

DLTC Monitor tool

| The Presidency: Department of Plan | ning, Monitoring and Evaluation | | Office of the premier: | Province: |
|--------------------------------------|---------------------------------|--------------|------------------------|------------------|
| Frontline Service Delivery Monitorin | ng: Questionnaire | | | Reference Number |
| | | Details of F | SD Monitoring Site | |
| Name of Facility | | | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | | DD/MM/YYYY | | |
| | | Nam | ne of monitor | |
| Name and Surname | | | | |
| | Telephone | | | |
| Contact Details E-mail | | | | |
| | Other | | | |

Signature of monitor

| | Description | | | Ratin | g Scale - Monitor | | |
|-----------------------------------|---|---|---|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | Location and Accessib | ility | | | | | |
| | KPA 1 | | Location an | d accessibility | | | |
| 1.1 | PA Statement | The facility's buildings and premises | are accessible to the disabled and the | e elderly. | | | |
| | Is the facility accessible to the disabled and the elderly from the facility perimeter to the building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, or a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | , | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non- slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly to navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | Adequate provision is made to help the disable and elderly to navigate their way inside the facility. There are ramps and handrails at all points within the facility (where needed) and passages are wide enough to allow ease of movement. | To be determined. | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled and elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are no functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | t Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. | | |
| | | | | | PA Score | 1 | |
| 1.2 | PA Statement | The facility is fit for purpose, has suff | icient space, resources and equipmen | nt to provide the services in line with th | e volume of users it receives. | | |
| Physical premised fit for purpose | Is there sufficient parking at the DLTCs for users? | There is no parking area demarcated for users of the DLTC. | There is a demarcated parking area for the DLTC's users but is not sufficient to accommodate all users, there are cars parked outside on kerbs and the road. | There is a demarcated parking area that accommodates all users, and specially designated parking bays for the disabled. | There is a demarcated parking area and demarcated parking bays for the disabled, elderly, mothers and tots as well as additional overflow parking. | | |
| I | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

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|---|---|---|--|---|---|-------|----------|
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| KPA 2: | Visibility and Signage | | | | | | |
| | KPA 2 | | · · · · · · · · · · · · · · · · · · · | nd Signage | | | |
| 2.1 | PA Statement | Users are able to locate the facility qu | ickly and easily by following external | signage. | I | | |
| Sgrage to the facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There is some signage, but it is broken, vandalised and/or unclear. | There is sufficient signage that is: - Clear (if it contains a universally accepted icon or legible text); - Visible (if it is sufficiently large and easily read by pedestrians, public and private transport users); - Usefu if it provides directional and distance information on both sides of the road. | There is excellent signage that is clear , visible , useful , and is located on the main and feeder roads leading to the facility. | | |
| | External signage: Is the facility identified on the external sign by the main gate/entrance? | There is no signage by the main entrance/gate to identify the facility. | There is a sign but it is not clear or visible (e.g. the sign is faded, letters are missing and it is too small). | There is a clear and visible sign at the facility's entrance which describes the name of the facility. | There are clear signs at the facility's entrance and on the building which describe the name of the facility. | | |
| | | | | | PA Score | 1 | |
| 2.2 | PA Statement | Users are able to navigate the | ir way throughout the facility, by follow | wing internal signage to the correct ser | rvice points and waiting areas. | | |
| Signage within the facility | Internal signage: Does the signage inside the facility direct users to the correct service points and waiting areas? | There is no internal signage within the facility. | There is some internal signage in some areas or the signage is not clear enough to direct users to the correct services points or waiting areas. | There is adequate internal signage that is: Clear: contains legible text and is easily understandable; and Visible: sufficiently large to be read by all users and is placed prominently at key points throughout the facility; and Useful: provides directional assistance to the correct service points and waiting areas. | There is excellent internal signage (electronic) that is clear, visible, useful and contains additional and up-to-date information on the service points and directs users quickly and efficiently. | | |
| | Т | | | | PA Score | 1 | |
| 2.3 | PA Statement | Users are helped to navigate their wa language of the community. | y through the facility by signage that c | contains easy-to-understand iconograp | bhy and is translated into the local | | |
| ignage in main language of local community | Internal signage: Is the signage in English and the main language(s) of the surrounding community? | There is no signage. | The signage is written in only one language. | The signage is written in English and the local language of the community. | The signage is written in English and at least two local languages relevant to the community. | | |
| S | <u> </u> | ļ | | <u> </u> | PA Score | 1 | |
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| 2.4 | PA Statement | The facility provides users with inform | mation on its services, fees and manag | ement's contact details. | | | |
| mation | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| Service offering/infor | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | |
| | Information: Is the information that describes the fees payable for services displayed in the facility? | No information on the service fee is displayed in the facility. | Information on service fees can only be accessed at a specific counter in the facility or the helpdesk. | Information on the service fees is displayed at the waiting area, and outside the facility and is available from the helpdesk or counter. | To be determined. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

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| KPA 3: 0 | Queue management an | d waiting times | | | | | |
| | KPA 3 | | Queue Managemen | t and Waiting times | | | |
| 3.1 | PA Statement | The facility has in place a queue man process. | nagement system to direct, manage and | l control the flow of users quickly and | efficiently through the service | | |
| agement systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait, an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | |
| Queue manage | Is there a reception or helpdesk, manned and situated in a prominent position in the facility (where applicable)? | There is no reception or helpdesk. | There is an identified reception or helpdesk but no official manning it. | There is an identified, and manned reception or helpdesk, with an assigned official present, and situated in a prominent position within the facility. | There is a reception and a separate helpdesk which is identified and manned with an assigned official present, and situated in a prominent position within the facility. | | |
| | | | | | PA Score | 1 | |
| 3.2 | PA Statement | The facility keeps users informed of | their target waiting times and how long | they can be expected to wait before b | eing attended to. | | |
| Waiting times | Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly displayed in various waiting areas. | There are target waiting times displayed at all waiting area and delays are communicated to users. | | |
| | | | IL | L | PA Score | 1 | |
| 3.3 | PA Statement | The facility's queue management systimes. | stem identifies users with special needs | s, and makes provision to fast-track se | rvice delivery and reduce waiting | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with specia needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

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| KPA 4: I | Dignified treatment | | | | | | |
| | KPA 4 | | | | gnified Treatment | | |
| 4.1 | PA Statement | The facility's staff treats users with co | ourtesy, dignity and respect and provi | de services in a friendly manner. | | | |
| espectful | Did the staff treat users with courtesy, friendliness, dignity and respect? (Courtesy = the showing of politeness in one's attitude and behaviour toward others. Respect = to show regard or consideration for users rights. Dignity = quality of being worthy of honour or respect) | Most users are not treated with courtesy, friendliness, dignity and respect. | Some users are not treated with courtesy, friendliness, dignity and respect. | All users are treated with courtesy, friendliness, dignity and respect. | Staff go an extra mile to assist users beyond expectations of the service centre. | | |
| | | | L | | PA Score | 1 | |
| 4.2 | PA Statement | The facility takes reasonable steps to | communicate with users in the langua | age of their choice or provide interpret | ation services, if necessary. | | |
| Language of choice | Did the staff address users in the dominant language(s) of the community? | None of the users are spoken to in the dominant language(s) of the community. | Some of the users are spoken to in the dominant language(s) of the community. | All the users are spoken to in the dominant language(s) of the community. | Best practice to be determined during implementation | | |
| | | | | • | PA Score | 1 | |
| 4.3 | PA Statement | The facility's staff is able to understar | nd and respond appropriately to quest | ions from users, and promptly proces | s their service requests. | | |
| Efficient and responsive officials | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly, some staff are slower than others | Service requests are processed quickly. | Service requests are processed very quickly. | | |
| | | · | | | PA Score | 1 | |
| 4.4 | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishing | uniforms. | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | None of the staff are wearing name tags. | Some of the staff are wearing name tags. | All of the staff are wearing name tags. | All of the staff are wearing name tags with their photographs printed on them. | | |
| | 1 | 1 | 1 | 1 | PA Score | 1 | |

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| 4.5 | PA Statement | The facility provides users with inform process for following up on their serv | | eded, the fees payable, and the | | | |
| es or service requests | To what extent does the facility provide information to users to assist them in applying for a service? | There is no information available in the facility (e.g. signboards or pamphlets) on the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | There is some information available in the facility (e.g. signboards or pamphlets) on one of the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | There is adequate information available in the facility (e.g. signboards or pamphlets) on all of the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | To de determined | | |
| Information about application processe | Are users able to collect, and fill out forms to apply for or make a service request easily? | Forms are not available, and there is no designated area to fill them out. | Forms are only available at the counter, but there is no designated area where they can be filled in. | There is a designated area where users can collect and fill in their forms and assistance is available to help users complete the form. | There is a designated area where users can collect and fill in their forms and assistance is available to help users complete the form. The area contains an exemplar to guide users in filling in the form, pasted on the wall or counter. There is also a notice that identifies the person, counter or helpdesk where assistance in fill out forms can be accessed. | | |
| | | | | | PA Score | 1 | |
| 4.6 | PA Statement | The facility publicises its service stan | dards and targets so that users know | and understand what to expect during | their time at the facility. | | |
| charters and standards | Is the service delivery charter displayed? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service c | Are sector-specific standards displayed? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but it is not positioned prominently or visible to users. | The facility displays sector-specific standards and it is positioned prominently and visible. | The facility displays sector-specific standards at all key points across the facility. | | |
| | | | PA Score | 1 | | | |
| | | | | | KPA Score | Ι | |

