

OBJECTIVE 2: Government Manages Policy Implementation for Efficient Service Delivery

Result 2.1: Government improves quality of service delivery policies, systems, and standards

Intervention 2.1.1 Support adoption of policy changes to strengthen monitoring of public service delivery

A prerequisite for quality improvements in the four (4) public service sectors is to establish the coherence and adequacy of existing policies, systems and standards. Therefore, this PAA will conduct mapping and validation exercises of the current situation and produce a situational analysis report that will provide basis for the revision of the decentralised service delivery policies and standards. This will be validated and mainstreamed into the four (4) PAA service delivery sectors, and ultimately, the integration of service delivery standards into national policy frameworks such as the District Performance Assessment Tool (DPAT).

The District Performance Assessment Tool (DPAT) is an assessment tool that seeks to establish the extent to which MMDAs are in compliance with existing legal, regulatory and policy frameworks. It also provides indications about the MMDAs' responsiveness to their service delivery and performance thrust areas. The DPAT is linked to a performance – based grant system, the District Assemblies' Common Fund - Responsiveness Factor Grant (DACF-RFG) for which MMDAs, after the annual assessments are provided additional resources to support implementation of their Annual Action Plans (AAPs) and develop their capacities for improved service delivery. The three (3) broad components of the DPAT indicators have evolved and could be summarized as follows:

- Compliance Indicators (CIs): The set of indicators provide a measure on the extent of compliance to legal, regulatory and policy frameworks in the discharge of MMDA mandates.
- Service Delivery Indicators (SDIs): The indicators assess the performance of the MMDAs in respect of efforts made to satisfy concerns of citizens through improved access to MMDA services and that of other Government agencies in the district.
- Performance Indicators (PIs): These set of indicators are used to assess the efforts made in achieving set targets for implementation of their Annual Action Plans (AAP).

The PAA will deepen efficacy of the DPAT and contribute to strengthening the assessment criteria after almost two (2) decades of its implementation, which had contributed significantly to the advancement of the socio-economic development of local government authorities in Ghana.