA)

1. Centre for Public Service Innovation

MPSA Portfolio (DPSA, NSG, PSC, CPSI, GEMS – each run by HOD/Accounting Officer)

Entrench the culture & practice of innovation in the public service: *Unearthing, encouraging, rewarding, showcasing*

testing & piloting new solutions , facilitating mainstreaming & replication of innovations in the public sector

ICT & NON-ICT solutions

CPSI's operational model

- Work **in partnership with sectors** to **identify challenges** relating to government priorities

- Set up **integrated stakeholder teams** (e.g. VI Teachers: Education, SITA, SA-Council for the Blind, Teachers) to interrogate the **challenge**, explore innovative **solutions** to improve service delivery and **funding model** (Government institutions, academia, NGOs, private Sector)

- Oversee **testing and piloting** – ensure in line with government priorities, legislation and procedures

- Ensure **ownership is appropriately allocated** for mainstreaming and sustainability

Entrenchment of culture & practice of innovation (innovation knowledge sharing platforms & products – conference, awards, workshops, journal, UNPAN Portal, MMIC)

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2. Why AAPSIA Presentation

We are AU member states & we are member states of the United Nations

Both have programmes whose objectives are

objectives have similar outcomes

Aimed at addressing the same challenges

Why this presentation

Synergies & linkages between programmes are important to avoid conflicting messages, conflicting mandates

To avoid fragmented approaches to finding solutions to our challenges

To ensure a consolidated understanding of programme objectives and a consolidated focus on implementation

3. UN's UNPAN programme

- It promotes **knowledge sharing** throughout the world *for* sound public policies, effective public administration and efficient public services **(modernization of public services)**

- Supports capacity-development and cooperation among the UN member states

- UNPAN Awards Programme which **globally recognises** innovative solutions for sharing and learning from best practices & encourages member states to have innovation programmes

4. AU's African Charter

- **Article 8: Modernization of the Public Service and Administration** (facilitating the introduction of modern and innovative procedures and systems for the delivery of its services).

- **Article 9:** refers to the **demonstration of excellence and innovation** in the performance of duties.

- **ARTICLE 21**: **PUTTING IN PLACE , MECHANISMS & PROCESSES FOR THE EXCHANGE OF EXPERTISE, KNOWLEDGE & BEST PRACTICES**

- **Article 25:** Recognising **creativity & innovation** AND promotion of innovative experiences and a system of **awards for Innovation**

5. Background to AAPSIA

- The All Africa Public Sector Innovation Awards (AAPSIA) is **one of the thematic areas** within the Minister' Programme (CAMPS).

- As a project was conceptualised during the 4th Pan African Conference of Ministers of Public/Civil Service that took place in Stellenbosch, South Africa in **2003**, under the auspices of the African Union.

- The project was officially launched in Addis Ababa, Ethiopia during the 5th Pan African Conference of Ministers of Public/Civil Service in December **2005 (Champion = SA; co-Champions = Egypt, Ghana)**

- First ceremony was successfully held in **2008** during the 6th Pan African Conference of Ministers.

- Second, also successful, was concluded in **2011** and ceremony hosted in Kenya on 13 May 2011.

- 3rd ceremony held in **2013** in Congo-Brazzaville

What is AAPSIA?

- The first Africa-wide awards programme that celebrates **innovation in the public sector**.

- The programme recognises and rewards the achievements of public servants and their partners from the private and not-for-profit sectors who have successfully developed **innovative solutions to service delivery and governance challenges**.

- The aim is to **cultivate an enabling environment** within the public sectors for the **development, and nurturing of innovative ideas and implementation of innovative initiatives**.

- '**Beyond ideas to successful implementation with evidence**'

6. Project managing AAPSIA

Champions & Steering Committee

- Led by the Champion assisted by Co-Champions

- Supported by the Chairperson's Office and the African Union (AU)

- Steering Committee: To oversee planning, mobilise resources, implementation

Role of Champion & co-champions
- Soliciting funding
- Marketing throughout Africa
- Receiving & packaging entries;
- Arranging adjudication;
- Coordinating awards ceremony within the gala dinner of the Conference of Ministers for Public/Civil Service

Theme & Categories

Theme:

Categories:

- – Innovative Service Delivery Improvements.

- – Innovative Partnerships between Government, Private Sector and Civil Society Organisations.