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| KPA 5: | Cleanliness and Comfo | ort | | | | 1 | |
| | KPA 5 | | | and Comfort | | | |
| 5.1 | PA Statement | The facility is clean and maintained in services. | a manner that enhances the user's ex | perience and ensures a safe environm | nent for the delivery of frontline | | |
| | Are the facility's grounds and outside areas kept clean and maintained? | The facility's grounds and outside areas are heavily littered with significant accumulations in bins and/or on the grounds, the plants and shrub beds are overgrown and the grass is not mowed. | There is littering with minor accumulations in bins and/or on the grounds, the grass and plants have been cut but demonstrate signs of regrowth. | The facility's ground and outside area are clean (i.e. no littering) and maintained (the grass and plants are cut and neat). | To be determined | | |
| ance of facility | Is the inside of the facility clean ? | If the facility is very dirty if all of the criteria is met: -the public spaces and waiting areas are heavily littered, and - the floors are dirty, and - a foul smell is present. | If the facility is dirty if two of three criteria is met: -the public spaces and waiting areas are heavily littered, and/or - the floors are dirty, and/or - a foul smell is present. | The inside of the facility is clean (free from litter in public spaces, free from dirt on floors and no foul smells) and well kept. | The inside of the facility is clean (free from litter and dirt) and well kept. There is continuous cleaning or it is done frequent intervals throughout the day. There is an mechanism through which users can rate the cleanliness of the facility. | | |
| Cleanliness and maintenance | Is the facility's buildings, fittings and fixtures well maintained? | The facility is poorly maintained if five or more of the following conditions are met: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) -Doors are broken - Gutters are blocked | The facility is somewhat maintained if between one and five of the conditions are met:: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) - Doors are broken - Gutters are blocked | The facility is well maintained if all of the ten conditions are met: There is no visible water damage on the ceiling; The ceiling is intact; The paint is not peeling off the walls; There are no cracks on the walls; Electrical wiring is not exposed; Lights are working; Windows are not broken; Air-conditioning is functional (if available); Doors are intact (not broken); Gutters are clear. | To be determined during implementation. | | |
| | Is the furniture well maintained? | The furniture is poorly maintained if: - most of the chairs are broken, and/or - there is significant damage to most of the tables and counters. | The furniture is maintained if: - some of the chairs are broken and/or - there is some damage to the tables and counters. | The furniture is well maintained if none of the chairs, tables or counters are broken or damaged. | To be determined. | | |
| | • | ļ | ļ | ļ | PA Score | 1 | |

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| 5.2 | PA Statement | The facility has sufficient and comfor | table waiting areas that are protected f the volumes of | from adverse weather conditions and l users it serves. | nave enough seating to accommodate | | |
| | Do the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | |
| Suitable waiting areas | Is the waiting area protected from adverse weather conditions? | The waiting area is outside, not covered and exposed to the elements | The waiting area is outside, covered with an overhead awning, and offers some protection from adverse weather conditions. | The waiting area is inside , enclosed, and well protected from adverse weather conditions, and has suitable ventilation. | The waiting area is inside, enclosed, and well protected from adverse weather conditions, and has suitable ventilation and heating systems. | | |
| | Do users have access to drinking water in the waiting area(s)? | There is no drinking water in the waiting area. | There is drinking water, but only one clean cup available in the waiting areas(s) | There is drinking water, which is refilled regularly, and clean cups available in the waiting area(s). | There is a drinking water dispensed through a water purifier, with disposable cups. | | |
| | | | - | - | PA Score | 1 | |
| 5.4 | PA Statement | The facility provides clean and function | oning ablution facilities with the neces | sary toiletries to prevent the spread of | disease. | | |
| | Are the facility's ablution facilities clean and in working order? | The ablution facility is very dirty and broken if it meets all of the following criteria: - is dirty, and - toilets are broken/leaking, and - has no running water, and - doesn't flush. | The ablution facility is dirty, broken but still usable if it meets one of the following criteria: - is dirty, and - toilets are broken/leaking but still able to flush. | The ablution facility is clean, in working order, has running water and can be flushed. | To be determined during implementation. | | |
| Ablution facilities are accessible, clean and in working order | Are the ablution facilities supplied with the necessary toiletries (toilet paper, soap, drying equipment)? | The ablution facilities has none of the necessary amenities and no provision is made to supply these amenities if there is no: - toilet paper; and - soap; and - hand-drying equipment or paper towels. | The ablution facilities has some of the necessary amenities and no provision is made to supply these amenities if there is toilet paper, but no soap, and/or hand-drying equipment or paper towels. | The ablution facility has all the necessary amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets. | The ablution facility has all amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap and soap dispensers; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets; and - nappy changing facilities. | | |

| | Description | | | Ratin | g Scale - Monitor | | |
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| | Do disabled patients have access to suitable ablution facilities? | There are no ablution facilities suitable for disabled users | There is an ablution facility but it is not suitable for disabled users as it is either too small or the amenities are not suitable for the disabled. | There is an ablution facility suitable for disabled users, and it is in working order. | There is an ablution facility suitable for disabled users, and it is in working order and clearly marked. | | |
| | | | | | PA Score | | |
| | | | | | KPA Score | I | |
| KPA 6: \$ | - | | | - | | | |
| | KPA 6 | | Saf | ety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and t | their possessions from harm and theft | a | | |
| Setety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| | Are the facility's restricted areas signposted to prevent or minimise the risk of unauthorised entry? | Restricted areas are not marked or signposted. | There is considerable variation in the signposting of restricted areas, some are marked and others are not | All restricted areas are clearly marked. | Restricted areas are clearly marked and there is electronic access control or guard services at entrances. | | |
| | | | | | PA Score | 1 | |

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| 6.2 | PA Statement | Facilities have health and safety proc | edures in place to handle emergencies | nformation. | | | | | | |
| Safety procedures | Are emergency procedures (e.g. evacuation plan, marked exits,) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | key points within the facility; | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | | | | |
| | | | | | PA Score | 1 | | | | |
| | | | and affining and | | KPA Score | 1 | | | | |
| КРА /: С | | mes/Service availability | | | | | | | | |
| | KPA 7 | | Opening and closing times/Se | rvice availability and efficiency | | | | | | |
| 7.1 | PA Statement | Governments must ensure that users | know the operational hours of the ser | rvice point in order to access it | | | | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | There are no opening and closing times displayed | The opening and closing times are displayed, but these are not visible. | Opening and closing times are clearly displayed, and visible at the main entrance of the premises or within the facility | Opening and closing times are clearly displayed and visible at the main entrance to the premises, to the buildings and at specific service points if they differ to that of the main facility. | | | | | |
| | | | | | PA Score | 1 | | | | |
| 7.2 | DA Statement | The facility operates in line with the o during these times and has backup sy | | and standards, ensures that services a | are provided on an ongoing basis | | | | | |
| Adherence to operational hours | Did you observe any disruptions to services due to staff breaks, meetings or system failures? | There were major disruptions as a result of staff members taking tea breaks, lunch breaks, attending staff meetings or equipment or power failures, and this impacted heavily on services. | There were minor disruptions , when staff chatted to each other or on their cellphones. | There were no disruptions at all. | To be determined. | | | | | |
| | | | | | PA Score | I | | | | |
| | | KPA Score / | | | | | | | | |

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|---|--|---|--|---|--|-------|----------|
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| KPA 8: (| Complaints and compli | iments management | | | | | |
| | KPA 8 | | Complaints and com | pliments management | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | paces and close to the exits. | | | |
| Awareness of complaint-lodging mechanisms | Does the facility display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure i s displayed prominently. | There complaints procedure is prominently displayed in waiting areas, public spaces and close to exits and there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | + | + | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the ed | quipment to lodge a complaint or com | pliment and tracks these until they are | resolved | | |
| Complaint- and compliment-lodging systems | Is there a clearly-marked complaints, compliments and suggestions box at this facility, that is easily accessible to users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also a telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| | 1 | 1 | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | |



SCHOOL Monitor tool

| The Presidency: Department of Plar | nning, Monitoring and Evaluation | | Office of the premier: | Province: |
|--------------------------------------|----------------------------------|--------------|------------------------|------------------|
| Frontline Service Delivery Monitorin | ng: Questionnaire | | | Reference Number |
| | | Details of I | FSD Monitoring Site | |
| Name of Facility | | | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | | DD/MM/YYYY | | |
| | | Nan | ne of monitor | |
| Name and Surname | | | | |
| Telephone | | | | |
| Contact Details E-mail | | | | |
| Other | | | | |

