	THE PRESIDENCY: DEPARTMENT OF PERFORMANCE MONITORING & EVALUATION		
	FRONTLINE SERVICE DELIVERY MONITORING PROGRAMME - VISIT SUMMARY REPORT		

Service Point Name:				FSD Monitoring Visit performed on:		
Visit	First Visit		Second Visit	Third Visit	Fourth Visit	

1. VISIT PREPARATION CHECKLIST	Yes	No	2. BASELINE VISIT CHECKLIST	Yes	No
1.1 Have you identified sites to be monitored been identified ?			2.1 Did you hold an onsite de-briefing?		
1.1.1 Were new monitoring teams trained and briefed?			2.1.1 Did you inform management of the purspose of the visit & did you introduce the monitoting team?		
1.1.2 Have the visit logistics been finalised?			2.1.2 Did you admnister all three questionnaires: staff, citizen & monitor?		
1.1.3 Was the daily monitoring visit itinerary prepared?			2.1.3 Did you complete all responses in the questionnaire?		
1.1.4 Do you have contact details of monitoting teams?			2.1.4 Are all key areas scored accodingly?		
1.1.5 Do you have physical copies of the questionnaires printed?			2.1.5 Did you ask the sector specific questions?		
			2.1.6 Did you complete the findings & recommendations?		
			2.1.7 Did you take relevant photos, per category?		
			2.1.8 Did you make management aware of the findings & feedback process?		

3. DATA QUALITY CHECKLIST			4. BASELINE VISIT SIGN OFF (To be completed by the Programme Manager)	Yes	No
3.1 Did you hold a de-briefing after the visit?			4.1 Did the visit occur?		
3.1.1 Did you discuss scores & findnds?			4.1.1 Was the visit a joint visit ?		
3.1.2 Did you consolidate all scores?			4.1.2 Are the questionnaire complete?		
3.1.3 Did you check the grammar on the questionnaires?			4.1.3 Were all 3 questionnaires administered?		
3.1.4 Did you capture all checked electronically?			4.1.5 Were the questionnaire scores consolidated?		
3.1.5 Did you develop the visit summary report ?			4.1.6 Is the visit summary report complete?		
3.1.6 Did you complete the draft improvement plan?			4.1.7 Are relevant photos available?		
			4.1.8 Is this a quality visit?		