- – Innovations in the Systems and Processes of Governance.

Criteria for entry – give direction in terms of the requirements - importantly *service delivery, impact* and *sustainability*

Eligibility

- Project must originate from Africa

- Direct benefit to citizens of that country or region

- Individuals/units in government departments, parastatals

- Partnerships - public/private/civil society

- Operate within public sector

- Existence for more than one year: Reflect innovative idea or concept successfully implemented

(Entry form and brochure provide details)

Adjudication

- Adjudicators appointed from each region (excluding CAMPS secretariat, Champion and co-Champions)

- Adjudicators adhere to Code of Conduct

- Training of adjudicators

- Adjudicators convene to evaluate entries, select finalists and determine category winners and overall winner.

- Validation visits
  - ensure validity and sustainability of projects
  - support needed from member states:
    - arranging site visits
    - preparing video footage & photographs of finalist projects

7. Public sector innovation

The case for PS Innovation

Despite all the progressive policies, legislations, implementation plans, capacity building & intervention programmes - **major service delivery challenges persist**

Rapid change e.g climate & environmental change

Sophisticated citizens demand and expect, prompt, improved and **personalised** public services (aware of technological changes)

Highly **diverse society** where the "**one-size-fits-all" approach** that informed the establishment of the public services is outdated

Limited **funding** and **capacity**

'**Innovation has been identified as a critical vehicle for transforming the public service** – thus a strong need for innovative strategies and approaches to policy development and implementation'

Defining PS Innovation

Importantly graduation **from idea to proven, implemented product/solution** – many ideas not implementable

Creation and implementation of **new service delivery** solutions (**systems, processes, methodologies, models, products, services and methods**) resulting in significant improvements in outcomes, efficiency, effectiveness & quality

Including **finding extraordinary/radical ways** of enhancing access to public services in all sectors (education, health, and so on)

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- **Thinking & operating out of the box** (also check what's in the box)
- Going an **extra-mile**, **pushing barriers** & **crossing the boundaries** to achieve outcomes (citizens)

Examples:

Mind-sets

- physiotherapist (coke bottle as a pacer)

- police commissioner (centre for women, social worker involvement, with capacity building programme)

- SA Principal of rural school – community economic development (cross-cutting Mandate)

Pilots

- Inland Water Project – several stakeholders

- Track and Trace system

● **NOTE**: What is an innovation to one may not be an innovation to another - **adapting/ replicating** an existing innovation may be a new innovation to one

8. Benefits for Africa

Benefits for Africa

Many individuals and institutions in African governments have developed creative solutions that have changed the lives of their citizens - **not known or shared**

- Innovation Awards programme facilitates the **identification and recognition of those extraordinary achievements** for learning and replication

  - **Unearths** innovations for replication

  - prevents us from **re-inventing the wheel**, **duplicating** initiatives & **wasting** resources

- Putting **Africa on the international map** through showcasing of new tools for public administration that are constantly emerging

  - through AAPSIA the continent is **acknowledged as the generator of home-grown processes and practices**

  (avoid off-the-shelf, untested for contexts solutions)

Benefits for Africa

- Cease to be viewed as "**consumers** of best practices" to be amongst "**creators**" and thus contributors to the growing body of knowledge on public administration & governance

  - **repository of good practices and good governance** – available to the world for research, learning & development of new initiatives (greed for our solutions!)
  - over-reliance on other continents will diminish

- Promotes **regional integration** - builds relationships and new partnerships that will result in new initiatives and collaborations amongst countries and across regions (**as we pursue our MDGs)**

- **At Country level** - profiling your country before you are profiled at a cost (packaging is done on your behalf)

- Our **principals get to know about your achievements** for the first time (away from offices) – first time acknowledgement

9. National programmes

National Awards programme

Charter directs each member state to establish its own programme

● From our experience:

- Has to be **coordinated from a central point (catalyst)** - Important to have a specific structure/ office

- Location – **not within a department**

- Highest **political sponsorship**

- **Budgeting model** is key

- **Partnerships & stakeholder engagement** are critical

Benefits from national programme

- Acknowledging, praising & awarding people is the **best encouragement** to push more and sacrifice

  – finalists & winners keep returning every year with new innovations (becomes a culture of creativity, entrepreneurship, innovation becomes a core-activity)

- You build a repository of best/innovative solutions for replication

  - **Replication** VS re-inventing the wheel
  - **Case studies** for teaching public administration

