

EXECUTIVE SUMMARY

Thusong Service Centres, formerly known as Multi-Purpose Community Centres (MPCCs,) are one-stop centres that provide integrated services and information from government to communities close to where they live, as part of a comprehensive strategy to better their lives. The centres are established as hubs of development communication based on Batho Pele values and principles, which put people first.

Following the completion of the first generation of Thusong Service Centres, a strategy which seeks to establish one centre per local municipality by 2014 was developed and approved by Cabinet in February 2005.

This business plan will serve as a guideline to stakeholders of the Thusong Service Centres, especially municipalities, regarding the implementation of the strategy.

It sets the context of the current Thusong Service Centres, explores the key issues and challenges that currently face the programme and draws out issues to be dealt with in the business plan.

Based on this, it sets out a new definition for Thusong Service Centres which broadens and deepens understanding of the current model in a manner that is sensitive to the current issues and challenges. The business plan sets out the value proposition, rationale and strategic framework for the second generation, highlighting the role of key role-players, the benefits to the key stakeholders and value add of the programme. Building on this, the vision, mission, principles, strategic and specific objectives of the second generation model are proposed. It emphasizes the central aim of the programme namely the focus on bringing government services closer to people (and especially the poor and marginalized). On the basis of this, and in the context of the issues and challenges facing the current programme, it sets out a new conceptualization of the MPCC programme.

The business plan is structured around four pillars:

Pillar one - Infrastructure and operations model

This pillar emphasises the link between operations and infrastructure and what the minimum requirements for each are, how the regional distribution of the centres need to be understood, the distribution informants – including the NSDP, PGDS and local contextual informants such as demographics and physical terrain. The model proposes the mechanisms around which roll-out distribution should be decided.

Pillar two - Institutional arrangements

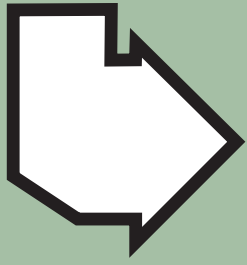
The second pillar deals with aspects such as the governance structures required to manage the roll-out and the roles of key role-players in terms of institutional roles and actions. It includes a roll-out plan and phasing scenario.

Pillar three - Communications and marketing

The third pillar outlines the proposed launch and information distribution mechanisms, the ongoing marketing of the programme and the importance of branding.

Pillar four - Resources

The last pillar looks at the approach to funding and financing the roll-out. It highlights what will be expected of the various roll-players and how funding should be approached to ensure the financial sustainability of the centres. It sets out a costing model and framework for the roll-out. It also looks at possible sources of funding for the programme.



THUSONG SERVICE CENTRES

Two other parts include:

Risks: This section highlights the risks to the roll-out – and in particular the risks associated with poor IGR; and

Monitoring and Evaluation: Here the monitoring and evaluation framework is explained. This is both a qualitative and quantitative framework. The six block service (operations) model is used, along with proposals for a possible GIS based model. The use of a grading system and its benefits for monitoring and evaluation are also highlighted.