					THE	PRESIDEN	CY: DEPA	RTMENT (OF PLANN	ING MON	ITORING 8	& EVALUA	TION								
				FRC	ONTLINE S	ERVICE DE	LIVERY M	IONITORIN	IG PROGR	AMME - B	ASELINE S	SCORE CO	NSOLIDAT	ION							
A A HAD A TO																					
Name of Facility						Type of fa	cility (leve	el)													
Province						Visit Refe	rence Nun	nber													
Sector						Name of I	Monitor														
Date of Visit						Total nu	ımber of c	itizens inte	rviewed	1	Number o			Number o							
											interviewe			interviewe							
A. Key Performance areas	citizen1	citizen 2	citizen3	citizen4	citizen5	citizen6	citizenav	monitor1	monitor 2	monitor 3	monitor 4	monitor5	monitor6	monitor av	staff 1	staff 2	staff 3	staff 4	staff 5	staff 6	staff av
1. Location & Accessibility							-							-							-
2. Visibility & Signage							-							-							-
3. Queue Management & Waiting Times							-							-							-
4. Dignified Treatment							-							-							-
5. Cleanliness & Comfort							-							-							-
6. Safety							-							-							-
7. Opening & closing times							-							-							-
8. Complaint Management System							-							-							-
					**MONI	TORS' NAI	RRATIVE (ON THE SIT	E FINDING	S- For cor	npletion fo	llowing De	-Briefing								

De-briefing narrative

**MONITORS' NARRATIVE ON THE SITE FINDINGS- For completion following feedback meeting

feedback meeting narratives

Name of Facility Province Sector Date of baseline visit Total number of citizens interviewed Very good Good Fair Poor	0 0 0 00 January 1900	umber of males interviewed	Type of facility Visit Referent Name of More Reviewer of Strangers	ity (level) nce Number nitor Summary Re	eport 0		0 0 0 0	IMARY REPO	RT			
Province 0 Sector 0 Date of baseline visit 0 Fotal number of citizens nterviewed	PERFORMANCE RATINGS: >=3.5 2.5-3.4 1.5-2.4	umber of males interviewed SECTION A.	Visit Referen Name of Mor Reviewer of S	nce Number nitor Summary Re	0		0 0 0					
Province 0 Sector 0 Date of baseline visit 0 Fotal number of citizens nterviewed	PERFORMANCE RATINGS: >=3.5 2.5-3.4 1.5-2.4	umber of males interviewed SECTION A.	Visit Referen Name of Mor Reviewer of S	nce Number nitor Summary Re	0							
Oate of baseline visit Total number of citizens Interviewed Very good Good Fair	PERFORMANCE RATINGS: >=3.5 2.5-3.4 1.5-2.4	SECTION A.	Reviewer of S	Summary Re	0							
Very good Good Fair	PERFORMANCE RATINGS: >=3.5 2.5-3.4 1.5-2.4	SECTION A.		(0							
Very good Good Fair	PERFORMANCE RATINGS: >=3.5 2.5-3.4 1.5-2.4	SECTION A.	FINDINGS FF				Number of			_		
Good Fair	>=3.5 2.5-3.4 1.5-2.4	4	FINDINGS F	ROM THE A	SSESSMEN	IT OF OUAL I		females interv		()	
Good Fair	>=3.5 2.5-3.4 1.5-2.4								Y			
Good Fair	2.5-3.4 1.5-2.4					KEY	PERFORMA	NCE AREAS:				
Fair	1.5-2.4	3		ج		es &		ల ర		es	യ് വ്	
				on 8 ibilit	Visibility & Signage	ue nenf Tim	Dignified Treatment	ess	چ	ng &	ints nent	
Poor	1-1.4	2		cati	lidis	Queue nagemer iting Tin	ignii eatn	inlin	Safety	enii	npla nplin syste	
		1		Location & Accessibility	Vis Si S	Queue Management & Waiting Times	Di	Cleanliness & Comfort	0,	Opening & Closing Times	Complaints & compliments system	
	PERFORMANCE RATINGS	Citizen		-	-	-	-	-	-	-	-	
	(Section A)	Monitor	•	-	-	-	-	-	-	-	-	
		Staff		-	-	-	-	-	-	-	-	
		**MONITORS' SUMI	MARY NARRA	ATIVE ON T	HE SITE FI	NDINGS- For	completion	during the De	-briefing			
Monitors' narrative summary f	following de-briefing											
			**SUMMARY	OF FINDING	GS (For com							
Key Performance areas:		rrent situation				Rec	ommended	action				Responsible Person/ Department
I.Location & Accessibility F	Finding 1			Recommend	dation 1							
F	Finding 2		I	Recommend	dation 2							
F	Finding 3		I	Recommend	dation 3							
F	Finding 4			Recommend	dation 4							
F	Finding 5			Recommend	dation 5							
2. Visibility & Signage F	Finding 1			Recommend	dation 1							
F	Finding 2		I	Recommend	dation 2							
F	Finding 3			Recommend	dation 3							
F	Finding 4			Recommend	dation 4							