- **Integration** - innovation forces you to cross into other sectors for integrated outcomes (water project)

- Ready to submit for **continental & international awards** programmes (AAPSIA, AAPAM, CAPAM, UN, Private sector programmes)
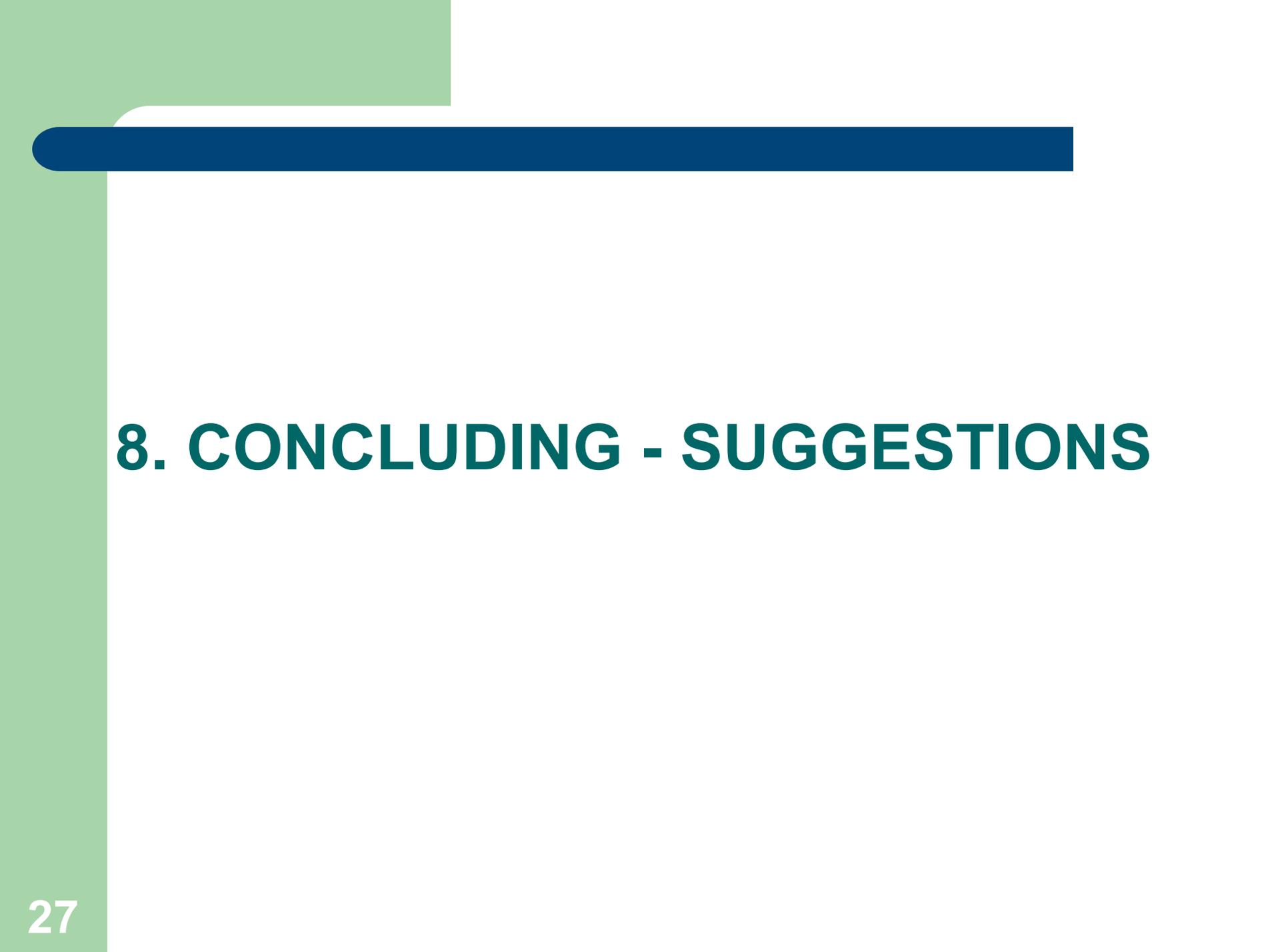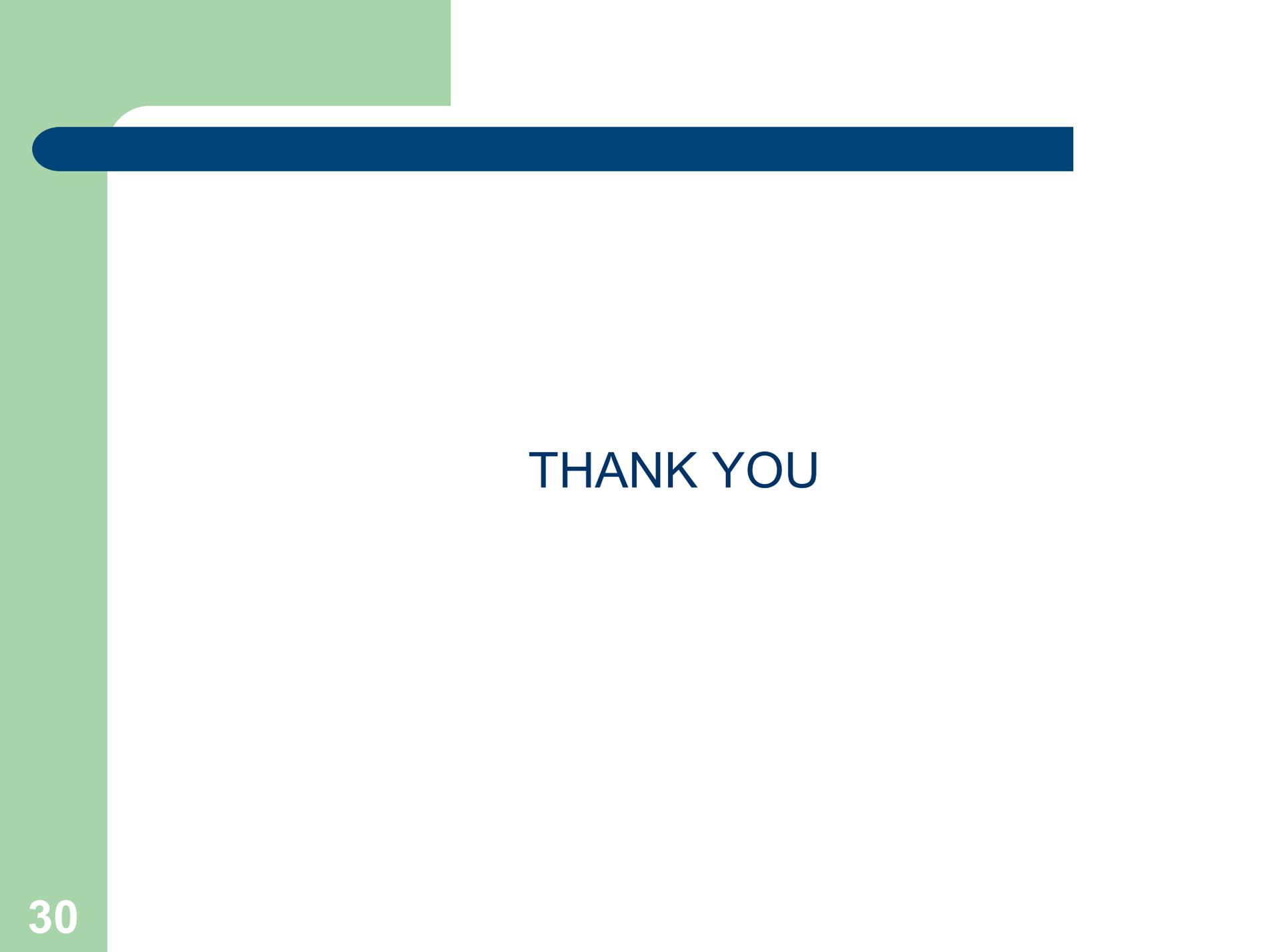
8. CONCLUDING - SUGGESTIONS

Suggestions

- Trust in your own solutions – they address your challenges

- Move beyond competition – learn from one another **(replication)**

- Get passionate, **exciting people** to drive innovation programmes/units

- Solicit **political and top leadership sponsorship** (their absence can shut down your programme)

- "A public innovator has a dilemma: How can government organisations find radical new ways of delivering better services and outcomes at significantly lower cost?"
    - Christian Basson
    - (Director, Mindlab, Denmark)

THANK YOU