



Circular H 16 / 2021

TO: TO ALL DIVISIONS/ CHIEF DIRECTORATES/ DIRECTORATES/ DISTRICTS/ REGIONS/  
SUBSTRUCTURES/ INSTITUTIONS

**2020 PROVINCIAL SERVICE EXCELLENCE AWARDS: CALL FOR ENTRIES FROM WCGH**

**1. BACKGROUND**

- 1.1. The Provincial Service Excellence Awards (PSEA) is an annual recognition programme in the Western Cape Government (WCG) that promotes a citizen-centric culture, entrenches professionalism, as well as recognises and rewards excellence.
- 1.2. The Department of the Premier launched the 2020 PSEA during the latter part of 2020. The process has also been adjusted from previous years, where each Department now manages the call for entries, before submitting the final entries to the Department of the Premier. The closing date for submission was 15 February 2021. At this stage, the second wave of the COVID-19 pandemic and the vaccination rollout preparation was in full swing and the Department was not able to accommodate the PSEA process within the timeframes.
- 1.3. Recently, a revised submission date of **28 February 2021** was communicated for final entries to reach the Department of the Premier. This Department is committed to fully participate in the process and will be taking full advantage of the extension to nominate our employees.
- 1.4. The timeframes for the completion of the nomination process is very tight and thus, no further extension will be granted. **The closing date for nominations is 19 February 2021 at 12h00.**

Stage	Timeline	Role-Player
<b>Call for Entries</b>	09 Feb 2021 – 19 Feb 2021	WCGH
<b>Departmental Evaluation and Decision</b>	22 Feb 2021 – 24 Feb 2021	WCGH
<b>Finalise Nominations (Top 5 entries per category) to submit to DotP</b>	25 Feb 2021 – 28 Feb 2021	WCGH
<b>Provincial Assessment and Adjudication</b>	March 2021	DotP
<b>SEA Ceremony</b>	April 2021	DotP

## 2. NOMINATION PROCESS

- 2.1. A formal invitation calling for entries will be released via Health Communications. Employees can be nominated by supervisors, managers and co-workers etc. on the appropriate nomination form for each category.
- 2.2. The nominations are based on the period **1 October 2019 to 30 September 2020** and must cover performance events that occurred during this period.
- 2.3. Detailed explanations on each category and sub-category are outlined in **Annexure A** and will be communicated via DG Circular as guidance. In brief, there are seven categories in which individuals and teams can be nominated:
  - **Individual Categories: Exemplary Leader; Courageous Frontline Employee; Inspirational Support Employee; Inspirational Innovator.**
  - **Team Categories: Barrier Breaker; Lead Programme or Project; Team Ground Breaker/ Innovation**
- 2.4. The motivation per nomination **may not exceed five (5) pages**. Nominations must be complete and appropriately signed when submitted. Incomplete nominations may lead to an entry being disqualified. Nominations received after the due date will not be considered.
- 2.5. Evidence can be attached and may include e.g. letters from stakeholders, beneficiaries, photo collages, newspaper clippings, magazine clippings etc. Evidence such as DVDs, CDs, reference to hyperlinks and websites or memory sticks **may not** be included.
- 2.6. Completed and signed nominations are to be sent electronically to Shariefa Isaacs ([Shariefa.Isaacs@westerncape.gov.za](mailto:Shariefa.Isaacs@westerncape.gov.za)) or Lily Meyer ([Lily.Meyer@westerncape.gov.za](mailto:Lily.Meyer@westerncape.gov.za)) on or before the due date. Enquiries may be directed to Madeleine Bouwer on [Madeleine.Bouwer@westerncape.gov.za](mailto:Madeleine.Bouwer@westerncape.gov.za).

Senior managers are encouraged to support this process and to ensure that nominations across the different categories are entered. This forms part of building an organisational culture where the heroic efforts and valuable contributions of our employees are recognised and celebrated.



**HEAD: HEALTH**

**DATE:** 09 February 2021

## **ANNEXURE A: DETAILED EXPLANATION OF INDIVIDUAL AND TEAM CATEGORIES**

### **1) Individual Categories**

- **Exemplary Leader:** Leaders visibly demonstrating strong leadership, strong management skills and commitment to continuous development.
- **Courageous Frontline Employee:** Frontline employee visibly demonstrating commitment to citizen-centredness.
- **Inspirational Support Employee:** Support/Operations (Back Office) employee visibly demonstrating commitment to good governance and administration.
- **Inspirational Innovator:** Visibly demonstrates effective innovations and solutions e.g. improving processes (improved methods for doing work, reducing time spent [lead time reduction], automated solutions), improving client engagements (innovative channels for consulting/informing clients/stakeholder engagement, cost saving methods).

### **2) Team Categories**

- **Barrier Breaker:** Team visibly demonstrating commitment to citizen-centredness and performance excellence through teamwork across different areas/silos/departments.
- **Lead Programme or Project:** Programme or project achievement having a positive impact on service delivery, saving costs or improving lives of citizens.
- **Team Ground Breaker/ Innovation:** Visibly demonstrates effective innovations and solutions e.g. improving processes (improved methods for doing work, reducing time spent [lead time reduction], automated solutions), improving client engagements (innovative channels for consulting/informing clients/stakeholder engagement, cost saving methods).