Signature of monitor

| | Description | | | Ratin | g Scale - Monitor | | |
|-------------------------------|---|---|---|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | ocation and Accessib | ility | | | | | |
| | KPA 1 | | Location and | l accessibility | | | |
| 1.1 | PA Statement | The facility's buildings and premises | are accessible to the disabled and the | elderly. | | | |
| | Is the facility accessible to the disabled and the elderly from the facility perimeter to the building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, or a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non- slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly to navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | Adequate provision is made to help the disable and elderly to navigate their way inside the facility. There are ramps and handrails at all points within the facility (where needed) and passages are wide enough to allow ease of movement. | To be determined. | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled and elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. | | |
| | | | | | PA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|-------------------------|--|--|---|--|---|-------|----------|
| PA eading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 1.2 | PA Statement | The facility is fit for purpose, has suf | ficient space, resources and equipmen | t to provide the services in line with th | e volume of users it receives. | | |
| | Are the school's buildings safe for learners? | The school's external walls are made of mud or unsafe materials (asbestos, wood, plastic sheeting) and the roof frame is unstable. | The school's external walls are made of bricks or cement blocks, but there are cracks in the walls, broken windows and doors. | The school's external walls are made of either bricks, or cement blocks, or prefabricated material and the roof is stable, supported by a frame. | The school's buildings are safe, appropriately maintained, with clearly illuminated exit signs and emergency lighting. | | |
| | Are the school and its grounds safe for learners? | There is no perimeter fence around the school. | There is a perimeter fence around the school but it is not maintained and broken in places. | There is a fence of sufficient height (approx. 1.8m) constructed from appropriate materials (brick wall, palisade, etc.) | There is a fence of sufficient height (approx. 1.8m) constructed from appropriate materials (brick wall, palisade, etc.). Additionally, there are wall raisers (e.g. electric fence), security guards and/or other measures to provide additional security. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| PA 2: | Visibility and Signage | | | | | | |
| | KPA 2 | | Visibility a | nd Signage | | | |
| 2.1 | PA Statement | Users are able to locate the facility qu | uickly and easily by following external | | | | |
| Signage to the facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There is some signage, but it is broken, vandalised and/or unclear. | There is sufficient signage that is: - Clear (if it contains a universally accepted icon or legible text); - Visible (if it is sufficiently large and easily read by pedestrians, public and private transport users); - Useful if it provides directional and distance information on both sides of the road. | There is excellent signage that is clear, visible, useful, and is located on the main and feeder roads leading to the facility. | | |
| | External signage: Is the facility | There is no signage by the main | There is a sign but it is not clear or visible (e.g. the sign is faded, letters are | There is a clear and visible sign at the | There are clear signs at the facility's | | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--|---|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | | Score | Comments |
| | | | | | PA Score | 1 | |
| 2.2 | PA Statement | Users are able to navigate thei | r way throughout the facility, by follow | | | | |
| Signage within the facility | Internal signage: Does the signage inside the facility direct users to the correct service points and waiting areas? | There is no internal signage within the facility. | There is some internal signage in some areas or the signage is not clear enough to direct users to the correct services points or waiting areas. | There is adequate internal signage that is: Clear: contains legible text and is easily understandable; and Visible: sufficiently large to be read by all users and is placed prominently at key points throughout the facility; and Useful: provides directional assistance to the correct service points and waiting areas. | There is excellent internal signage (electronic) that is clear, visible, useful and contains additional and up-to-date information on the service points and directs users quickly and efficiently. | | |
| | | | | | PA Score | 1 | |
| 2.3 | PA Statement | Users are helped to navigate their way language of the community. | / through the facility by signage that c | ontains easy-to-understand iconograp | hy and is translated into the local | | |
| Signage in main language of local community | Internal signage: Is the signage in English and the main language(s) of the surrounding community? | There is no signage. | The signage is written in only one language. | The signage is written in English and the local language of the community. | The signage is written in English and at least two local languages relevant to the community. | | |
| | | | | | PA Score | 1 | |
| 2.3 | PA Statement | The facility provides users with inform | nation on its services, fees and manag | ement's contact details. | | | |
| Service offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| Servic | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. PA Score | | |
| | | | 1 | | | | |
| <u> </u> | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|------------------------------|--|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 3: (| Queue management an | d waiting times | | | | | |
| | KPA 3 | - | Queue Managemen | t and Waiting times | | | |
| 3.1 | PA Statement | The facility has in place a queue mana process. | agement system to direct, manage and | I control the flow of users quickly and | efficiently through the service | | |
| Queue management systems | Is there a reception or helpdesk, manned and situated in a prominent position in the facility (where applicable)? | There is no reception or helpdesk. | There is an identified reception or helpdesk but no official manning it. | There is an identified, and manned reception or helpdesk, with an assigned official present, and situated in a prominent position within the facility. | There is a reception and a separate helpdesk which is identified and manned with an assigned official present, and situated in a prominent position within the facility. | | |
| | I | | L | | PA Score | 1 | |
| 3.2 | PA Statement | The facility's queue management syst times. | tem identifies users with special needs | s, and makes provision to fast-track se | rvice delivery and reduce waiting | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| | | | | | PA Score | 1 | |
| 3.3 | PA Statement | The school has education support are | eas with clearly-marked assembly area | as for learners. | | | |
| Education support areas | Is there an education support area (assembly area) in the school? | There is no assembly area in the school? | There is an assembly area, but it is uncovered and not paved or tarred, or unmarked. | There is a clearly-marked assembly area, that is paved or tarred, and sheltered from adverse weather conditions. | There is a clearly-marked assembly hall with sufficient seating, and that provides shelter from adverse weather conditions. | | |
| | | | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---------------------------------------|---|---|--|---|--|-------|----------|
| PA neading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| (PA 4: I | Dignified treatment | | | | | | |
| | KPA 4 | | | | gnified Treatment | | |
| 4.1 | PA Statement | The facility's staff treats users with co | ourtesy, dignity and respect and provi | de services in a friendly manner. | | | |
| espectful | Did the staff treat users with courtesy, friendliness, dignity and respect? (Courtesy = the showing of politeness in one's attitude and behaviour toward others. Respect = to show regard or consideration for users rights. Dignity = quality of being worthy of honour or respect) | Most users are not treated with courtesy, friendliness, dignity and respect. | Some users are not treated with courtesy, friendliness, dignity and respect. | All users are treated with courtesy, friendliness, dignity and respect. | Staff go an extra mile to assist users beyond expectations of the service centre. | | |
| | | | | 1 | PA Score | 1 | |
| 4.2 | PA Statement | The facility takes reasonable steps to | communicate with users in the langua | age of their choice or provide interpret | ation services, if necessary. | | |
| Language of choice | Did the staff address users in the dominant language(s) of the community? | None of the users are spoken to in the dominant language(s) of the community. | Some of the users are spoken to in the dominant language(s) of the community. | All the users are spoken to in the dominant language(s) of the community. | Best practice to be determined during implementation | | |
| | | | | <u>.</u> | PA Score | 1 | |
| 4.3 | PA Statement | The facility's staff is able to understar | nd and respond appropriately to quest | tions from users, and promptly proces | s their service requests. | | |
| Efficient and responsive officials | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly, some staff are slower than others | Service requests are processed quickly. | Service requests are processed very quickly. | | |
| | 1 | 1 | | 1 | PA Score | 1 | |
| 4.4 | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishing | uniforms. | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | None of the staff are wearing name tags. | Some of the staff are wearing name tags. | All of the staff are wearing name tags. | All of the staff are wearing name tags with their photographs printed on them. | | |
| | <u> </u> | <u> </u> | | 1 | PA Score | 1 | |