1			
	Finding 5	Recommendation 5	
Queue Management & Waiting Times	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
4. Dignified Treatment & Consultation	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
5. Cleanliness & Comfort	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
6. Safety	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	

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	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
	i mang o	Tesonimendador o	
7. Opening & closing times	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
8. Complaint & Compliment Managemen System	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
9. Sector specific standards	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
10. Other	Finding 1	Recommendation 1	
	Finding 2	Recommensation 2	
		l .	1

PHOTOGRAPHIC EVIDENCE FOR BASELINE MONITORING (For completion during the de-briefing)

		IMPROVEMENT PL	AN FOR THE SITE MONITORED (For a	completion during the feedback	visit)			
Improvement plan objective	improvement plans are to drive in	ped following an FSDM baseline monitor operates in Frontline Service Deliverates, where necessary and are emi	very , to ensure collaboration in institu					
To be co	ompleted after site visit		To be Completed during	the Feedback visit with site, D	istrict/ Provinc	ial Stakeholders		
FSDM improveme performance a		ns Outputs to achieve improveme	Activity to achieve output	Person responsible	implications	Implementation target (Short/ medium/long term)	Completion date	Where can the improvement plan be embedded/aligned?
1. Location & Accessibil	ity Recommendation 1							
	Recommendation 2							
	Recommendation 3							
	Recommendation 4							
	Recommendation 5							
2. Visibility & Signage	Recommendation 1							
	Recommendation 2							
	Recommendation 3							
	Recommendation 4							
	Recommendation 5							
3. Queue Management & Waiting Times	Recommendation 1							
	Recommendation 2							
	Recommendation 3							
	Recommendation 4							
	Recommendation 5							
4. Dignified Treatment& Consultation	Recommendation 1							
	Recommendation 2							
	Recommendation 3							
	Recommendation 4							
	Recommendation 5							

5. Cleanliness & Comfort	Recommendation 1				T		
	Recommendation 2						
	Recommendation 3						
	Recommendation 4						
	Recommendation 5						
6. Safety	Recommendation 1				+		
o. Guioty							
	Recommendation 2						
	Recommendation 3						
	Recommendation 4						
	Recommendation 5						
7. Opening & closing times	Recommendation 1						
	Recommendation 2				1		
	Recommendation 3						
	Recommendation 4				1		
	Recommendation 5						
8. Complaint & Compliment Management System	Recommendation 1						
aa.gomoni oyotom	Recommendation 2						
	Recommendation 3						
	Recommendation 4						
	Recommendation 5						
9. Sector specific	Recommendation 1						
	Recommendation 2						
10. Other	Recommendation 1						
	Recommensation 2						
		IMPROVEMENT PLAN	SUMMARY (For completion at the end	d of the feedback meeting)		
Number of recommendations put in place			Date of feedback meeting				
Name & position of facility manager			Contact details of facility manager				
Monitors' close out comments on progress to date	Monitors' comment following	feedback meeting		•			

					ED				MENT OF P)DT								
NA STREET					FK	UNILINE		Date of vi	MONITORIN	NG PROGR	AWINE - V	ISII SUMM	IART REPU	JKI					1			
Name of Facility	n								acility (leve	D		<u> </u>										
Province	0								rence Num										1			
Sector	0							Name of I											1			
Total number of citizens interviewed			Number o	of males in	terviewed				ber of fema	ales intervi	ewed											
A. Key Performance areas		citizen 1	citizen 2	citizen 3	citizen 4	citizen 5	citizen 6	citizen ave	monitor1	monitor 2	monitor 3	monitor 4	monitor5	monitor6	monitor ave	staff 1	staff 2	staff 3	staff 4	staff 5	staff 6	staff ave
1. Location & Accessibility								-							-							-
2. Visibility & Signage								-							-							-
3. Queue Management & Waiting Times	<u> </u>							-							-							-
4. Dignified Treatment								-							-							-
5. Cleanliness & Comfort								-							-							-
6. Safety								-							-							-
7. Opening & closing times								-							-							-
8. Complaint Management System								-							-							-
				**	MONITOR	S' NARRA	TIVE ON TH	IE SITE FI	NDINGS- F	or complet	ion follow	i <mark>ng Improv</mark>	ement mo	nitoring me	eeting							