| | Description | | | Rating | g Scale - Monitor | - | |
|--|---|---|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 4.5 | | The facility provides users with inform process for following up on their serv | | | | | |
| Information about application processes or service requests | To what extent does the facility provide information to users to assist them in applying for a service? | There is no information available in the facility (e.g. signboards or pamphlets) on the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | There is some information available in the facility (e.g. signboards or pamphlets) on one of the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | There is adequate information available in the facility (e.g. signboards or pamphlets) on all of the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | To de determined | | |
| | | I | | | PA Score | 1 | |
| 4.6 | PA Statement | The facility publicises its service stand | dards and targets so that users know | and understand what to expect during | their time at the facility. | | |
| charters and standards | Is the service delivery charter displayed? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service | Are sector-specific standards displayed? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but it is not positioned prominently or visible to users. | The facility displays sector-specific standards and it is positioned prominently and visible. | The facility displays sector-specific standards at all key points across the facility. | | |
| | | | | | PA Score | Ι | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|-----------------------------|---|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 5: | Cleanliness and Comfo | ort | | | | 1 | |
| | KPA 5 | | | and Comfort | | | |
| 5.1 | PA Statement | The facility is clean and maintained in services. | a manner that enhances the user's ex | perience and ensures a safe environm | nent for the delivery of frontline | | |
| | Are the facility's grounds and outside areas kept clean and maintained? | The facility's grounds and outside areas are heavily littered with significant accumulations in bins and/or on the grounds, the plants and shrub beds are overgrown and the grass is not mowed. | There is littering with minor accumulations in bins and/or on the grounds, the grass and plants have been cut but demonstrate signs of regrowth. | The facility's ground and outside area are clean (i.e. no littering) and maintained (the grass and plants are cut and neat). | To be determined | | |
| ance of facility | Is the inside of the facility clean ? | If the facility is very dirty if all of the criteria is met: -the public spaces and waiting areas are heavily littered, and - the floors are dirty, and - a foul smell is present. | If the facility is dirty if two of three criteria is met: -the public spaces and waiting areas are heavily littered, and/or - the floors are dirty, and/or - a foul smell is present. | The inside of the facility is clean (free from litter in public spaces, free from dirt on floors and no foul smells) and well kept. | The inside of the facility is clean (free from litter and dirt) and well kept. There is continuous cleaning or it is done frequent intervals throughout the day. There is an mechanism through which users can rate the cleanliness of the facility. | | |
| Cleanliness and maintenance | Is the facility's buildings, fittings and fixtures well maintained? | The facility is poorly maintained if five or more of the following conditions are met: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) -Doors are broken - Gutters are blocked | The facility is somewhat maintained if between one and five of the conditions are met:: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) - Doors are broken - Gutters are blocked | The facility is well maintained if all of the ten conditions are met: There is no visible water damage on the ceiling; The ceiling is intact; The paint is not peeling off the walls; There are no cracks on the walls; Electrical wiring is not exposed; Lights are working; Windows are not broken; Air-conditioning is functional (if available); Doors are intact (not broken); Gutters are clear. | To be determined during implementation. | | |
| | Is the furniture well maintained? | The furniture is poorly maintained if: - most of the chairs are broken, and/or - there is significant damage to most of the tables and counters. | The furniture is maintained if: - some of the chairs are broken and/or - there is some damage to the tables and counters. | The furniture is well maintained if none of the chairs, tables or counters are broken or damaged. | To be determined. | | |
| | • | ļ | ļ | ļ | PA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|--|---|--|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 5.2 | PA Statement | The facility has sufficient and comfor | table waiting areas that are protected f the volumes of | | nave enough seating to accommodate | | |
| | Do the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | |
| Suitable waiting areas | Is the waiting area protected from adverse weather conditions? | The waiting area is outside, not covered and exposed to the elements | The waiting area is outside, covered with an overhead awning, and offers some protection from adverse weather conditions. | The waiting area is inside , enclosed, and well protected from adverse weather conditions, and has suitable ventilation. | The waiting area is inside, enclosed, and well protected from adverse weather conditions, and has suitable ventilation and heating systems. | | |
| | Do users have access to drinking water in the waiting area(s)? | There is no drinking water in the waiting area. | There is drinking water, but only one clean cup available in the waiting areas(s) | There is drinking water, which is refilled regularly, and clean cups available in the waiting area(s). | There is a drinking water dispensed through a water purifier, with disposable cups. | | |
| | | | | | PA Score | 1 | |
| 5.3 | PA Statement | | oning ablution facilities with the neces | sary toiletries to prevent the spread of | i disease. | | |
| ī | Are the facility's ablution facilities clean and in working order? | the abuttion racinty is very airty and broken if it meets all of the following criteria: - is dirty, and - toilets are broken/leaking, and - has no running water, and - doesn't flush. | The ablution facility is dirty, broken but still usable if it meets one of the following criteria: - is dirty, and - toilets are broken/leaking but still able to flush. | The ablution facility is clean, in working order, has running water and can be flushed. | To be determined during implementation. | | |
| Ablution facilities are accessible, dean and in working order | Are the ablution facilities supplied with the necessary toiletries (toilet paper, soap, drying equipment)? | The ablution facilities has none of the necessary amenities and no provision is made to supply these amenities if there is no: - toilet paper; and - soap; and - hand-drying equipment or paper towels. | The ablution facilities has some of the necessary amenities and no provision is made to supply these amenities if there is toilet paper, but no soap, and/or hand-drying equipment or paper towels. | The ablution facility has all the necessary amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets. | The ablution facility has all amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap and soap dispensers; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets; and - nappy changing facilities. | | |
| | Do disabled patients have access to suitable ablution facilities? | There are no ablution facilities suitable for disabled users | There is an ablution facility but it is not suitable for disabled users as it is either too small or the amenities are not suitable for the disabled. | There is an ablution facility suitable for disabled users, and it is in working order. | There is an ablution facility suitable for disabled users, and it is in working order and clearly marked. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|------------------------------|---|---|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 6: \$ | Safety | | | | | | |
| | KPA 6 | | Sa | fety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and | | | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| | Are the facility's restricted areas signposted to prevent or minimise the risk of unauthorised entry? | Restricted areas are not marked or signposted. | There is considerable variation in the signposting of restricted areas, some are marked and others are not | All restricted areas are clearly marked. | Restricted areas are clearly marked and there is electronic access control or guard services at entrances. | | |
| | | | | | PA Score | 1 | |
| 6.2 | PA Statement | Facilities have health and safety proc | edures in place to handle emergencies | s or when dealing with sensitive user i | nformation. | | |
| Selety procedures | Are emergency procedures (e.g. evacuation plan, marked exits.) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | key points within the facility; | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | |
| | <u> </u> | ı | · | · | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Rating | Scale - Monitor | | |
|--------------------------------|---|---|--|---|----------------------------------|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 7: 0 | Opening and closing ti | mes/Service availability | | | | | |
| | KPA 7 | | Opening and closing times/Set | rvice availability and efficiency | | | |
| 7.1 | PA Statement | The facility has access to stable, relia | ble services that facilitates the educati | ion and development of its learners | | | |
| | Does this school have access to a reliable power supply that adheres to presribedt laws? | The school does not have access to a reliable power supply | The school does have access to a power supply, but it does not comply with laws | The school has access to a reliable power supply that complies to all laws | | | |
| s | Does this school have access to a reliable water supply that adheres to prescribed laws? | The school does not have access to a reliable water supply | The school does have access to a water supply, but it does not comply with laws | The school has access to a reliable water supply that complies to all laws | | | |
| ess to services | Does the school have access to sports facilities? | The school does not have access to sports facilities | The school has made arrangements to use external sports facilities | The school has its own sports facilities | | | |
| Access | Does the school have access to a science lab, library and a computer lab? | The school does not have any science lab, library or computer lab | The school has a science lab, a library OR a computer lab | The school has a sience lab, a library AND a comupter lab | | | |
| | Does the school have a School Nutrtion Programme? (if applicable) | The school does not have a functional programme in place | The school has a programme in place, but it is not always operational or resourced | The school has a well-resourced, functional programme in place | | | |
| | | | | | PA Score | Ι | |
| 7.2 | PA Statement | The facility operates in line with the | operational hours prescribed in norm during these times and has backup | is and standards, ensures that services systems in place when utilities fail. | are provided on an ongoing basis | | |
| Adherence to operational hours | Did you observe any disruptions to services due to staff breaks, meetings or system failures? | There were major disruptions as a result of staff members taking tea breaks, lunch breaks, attending staff meetings or equipment or power failures, and this impacted heavily on services. | There were minor disruptions , when staff chatted to each other or on their cellphones. | There were no disruptions at all. | To be determined. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|--|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 8: (| Complaints and compli | iments management | | | | | |
| | KPA 8 | | Complaints and com | pliments management | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | paces and close to the exits. | | | |
| Awareness of complaint-lodging mechanisms | Does the facility display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure i s displayed prominently. | There complaints procedure is prominently displayed in waiting areas, public spaces and close to exits and there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | + | + | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the ed | quipment to lodge a complaint or com | pliment and tracks these until they are | resolved | | |
| Complaint- and compliment-lodging systems | Is there a clearly-marked complaints, compliments and suggestions box at this facility, that is easily accessible to users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also a telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| | 1 | 1 | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | |



SASSA Monitor tool

| | | | | Description |
|--------------------------------------|---------------------------------|--------------|------------------------|------------------|
| The Presidency: Department of Plan | ning, Monitoring and Evaluation | | Office of the premier: | Province: |
| Frontline Service Delivery Monitorin | ng: Questionnaire | | | Reference Number |
| | | Details of F | SD Monitoring Site | |
| Name of Facility | | | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | | DD/MM/YYYY | | |
| | | Nam | ne of monitor | |
| Name and Surname | | | | |
| | Telephone | | | |
| Contact Details | E-mail | | | |
| | Other | | | |

Signature of monitor

| | Description | | | Ratin | g Scale - Monitor | | |
|-------------------------------|--|---|---|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | ocation and Accessib | ility | | | | | |
| | KPA 1 | | Location and | accessibility | | | |
| 1.1 | PA Statement | The facility's buildings and premises | are accessible to the disabled and the | elderly. | | | |
| | Is the facility accessible to the disabled and the elderly from the facility perimeter to the building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, or a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non- slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly to navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | Adequate provision is made to help the disable and elderly to navigate their way inside the facility. There are ramps and handrails at all points within the facility (where needed) and passages are wide enough to allow ease of movement. | | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled and elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. | | |
| | | 1 | | 1 | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| PA data Questries 1 = to ackived 2 = Putikly Ackived 3 = Fully Ackived 4 = Ackived boyon completion Score Comments 20 PA 3 SA 2 Users are able to locate the fully user as able to locate the fully user able to locate the fu | | Description | | | Ratin | g Scale - Monitor | | |
|--|---|---|--|--|--|--|-------|----------|
| KPA 2: Visibility and Signage 21 PA Statement Users are able to loads the facility quickly and easily by following saternal signage. Image: a staffield signage het is: Image: a staffield signage het is: <thimage: a="" het="" is:<="" signage="" staffield="" th=""></thimage:> | | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 2.1PA SummentUsers are able to locate the facility cycloty and easily by following estemal signage. $=$ $=$ I_{appop} | KPA 2: | Visibility and Signage | | | | | | |
| External signage: Is that widels sprage on the tradition widels and the tradition of the t | | KPA 2 | | Visibility a | nd Signage | | | |
| Page External signage: Is there visible sproke on the tools of paths lasting to the boding? Three is no signage losting to the facility. Three is no signage losting to the facit signage is not dear is signage facility. | 2.1 | PA Statement | Users are able to locate the facility qu | ickly and easily by following external | signage. | | | |
| External signage: Is the facility meining gale/entrance?There is no signage by the main missing and it is too small.There is no signage by the main missing and it is too small.There is no signage by the main missing and it is too small.There is no signage by the main main of the facility.There are clear signa at the facility.Ime are a clear signa at the facility.Ime are a clear signa at the facility.20PA StatementUsers are able to navigate the tway throughout the facility. Users are able to navigate the tway throughout the facility.There is adequate internal signage to the correct service points and waiting areas.Ime are a clear signa at the facility.Ime are a clear signa at the facility.20PA StatementUsers are able to navigate the facility. Users are able to navigate the facility.There is adequate internal signage to the correct service points and waiting areas.Ime are a clear signa at the facility.Ime areas clear signa at the facility.areas?Internal signage: Does the signage areas?Ime areas area is an advertee the facility.Ime areas clear signa at the facility.There is adequate internal signage to the correct service points and waiting areas.Ime areas clear signa at the facility.areas?There is no internal signage within the facility.There is some internal signage to the correct service points and waiting areas.Ime area clear signa at the facility.Ime area clear signa at the facility.Ime area clear signa at the facility.areas.There is no signage.There is some internal signage in correct service points and waiting areas.Ime area clear signage in correct service points and waiting areas and is placed prominently at the | Signage to the facility | signage on the roads or paths leading | | | Clear (if it contains a universally accepted icon or legible text); Visible (if it is sufficiently large and easily read by pedestrians, public and private transport users); Useful if it provides directional and distance information on both sides of | clear, visible, useful, and is located on the main and feeder roads leading to | | |
| 2.2 PA Statement Users are able to navigate their way throughout the facility, by following internal signage to the correct service points and waiting areas. Image: Des the signage in the signage is written in english and the signage is the signage in the signage is written in only one language of the community. The signage is written in english and the signaga is written in english and the signage is written in en | | identified on the external sign by the | | visible (e.g. the sign is faded, letters are | facility's entrance which describes the | entrance and on the building which | | |
| Vigage of the community. Internal signage: Does the signage is no internal signage within the facility. There is no internal signage within the facility. There is no internal signage is not come remains legible text and is easily understandable; and visible. There is excellent internal signage (electronic) that is clear, visible, useful and up-to-date internal signage within the facility. There is no internal signage within the facility. There is no internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is no internal signage is not clear enough to direct users to the correct service points and up-to-date indices users quickly and efficiently. There is excellent internal signage (electronic) that is clear, visible, useful and up-to-date indices users quickly and efficiently. Iternal signage: Is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas. There is no signage: Iternal signage within the facility by signage that contains easy-to-understand iconography and is translated into the local language of the community. Iternal signage: Is the signage is the signage is withen in engists and the local language of the community. The signage is written in engists and the local language service of the community. The signage is written in engists and the local languages elevant to the correct is no signage. The signage is written in only one language of the community. The signage is written in engists and the local language service of the community. The signage is writen in engish and the local languages relevant to the c | | | | • | • | PA Score | 1 | |
| Internal signage: Does the signage inside the facility direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas. There is excellent internal signage is under the facility and efficiently. There is excellent internal signage is under the facility areas. There is excellent internal signage is under the facility and efficiently. There is excellent internal signage is under the facility and efficiently. 2.3 PA Statement Users are helped to navigate their way through the facility by signage that contains easy-to-understand iconogramy and is translated into the local language of the community. The signage is written in English and the local language is written in English and the local language of the community. The signage is written in English and the local language selevant to the correct is the community. The signage is written in English and the local language selevant to the community. The signage is written in English and the local language of the community. The signage is written in English and the local language of the community. The signage is written in English and the local language selevant to the community. The signage is written in English and the local language selev | 2.2 | PA Statement | Users are able to navigate the | ir way throughout the facility, by follow | ving internal signage to the correct se | rvice points and waiting areas. | | |
| 2.3 PA Statement Users are helped to navigate their way through the facility by signage that contains easy-to-understand iconograph and is translated into the local Image: | age | inside the facility direct users to the correct service points and waiting | | areas or the signage is not clear enough to direct users to the correct | is: Clear: contains legible text and is easily understandable; and Visible: sufficiently large to be read by all users and is placed prominently at key points throughout the facility; and Useful: provides directional assistance to the correct service points and waiting | (electronic) that is clear, visible, useful and contains additional and up-to-date information on the service points and | | |
| 2.3 PA Statement language of the community. Internal signage: Is the signage in English and the main language(s) of the surrounding community? There is no signage. The signage is written in only one language of the community. The signage is written in English and the main language(s) of the surrounding community? | | | | | | | 1 | |
| the surrounding community? | | PA Statement | | y through the facility by signage that o | ontains easy-to-understand iconogra | ohy and is translated into the local | | |
| Ø PA Score | ignage in main language of local community | English and the main language(s) of | There is no signage. | | | least two local languages relevant to | | |
| | Si | 1 | | <u> </u> | | PA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|------------------------------|---|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 2.4 | PA Statement | The facility provides users with inform | nation on its services, fees and manag | ement's contact details. | | | |
| Service offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| Servic | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | |
| | | L | | L | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| KPA 3: 0 | Queue management an | d waiting times | 0 N | 4 | | | |
| | KPA 3 | | | t and Waiting times | | | |
| 3.1 | PA Statement | The facility has in place a queue mana process. | agement system to direct, manage and | I control the flow of users quickly and | efficiently through the service | | |
| agement systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait, an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait, pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | |
| Queue mans | Is there a reception or helpdesk, manned and situated in a prominent position in the facility (where applicable)? | There is no reception or helpdesk. | There is an identified reception or helpdesk but no official manning it. | There is an identified, and manned reception or helpdesk, with an assigned official present, and situated in a prominent position within the facility. | There is a reception and a separate helpdesk which is identified and manned with an assigned official present, and situated in a prominent position within the facility. | | |
| | | | | | | | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|---|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 3.2 | PA Statement | The facility keeps users informed of t | heir target waiting times and how long | they can be expected to wait before b | eing attended to. | | |
| Waiting times | Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly displayed in various waiting areas. | There are target waiting times displayed at all waiting area and delays are communicated to users. | | |
| | | | | | PA Score | 1 | |
| 3.3 | PA Statement | The facility's queue management sys times. | tem identifies users with special needs | s, and makes provision to fast-track se | rvice delivery and reduce waiting | | |
| special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| 05 | + | - | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| KPA 4: | Dignified treatment | | | | | 1 | |
| | KPA 4 | | | Di | gnified Treatment | | |
| 4.1 | PA Statement | The facility's staff treats users with c | ourtesy, dignity and respect and provi | de services in a friendly manner. | | | |
| Courteous, dignified and respectful service | Did the staff treat users with courtesy, friendliness, dignity and respect? (Courtesy = the showing of politeness in one's attitude and behaviour toward others. Respect = to show regard or consideration for users rights. Dignity = quality of being worthy of honour or respect) | courtesy, friendliness, dignity and respect. | Some users are not treated with courtesy, friendliness, dignity and respect. | All users are treated with courtesy, friendliness, dignity and respect. | Staff go an extra mile to assist users beyond expectations of the service centre. | | |

| | | | 1 | | | | |
|-----------------------|---|---|---|---|--|---|--|
| 4.2 | PA Statement | The facility takes reasonable steps to o | communicate with users in the languag | ge of their choice or provide interpret | ation services, if necessary. | | |
| Language of choice | Did the staff address users in the dominant language(s) of the community? | None of the users are spoken to in the dominant language(s) of the community. | Some of the users are spoken to in the dominant language(s) of the community. | All the users are spoken to in the dominant language(s) of the community. | Best practice to be determined during implementation | | |
| | | | | | PA Score | Ι | |