1	-								F	RONTLIN				DEPARTA							T TEMP	LATE													-		
		isit Reference number							-		_ OLIVII	JE DEEN	LICI III 0						,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	O 1121 O1															1		
		lame of monitor/s																																	1		
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Facility Name					Date of	Baseline							Date of i	mproveme	ent meeti	ng 1					Date of i	mprovem	ent meeti	ng 2					Date of	improven	ent meet	ting 3			1		
Province					Date of	Feedback							Date of r	e-scoring	1						Date of r	e-scoring	2						Date of	re-scoring	3						
Sector					Total ci			males riewed	Total Fer				Total citi				Total Fer				Total citi		Total	males iewed	Total Fe				Total cit			al males rviewed	Total Fo	emales			
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KEY:IMPROVE	MENT RATINGS	KEY: PERF	OMANCE RATINGS																																		
Improvement		Very Good	3.5-4	4											1 10															2							
No Change		Good	2.5-3.4	3		~	accessibility			ە ج	e G			e c	E E			5	ent			SS &	Ę				<u> </u>			closi				ıts &	m m		
Regression		Fair	1.5-2.4	2		catio	essit			Visibility &	igna			Sueu	ing Tim			Dignified	eatm			Cleanliness	E S			3	n de la			e e	i ii.			iplai	compliments system		
		Poor	1-1.4	1		٤	acc			š	S			Man	Wait			ā	F			Clea	J							penir				S	CO S		
		**					_																			_					1	_	4	_			
Monitors' narrat	ive 2016-2017 re-	Average score Trend		Citizen Monitor Staff Avg Trend	Baseline score 2015/ 2016	Chause S	No Change	Chause of the company	Baseline score 2015/ 2016	Improvement monitoring Section 2016/2017		Mprovement monitoring Charles of Passeline 20 (8/ 2019)	Baseline score 2015/ 2016	Paseline 2016/2017		or combound in provement monitoring on the control of the control	Baseline score 2015/2016		Mprovement monitoring change of the control of the		Baseline score 2015/2016		S102/7102 aniises B/	cy by a limprovement monitoring about the control of the control o	Baseline score 2015/ 2016	No Chande	So Chaude No Change And Annitoring No Change 2017/2018	No Change // No Ch	Baseline score 2015/ 2016	No Change Asseline 2016/2017	No Change Raseline 2017/2018	Chaude Novement monitoring Improvement monitoring Salary Novement Monitorin	Baseline score 2015/ 2016	No Chaudent monitoring Improvement monitoring (Baseline 2016/ 2017	Mprovement monitoring Improvement monitoring Solution No Change Soluti	ov chaude // / / / / / / / / / / / / / / / / /	
Monitors' narrat	ivel 2017-2018 re	scoring																																			
	ive 2018-2019 re																																				
												IMPROV	EMENTS	MONITOR	ING REP	ORT-IMPI	ROVEME	NT MONI	ORING 3	-(2014)																	
Extract of the Improv	ement Plan-(Developed	during the feedback meeting)							IM	PROVE				G 2016/					5	. ,	PROVE	MENT	MON	TORING	3 2017	/18					IN	MPROVE	EMEN	S MON	ITORIN	G 2018/	19
FSDM Key performance area	Findings	Recommendations	Activity to ac	chieve output	By Whe	en		mments a	s at 2013.	/14	Co	mments a	as at 2013 enitoring ring)	/14	Is the r	ecommen nplete? (Y				s at 2014 nt meetin	15	Co	mments	as at 2014 nonitoring	/15	Is the i	ecommei nplete? ('			mments a	s at 2015	5/2016	Co	mments :	as at 2015/ conitoring oring)	2016	Is the recommendation complete? (Y/N)
Location &	Finding 1	Recommendation 1	0		00-	Jan-00																															
Accessibility	-																																				
	Finding 2	Recommendation 2	0			0																															
	Finding 3	Recommendation 3	0			0																											+-				