| | Description | | | Ratin | g Scale - Monitor | | |
|------------------------------------|--|--|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 4.3 | PA Statement | The facility's staff is able to understan | nd and respond appropriately to ques | tions from users, and promptly proces | s their service requests. | | |
| Efficient and responsive officials | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly, some staff are slower than others | Service requests are processed quickly. | Service requests are processed very quickly. | | |
| | | | | | PA Score | 1 | |
| 4.4 | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishin | g uniforms. | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | None of the staff are wearing name tags. | Some of the staff are wearing name tags. | All of the staff are wearing name tags. | All of the staff are wearing name tags with their photographs printed on them. | | |
| | | | | | PA Score | 1 | |
| 4.6 | PA Statement | The facility publicises its service stan | dards and targets so that users know | v and understand what to expect during | their time at the facility. | | |
| charters and standards | Is the service delivery charter displayed? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service c | Are sector-specific standards displayed? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but it is not positioned prominently or visible to users. | The facility displays sector-specific standards and it is positioned prominently and visible. | The facility displays sector-specific standards at all key points across the facility. | | |
| | | | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|-----------------------------|---|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 5: | Cleanliness and Comfo | ort | | | | 1 | |
| | KPA 5 | | | | | | |
| 5.1 | PA Statement | The facility is clean and maintained in services. | a manner that enhances the user's ex | sperience and ensures a safe environm | nent for the delivery of frontline | | |
| | Are the facility's grounds and outside areas kept clean and maintained? | The facility's grounds and outside areas are heavily littered with significant accumulations in bins and/or on the grounds, the plants and shrub beds are overgrown and the grass is not mowed. | There is littering with minor accumulations in bins and/or on the grounds, the grass and plants have been cut but demonstrate signs of regrowth. | The facility's ground and outside area are clean (i.e. no littering) and maintained (the grass and plants are cut and neat). | To be determined | | |
| ance of facility | Is the inside of the facility clean ? | If the facility is very dirty if all of the criteria is met: -the public spaces and waiting areas are heavily littered, and - the floors are dirty, and - a foul smell is present. | If the facility is dirty if two of three criteria is met: -the public spaces and waiting areas are heavily littered, and/or - the floors are dirty, and/or - a foul smell is present. | The inside of the facility is clean (free from litter in public spaces, free from dirt on floors and no foul smells) and well kept. | The inside of the facility is clean (free from litter and dirt) and well kept. There is continuous cleaning or it is done frequent intervals throughout the day. There is an mechanism through which users can rate the cleanliness of the facility. | | |
| Cleanliness and maintenance | Is the facility's buildings, fittings and fixtures well maintained? | The facility is poorly maintained if five or more of the following conditions are met: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) -Doors are broken - Gutters are blocked | The facility is somewhat maintained if between one and five of the conditions are met:: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) - Doors are broken - Gutters are blocked | The facility is well maintained if all of the ten conditions are met: There is no visible water damage on the ceiling; The ceiling is intact; The paint is not peeling off the walls; There are no cracks on the walls; Electrical wiring is not exposed; Lights are working; Windows are not broken; Air-conditioning is functional (if available); Doors are intact (not broken); Gutters are clear. | To be determined during implementation. | | |
| | Is the furniture well maintained? | The furniture is poorly maintained if: - most of the chairs are broken, and/or - there is significant damage to most of the tables and counters. | The furniture is maintained if: - some of the chairs are broken and/or - there is some damage to the tables and counters. | The furniture is well maintained if none of the chairs, tables or counters are broken or damaged. | To be determined. | | |
| | • | ļ | ļ | ļ | PA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|--|---|--|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 5.2 | PA Statement | The facility has sufficient and comfor | table waiting areas that are protected f the volumes of | | nave enough seating to accommodate | | |
| | Do the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | |
| Suitable waiting areas | Is the waiting area protected from adverse weather conditions? | The waiting area is outside, not covered and exposed to the elements | The waiting area is outside, covered with an overhead awning, and offers some protection from adverse weather conditions. | The waiting area is inside , enclosed, and well protected from adverse weather conditions, and has suitable ventilation. | The waiting area is inside, enclosed, and well protected from adverse weather conditions, and has suitable ventilation and heating systems. | | |
| | Do users have access to drinking water in the waiting area(s)? | There is no drinking water in the waiting area. | There is drinking water, but only one clean cup available in the waiting areas(s) | There is drinking water, which is refilled regularly, and clean cups available in the waiting area(s). | There is a drinking water dispensed through a water purifier, with disposable cups. | | |
| | | | | | PA Score | 1 | |
| 5.3 | PA Statement | The facility provides clean and functi | oning ablution facilities with the neces | sary toiletries to prevent the spread o | i disease. | | |
| a | Are the facility's ablution facilities clean and in working order? | The ablution facility is very dirty and broken if it meets all of the following criteria: - is dirty, and - toilets are broken/leaking, and - has no running water, and - doesn't flush. | The ablution facility is dirty, broken but still usable if it meets one of the following criteria: - is dirty, and - toilets are broken/leaking but still able to flush. | The ablution facility is clean, in working order, has running water and can be flushed. | To be determined during implementation. | | |
| Ablution facilities are accessible, dean and in working order | Are the ablution facilities supplied with the necessary toiletries (toilet paper, soap, drying equipment)? | The ablution facilities has none of the necessary amenities and no provision is made to supply these amenities if there is no: - toilet paper; and - soap; and - hand-drying equipment or paper towels. | The ablution facilities has some of the necessary amenities and no provision is made to supply these amenities if there is toilet paper, but no soap, and/or hand-drying equipment or paper towels. | The ablution facility has all the necessary amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets. | The ablution facility has all amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap and soap dispensers; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets; and - nappy changing facilities. | | |
| | Do disabled patients have access to suitable ablution facilities? | There are no ablution facilities suitable for disabled users | There is an ablution facility but it is not suitable for disabled users as it is either too small or the amenities are not suitable for the disabled. | There is an ablution facility suitable for disabled users, and it is in working order. | There is an ablution facility suitable for disabled users, and it is in working order and clearly marked. | | |
| | | | PA Score KPA Score | 1 | | | |
| | | | 1 | | | | |

| | Description | | Rating Scale - Monitor | | | | | | | |
|------------------------------|---|---|---|---|--|-------|----------|--|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | | |
| KPA 6: \$ | Safety | | | | | | | | | |
| | KPA 6 | | Sa | fety | | | | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and | | | | | | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | | | | |
| | Are the facility's restricted areas signposted to prevent or minimise the risk of unauthorised entry? | Restricted areas are not marked or signposted. | There is considerable variation in the signposting of restricted areas, some are marked and others are not | All restricted areas are clearly marked. | Restricted areas are clearly marked and there is electronic access control or guard services at entrances. | | | | | |
| | | | | | PA Score | 1 | | | | |
| 6.2 | PA Statement | Facilities have health and safety proc | edures in place to handle emergencies | s or when dealing with sensitive user i | nformation. | | | | | |
| Selety procedures | Are emergency procedures (e.g. evacuation plan, marked exits.) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | key points within the facility; | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | | | | |
| | <u> </u> | ı | · | · | PA Score | 1 | | | | |
| | | | | | KPA Score | 1 | | | | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--------------------------------|---|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 7: | Opening and closing ti | mes/Service availability | and efficiency | | | | |
| | KPA 7 | | Opening and closing times/S | ervice availability and efficiency | | | |
| 7.1 | PA Statement | Governments must ensure that users | know the operational hours of the se | ervice point in order to access it | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | There are no opening and closing times displayed | The opening and closing times are displayed, but these are not visible. | Opening and closing times are clearly displayed, and visible at the main entrance of the premises or within the facility | Opening and closing times are clearly displayed and visible at the main entrance to the premises, to the buildings and at specific service points if they differ to that of the main facility. | | |
| | | | | | PA Score | 1 | |
| 7.2 | PA Statement | The facility operates in line with the o during these times and has backup sy | | s and standards, ensures that services | are provided on an ongoing basis | | |
| Adherence to operational hours | Did you observe any disruptions to services due to staff breaks, meetings or system failures? | There were major disruptions as a result of staff members taking tea breaks, lunch breaks, attending staff meetings or equipment or power failures, and this impacted heavily on services. | There were minor disruptions , when staff chatted to each other or on their cellphones. | There were no disruptions at all. | To be determined. | | |
| | | Г | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|--|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 8: (| Complaints and compli | iments management | | | | | |
| | KPA 8 | | Complaints and com | pliments management | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | paces and close to the exits. | | | |
| Awareness of complaint-lodging mechanisms | Does the facility display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure i s displayed prominently. | There complaints procedure is prominently displayed in waiting areas, public spaces and close to exits and there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | + | + | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the ed | quipment to lodge a complaint or com | pliment and tracks these until they are | resolved | | |
| Complaint- and compliment-lodging systems | Is there a clearly-marked complaints, compliments and suggestions box at this facility, that is easily accessible to users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also a telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| | 1 | 1 | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | |



SAPS Monitor tool

| The Presidency: Department of Planning, Monitoring and Evaluation | | Office of the premier: | Province: | |
|---|-----------|------------------------|--------------------------|------------------|
| | | | Office of the prefilier. | |
| Frontline Service Delivery Monitoring: Questionnaire | | | | Reference Number |
| Details of FSD Monitoring Site | | | | |
| Name of Facility | | | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | | DD/MM/YYYY | | |
| Name of monitor | | | | |
| Name and Surname | | | | |
| Contact Details | Telephone | | | |
| | E-mail | | | |
| | Other | | | |

Signature of monitor

| | Description | | | Ratin | g Scale - Monitor | | |
|-------------------------------|---|---|---|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | ocation and Accessib | ility | | | | | |
| | KPA 1 | | Location and | l accessibility | | | |
| 1.1 | PA Statement | The facility's buildings and premises | are accessible to the disabled and the | elderly. | [| | |
| | Is the facility accessible to the disabled and the elderly from the facility perimeter to the building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, or a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient) handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non- slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly to navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | Adequate provision is made to help the disable and elderly to navigate their way inside the facility. There are ramps and handrails at all points within the facility (where needed) and passages are wide enough to allow ease of movement. | | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled and elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | friendly. Handrails and the operating | | |
| | | 1 | 1 | 1 | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| PA data Questries 1 = to ackived 2 = Putikly Ackived 3 = Fully Ackived 4 = Ackived boyon completion Score Comments 20 PA 3 SA 2 Users are able to locate the fully user as able to locate the fully user able to locate the fu | | Description | | | Ratin | g Scale - Monitor | | |
|--|---|---|--|--|--|--|-------|----------|
| KPA 2: Visibility and Signage 21 PA Statement Users are able to loads the facility quickly and easily by following saternal signage. Image: a staffield signage het is: Image: a staffield signage het is: <thimage: a="" het="" is:<="" signage="" staffield="" th=""></thimage:> | | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 2.1PA SummentUsers are able to locate the facility cycloty and easily by following estemal signage. $=$ $=$ I_{appop} | KPA 2: | Visibility and Signage | | | | | | |
| External signage: Is that widels sprage on the tradition widels and the tradition of the t | | KPA 2 | | Visibility a | | | | |
| Page External signage: Is there visible sproke on the tools of paths lasting to the boding? Three is no signage losting to the facility. Three is no signage losting to the facit signage is not dear is signage facility. | 2.1 | PA Statement | Users are able to locate the facility qu | ickly and easily by following external | signage. | | | |
| External signage: Is the facility meining gale/entrance?There is no signage by the main missing and it is too small.There is no signage by the main missing and it is too small.There is no signage by the main missing and it is too small.There is no signage by the main main of the facility.There are clear signa at the facility.Ime are a clear signa at the facility.Ime are a clear signa at the facility.20PA StatementUsers are able to navigate the tway throughout the facility. Users are able to navigate the tway throughout the facility.There is adequate internal signage to the correct service points and waiting areas.Ime are a clear signa at the facility.Ime are a clear signa at the facility.20PA StatementUsers are able to navigate the facility. Users are able to navigate the facility.There is adequate internal signage to the correct service points and waiting areas.Ime are a clear signa at the facility.Ime areas clear signa at the facility.areas?Internal signage: Does the signage areas?Ime areas area is an atternal signage to the correct service points and waiting areas.There is adequate internal signage to the correct service points and waiting areas.Ime area clear signa at the facility.Ime area clear signa at the facility.areasInternal signage: Does the signage areas?Ime area is an atternal signage to the correct service points and waiting areas.There is adequate internal signage to the correct service points and waiting areas.Ime area clear signa at the facility.Ime area clear signa at the facility.areasInternal signage: Does the signage areas?There is no signage.There is some internal signa | Signage to the facility | signage on the roads or paths leading | | | Clear (if it contains a universally accepted icon or legible text); Visible (if it is sufficiently large and easily read by pedestrians, public and private transport users); Useful if it provides directional and distance information on both sides of | clear, visible, useful, and is located on the main and feeder roads leading to | | |
| 2.2 PA Statement Users are able to navigate their way throughout the facility, by following internal signage to the correct service points and waiting areas. Image: Des the signage in the signage is written in english and the signage is the signage in the signage is written in only one language of the community. The signage is written in english and the signagage is written in english and the signaga is written in | | identified on the external sign by the | | visible (e.g. the sign is faded, letters are | facility's entrance which describes the | entrance and on the building which | | |
| Vigage of the community. Internal signage: Does the signage is no internal signage within the facility. There is no internal signage within the facility. There is no internal signage is not come remains legible text and is easily understandable; and visible. There is excellent internal signage (electronic) that is clear, visible, useful and up-to-date internal signage within the facility. There is no internal signage within the facility. There is no internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is no internal signage is not clear enough to direct users to the correct service points and up-to-date indices users quickly and efficiently. There is excellent internal signage (electronic) that is clear, visible, useful and up-to-date indices users quickly and efficiently. Iternal signage: Is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas. There is no signage: Iternal signage within the facility by signage that contains easy-to-understand iconography and is translated into the local language of the community. Iternal signage: Is the signage is the signage is withen in engists and the local language of the community. The signage is written in engists and the local language service of the community. The signage is written in engists and the local languages elevant to the correct is no signage. The signage is written in only one language of the community. The signage is written in engists and the local language service of the community. The signage is writen in engish and the local languages relevant to the c | | | | • | • | PA Score | 1 | |
| Internal signage: Does the signage inside the facility direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas. There is excellent internal signage is under the facility and efficiently. There is excellent internal signage is under the facility areas. There is excellent internal signage is under the facility and efficiently. There is excellent internal signage is under the facility and efficiently. 2.3 PA Statement Users are helped to navigate their way through the facility by signage that contains easy-to-understand iconogramy and is translated into the local language of the community. The signage is written in English and the local language is written in English and the local language of the community. The signage is written in English and the local language selevant to the correct is the community. The signage is written in English and the local language selevant to the community. The signage is written in English and the local language of the community. The signage is written in English and the local language of the community. The signage is written in English and the local language selevant to the community. The signage is written in English and the local language selev | 2.2 | PA Statement | Users are able to navigate the | ir way throughout the facility, by follow | ving internal signage to the correct se | rvice points and waiting areas. | | |
| 2.3 PA Statement Users are helped to navigate their way through the facility by signage that contains easy-to-understand iconograph and is translated into the local Image: | age | inside the facility direct users to the correct service points and waiting | | areas or the signage is not clear enough to direct users to the correct | is: Clear: contains legible text and is easily understandable; and Visible: sufficiently large to be read by all users and is placed prominently at key points throughout the facility; and Useful: provides directional assistance to the correct service points and waiting | (electronic) that is clear, visible, useful and contains additional and up-to-date information on the service points and | | |
| 2.3 PA Statement language of the community. Internal signage: Is the signage in English and the main language(s) of the surrounding community? There is no signage. The signage is written in only one language of the community. The signage is written in English and the main language(s) of the surrounding community? | | | | | | | 1 | |
| the surrounding community? | | PA Statement | | y through the facility by signage that o | ontains easy-to-understand iconogra | ohy and is translated into the local | | |
| Ø PA Score | ignage in main language of local community | English and the main language(s) of | There is no signage. | | | least two local languages relevant to | | |
| | Si | 1 | | <u> </u> | | PA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | | |
|------------------------|---|--|---|--|--|-------|----------|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | |
| 2.4 | PA Statement | The facility provides users with infor | mation on its services, fees and manag | gement's contact details. | | | | |
| e offering/information | Are the contact details of the facility's manager displayed within the facility? | | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | | |
| Service (| Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | | |
| | | | | | | | | |
| | | | | | PA Score | 1 | | |
| | | | | | PA Score KPA Score | | | |
| KPA 3: | Queue management ar | nd waiting times | Queue Managemen | at and Waiting times | | | | |
| KPA 3: 3.1 | Queue management ar KPA 3 PA Statement | | Queue Managemen agement system to direct, manage and | nt and Waiting times It control the flow of users quickly and | KPA Score | | | |
| 3.1 £ | KPA 3 | The facility has in place a queue man | v | | KPA Score | | | |
| | KPA 3 PA Statement Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait , an electronic system or a numbering | The facility has in place a queue man process. There is no queue management | agement system to direct, manage and There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout | d control the flow of users quickly and There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait, pole and rope barriers, an electronic | KPA Score efficiently through the service There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- | | | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|---|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 3.2 | PA Statement | The facility's queue management syst times. | em identifies users with special needs | s, and makes provision to fast-track se | rvice delivery and reduce waiting | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| | | | | | PA Score KPA Score | 1 | |
| KPA 4: I | Dignified treatment | | | | KPA Score | 1 | |
| | KPA 4 | | | Di | gnified Treatment | | |
| 4.1 | PA Statement | The facility's staff treats users with co | ourtesy, dignity and respect and provi | de services in a friendly manner. | | | |
| Courteous, dignified and respectful service | Did the staff treat users with courtesy, friendliness, dignity and respect? (Courtesy = the showing of politeness in one's attitude and behaviour toward others. Respect = to show regard or consideration for users rights. Dignity = quality of being worthy of honour or respect) | Most users are not treated with courtesy, friendliness, dignity and respect. | Some users are not treated with courtesy, friendliness, dignity and respect. | All users are treated with courtesy, friendliness, dignity and respect. | Staff go an extra mile to assist users beyond expectations of the service centre. | | |
| | | Γ | | | PA Score | 1 | |
| 4.2 | PA Statement | The facility takes reasonable steps to | communicate with users in the langua | age of their choice or provide interpret | ation services, if necessary. | | |
| Language of choice | Did the staff address users in the dominant language(s) of the community? | None of the users are spoken to in the dominant language(s) of the community. | Some of the users are spoken to in the dominant language(s) of the community. | All the users are spoken to in the dominant language(s) of the community. | Best practice to be determined during implementation | | |
| | | - | | | PA Score | 1 | |
| 4.3 | PA Statement | The facility's staff is able to understar | nd and respond appropriately to quest | ions from users, and promptly proces | s their service requests. | | |
| Efficient and responsive officials | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly , some staff are slower than others | Service requests are processed quickly. | Service requests are processed very quickly. | | |
| | | | | | PA Score | 1 | |
| 4.4 | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishing | uniforms. | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | None of the staff are wearing name tags. | Some of the staff are wearing name tags. | All of the staff are wearing name tags. | All of the staff are wearing name tags with their photographs printed on them. | | |

| | Description | | - | Rating | g Scale - Monitor | - | |
|--|---|---|---|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| | | | | | PA Score | 1 | |
| 4.5 | PA Statement | The facility provides users with inform process for following up on their serve | | s including the types of documents ne | eded, the fees payable, and the | | |
| Information about application processes or service requests | To what extent does the facility provide information to users to assist them in applying for a service? | There is no information available in the facility (e.g. signboards or pamphlets) on the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | There is some information available in the facility (e.g. signboards or pamphlets) on one of the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | There is adequate information available in the facility (e.g. signboards or pamphlets) on all of the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | To de determined | | |
| | · | · | L | | PA Score | 1 | |
| 4.6 | PA Statement | The facility publicises its service stan | dards and targets so that users know | and understand what to expect during | their time at the facility. | | |
| charters and standards | Is the service delivery charter displayed? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service c | Are sector-specific standards displayed? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but it is not positioned prominently or visible to users. | The facility displays sector-specific standards and it is positioned prominently and visible. | The facility displays sector-specific standards at all key points across the facility. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | Ι | |