Finding 5

Recommendation 5

Visibility & Signage	Finding 1	Recommendation 1 0	0							
	Finding 2	Recommendation 2 0	0							
	-									
	Finding 3	Recommendation 3 0	0							
	rinding 5	Recommendation 3	U							
	Finding 4	Recommendation 4 0	0							
	Finding 5	Recommendation 5 0	0							
Queue Management & Waiting Times	Finding 1	Recommendation 1 0	0	İ						
& Waiting Times										
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	Finding 0	December 2 0		!	+	 				
	Finding 2	Recommendation 2 0	0		1	I	ĺ			
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	Finding 3	Recommendation 3 0	0							
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	Finding 4	Recommendation 4 0	0		•					
	rinality 4	Recommendation 4	U							
	Finding 5	Recommendation 5 0	0							
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Dissified Tourisment	Cinding 4	December 4 0	^							
Dignified Treatment	Finding 1	Recommendation 1 0	0							
Dignified Treatment & Consultation	Finding 1	Recommendation 1 0	0							
Dignified Treatment & Consultation	Finding 1	Recommendation 1 0	0							
	Finding 1 Finding 2	Recommendation 1 0	0							
	Finding 2	Recommendation 2 0	0							
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	Finding 2 Finding 3 Finding 4 Finding 5 Finding 1	Recommendation 2 0 Recommendation 3 0 Recommendation 4 0 Recommendation 5 0	0							
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	Finding 2 Finding 3 Finding 4 Finding 5 Finding 1	Recommendation 2 0 Recommendation 3 0 Recommendation 4 0 Recommendation 5 0 Recommendation 1 0	0 0 0							
	Finding 2 Finding 3 Finding 4 Finding 5 Finding 1 Finding 2	Recommendation 2 0 Recommendation 3 0 Recommendation 4 0 Recommendation 5 0 Recommendation 1 0 Recommendation 2 0	0 0 0							
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	Finding 2 Finding 3 Finding 4 Finding 5 Finding 1 Finding 2	Recommendation 2 0 Recommendation 3 0 Recommendation 4 0 Recommendation 5 0 Recommendation 1 0 Recommendation 2 0	0 0 0							
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	Finding 2 Finding 3 Finding 4 Finding 5 Finding 1 Finding 2 Finding 3	Recommendation 2 0 Recommendation 3 0 Recommendation 4 0 Recommendation 5 0 Recommendation 1 0 Recommendation 2 0 Recommendation 3 0	0 0 0 0 0 0							
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	Finding 2 Finding 3 Finding 4 Finding 5 Finding 1 Finding 2 Finding 3 Finding 4	Recommendation 2 0 Recommendation 3 0 Recommendation 4 0 Recommendation 5 0 Recommendation 1 0 Recommendation 2 0 Recommendation 3 0	0 0 0 0 0 0							
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	Finding 2 Finding 3 Finding 4 Finding 5 Finding 1 Finding 2 Finding 3 Finding 4	Recommendation 2 0 Recommendation 3 0 Recommendation 4 0 Recommendation 5 0 Recommendation 1 0 Recommendation 2 0 Recommendation 3 0 Recommendation 3 0	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0							

Safety	Finding 1	Recommendation 1 0	0				
	Finding 2	Recommendation 2 0	0				
	i mang z	Neconing Manual 2					
	Finding 3	Recommendation 3 0	0				
	Finding 4	Recommendation 4 0	0				
	Finding 5	Recommendation 5 0	0				
Opening & Closing time	Finding 1	Recommendation 1 0	0				
	Finding 2	Recommendation 2 0	0				
	Finding 3	Recommendation 3 0	0				
	Finding 4	Recommendation 4 0	0				
	Finding 5	Recommendation 5 0	0				

Complaint & Compliment Managemen System	Finding 1	Recommendation 1 0	0				
	Finding 2	Recommendation 2 0	0				
	Finding 3	Recommendation 3 0	0				
	Finding 4	Recommendation 4 0	0				
	Finding 5	Recommendation 5 0	0				
Sector Specific	Finding 1	Recommendation 1 0	0				
	Finding 2	Recommendation 2 0	0				
Other	Finding 1	Recommendation 1 0	0				
	Finding 2	Recommensation 2 0	0				

IMPROVEMENTS MONITORING SUMMARY- (For completion at the end of the improvements monitoring meeting) 2015/16							
Number of improvement recommendations	0 Number of improvement recommendations Co	omplete 0	Number of improvement recommendations	0			
Name & position of Facility manager			Not Complete Contacts of facility manager				
Monitors' close out comments on progress to date	Monitors' narrative following feedback meeting						
		PHOTOGRA	APHIC EVIDENCE- IMPROVEMENTS MONITORING 3 (2016/1	7)			
1							

IMPROVEMENTS MONITORING SUMMARY- (For completion at the end of the improvements monitoring meeting 2016/17)									
Number of improvement recommendations	0	Number of improvement recommendations Complete	0	Number of improvement recommendations Not Complete	0				
Name facility manager				Contacts of facility manger					
Monitors' close out comments on progress to date	Monitors' narrative f	ollowing improvement meting							
PHOTOGRAPHIC EVIDENCE- IMPROVEMENTS MONITORING 3 (2017/18)									
					ł				
			MONITORING	SUMMARY- (For completion at the end of the improvements monitoring med	eting 2017/2018)				
Number of improvement recommendations	0	Number of improvement recommendations complete 0		Number of improvement recommendations not complete	0				
Name & position of facility manager Monitors' close out comments on progress to date				Contacts of facility manager					
Monitors' close out comments on progress to date	Monitors' narrative f	ollwing improvement meeting							
			PHOTOGR	RAPHIC EVIDENCE- IMPROVEMENTS MONITORING 3 (2018/19)					
1									