| | Description | | | Ratin | g Scale - Monitor | | |
|-----------------------------|---|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 5: | Cleanliness and Comfo | ort | | | | 1 | |
| | KPA 5 | | | and Comfort | | | |
| 5.1 | PA Statement | The facility is clean and maintained in services. | a manner that enhances the user's ex | perience and ensures a safe environm | nent for the delivery of frontline | | |
| | Are the facility's grounds and outside areas kept clean and maintained? | The facility's grounds and outside areas are heavily littered with significant accumulations in bins and/or on the grounds, the plants and shrub beds are overgrown and the grass is not mowed. | There is littering with minor accumulations in bins and/or on the grounds, the grass and plants have been cut but demonstrate signs of regrowth. | The facility's ground and outside area are clean (i.e. no littering) and maintained (the grass and plants are cut and neat). | To be determined | | |
| ance of facility | Is the inside of the facility clean ? | If the facility is very dirty if all of the criteria is met: -the public spaces and waiting areas are heavily littered, and - the floors are dirty, and - a foul smell is present. | If the facility is dirty if two of three criteria is met: -the public spaces and waiting areas are heavily littered, and/or - the floors are dirty, and/or - a foul smell is present. | The inside of the facility is clean (free from litter in public spaces, free from dirt on floors and no foul smells) and well kept. | The inside of the facility is clean (free from litter and dirt) and well kept. There is continuous cleaning or it is done frequent intervals throughout the day. There is an mechanism through which users can rate the cleanliness of the facility. | | |
| Cleanliness and maintenance | Is the facility's buildings, fittings and fixtures well maintained? | The facility is poorly maintained if five or more of the following conditions are met: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) -Doors are broken - Gutters are blocked | The facility is somewhat maintained if between one and five of the conditions are met:: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) - Doors are broken - Gutters are blocked | The facility is well maintained if all of the ten conditions are met: There is no visible water damage on the ceiling; The ceiling is intact; The paint is not peeling off the walls; There are no cracks on the walls; Electrical wiring is not exposed; Lights are working; Windows are not broken; Air-conditioning is functional (if available); Doors are intact (not broken); Gutters are clear. | To be determined during implementation. | | |
| | Is the furniture well maintained? | The furniture is poorly maintained if: - most of the chairs are broken, and/or - there is significant damage to most of the tables and counters. | The furniture is maintained if: - some of the chairs are broken and/or - there is some damage to the tables and counters. | The furniture is well maintained if none of the chairs, tables or counters are broken or damaged. | To be determined. | | |
| | • | ļ | ļ | ļ | PA Score | 1 | |

| | Description | | Rating Scale - Monitor | | | | | | | |
|--|--|---|--|---|---|-------|----------|--|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | | |
| 5.2 | PA Statement | The facility has sufficient and comfor | table waiting areas that are protected f the volumes of | | have enough seating to accommodate | | | | | |
| | Do the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | | | | |
| Suitable waiting areas | Is the waiting area protected from adverse weather conditions? | The waiting area is outside, not covered and exposed to the elements | The waiting area is outside, covered with an overhead awning, and offers some protection from adverse weather conditions. | The waiting area is inside , enclosed, and well protected from adverse weather conditions, and has suitable ventilation. | The waiting area is inside, enclosed, and well protected from adverse weather conditions, and has suitable ventilation and heating systems. | | | | | |
| | Do users have access to drinking water in the waiting area(s)? | There is no drinking water in the waiting area. | There is drinking water, but only one clean cup available in the waiting areas(s) | There is drinking water, which is refilled regularly, and clean cups available in the waiting area(s). | There is a drinking water dispensed through a water purifier, with disposable cups. | | | | | |
| | | | | | PA Score | 1 | | | | |
| 5.3 | PA Statement | The facility provides clean and function | oning ablution facilities with the neces | sary toiletries to prevent the spread of | f disease. | | | | | |
| | Are the facility's ablution facilities clean and in working order? | broken if it meets all of the following criteria: - is dirty, and - toilets are broken/leaking, and - has no running water, and - doesn't flush. | The ablution facility is dirty, broken but still usable if it meets one of the following criteria: - is dirty, and - toilets are broken/leaking but still able to flush. | The ablution facility is clean, in working order, has running water and can be flushed. | To be determined during implementation. | | | | | |
| Ablution facilities are accessible, clean and in working order | Are the ablution facilities supplied with the necessary toiletries (toilet paper, soap, drying equipment)? | The ablution facilities has none of the necessary amenities and no provision is made to supply these amenities if there is no: - toilet paper; and - soap; and - hand-drying equipment or paper towels. | The ablution facilities has some of the necessary amenities and no provision is made to supply these amenities if there is toilet paper, but no soap, and/or hand-drying equipment or paper towels. | The ablution facility has all the necessary amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets. | The ablution facility has all amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap and soap dispensers; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets; and - nappy changing facilities. | | | | | |
| | Do disabled patients have access to suitable ablution facilities? | There are no ablution facilities suitable for disabled users | There is an ablution facility but it is not suitable for disabled users as it is either too small or the amenities are not suitable for the disabled. | There is an ablution facility suitable for disabled users, and it is in working order. | There is an ablution facility suitable for disabled users, and it is in working order and clearly marked. | | | | | |
| | 1 | 1 | 1 | | | | | | | |
| | | | | | KPA Score | 1 | | | | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--------------------------------|---|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| (PA 6: | Safety | | | | | | |
| | KPA 6 | | Sat | fety | | | |
| 6.1 | PA Statement | The facility has in place appropriate s | afeguards to protect users, staff and | their possessions from harm and thef | t. | | |
| | Are the facility's restricted areas signposted to prevent or minimise the risk of unauthorised entry? | Restricted areas are not marked or signposted. | There is considerable variation in the signposting of restricted areas, some are marked and others are not | All restricted areas are clearly marked. | Restricted areas are clearly marked and there is electronic access control or guard services at entrances. | | |
| | | | | | PA Score | 1 | |
| 6.2 | PA Statement | Facilities have health and safety proc | edures in place to handle emergencies | or when dealing with sensitive user i | nformation. | | |
| Safety procedures | Are emergency procedures (e.g. evacuation plan, marked exits.) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | Emergency procedures are partially compliant with building regulations if one of the following criteria is not met : - the evacuation plan is displayed at key points within the facility; - emergency exits are appropriately signposted; - fully-serviced fire extinguishers are available in the public spaces. | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | |
| | | | | | PA Score | 1 | |
| D۸ 7۰ | Opening and closing ti | mes/Service availability | and officianay | | KPA Score | 1 | |
| ΓΑ /. | | | • | rvice availability and efficiency | | | |
| 7.2 | | The facility operates in line with the o during these times and has backup sy | perational hours prescribed in norms rstems in place when utilities fail. | and standards, ensures that services | are provided on an ongoing basis | | |
| Adherence to operational hours | Did you observe any disruptions to services due to staff breaks, meetings or system failures? | There were major disruptions as a result of staff members taking tea breaks, lunch breaks, attending staff meetings or equipment or power failures, and this impacted heavily on services. | There were minor disruptions, when staff chatted to each other or on their cellphones. | There were no disruptions at all. | To be determined. | | |
| | · | | 1 | | | | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|--|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 8: (| Complaints and compli | iments management | | | | | |
| | KPA 8 | | | | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | paces and close to the exits. | | | |
| Awareness of complaint-lodging mechanisms | Does the facility display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure i s displayed prominently. | There complaints procedure is prominently displayed in waiting areas, public spaces and close to exits and there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | + | + | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the ed | quipment to lodge a complaint or com | pliment and tracks these until they are | resolved | | |
| Complaint- and compliment-lodging systems | Is there a clearly-marked complaints, compliments and suggestions box at this facility, that is easily accessible to users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also a telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| | 1 | 1 | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | |



NYDA Monitor tool

| The Presidency: Department of Planning, Monitoring and Evaluation | | | Office of the premier: | Province: |
|---|-------------------|--------------|------------------------|------------------|
| Frontline Service Delivery Monitorin | ng: Questionnaire | | | Reference Number |
| | | Details of F | SD Monitoring Site | |
| Name of Facility | | | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | | DD/MM/YYYY | | |
| | | Nam | ne of monitor | |
| Name and Surname | | | | |
| | Telephone | | | |
| Contact Details E-mail | | | | |
| Other | | | | |

Signature of monitor

Date

| | Description | | | Ratin | g Scale - Monitor | | |
|-------------------------------|---|---|---|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | ocation and Accessib | ility | | | | | |
| | KPA 1 | | Location and | l accessibility | | | |
| 1.1 | PA Statement | The facility's buildings and premises | are accessible to the disabled and the | elderly. | [| | |
| | Is the facility accessible to the disabled and the elderly from the facility perimeter to the building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, or a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient) handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non- slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly to navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | Adequate provision is made to help the disable and elderly to navigate their way inside the facility. There are ramps and handrails at all points within the facility (where needed) and passages are wide enough to allow ease of movement. | | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled and elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | friendly. Handrails and the operating | | |
| | | 1 | 1 | 1 | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| PA data Questries 1 = to ackived 2 = Putikly Ackived 3 = Fully Ackived 4 = Ackived boyon completion Score Comments 20 PA 3 SA 2 Users are able to locate the fully user as able to locate the fully user able to locate the fu | | Description | | | Ratin | g Scale - Monitor | | |
|--|---|---|--|--|--|--|-------|----------|
| KPA 2: Visibility and Signage 21 PA Statement Users are able to loads the facility quickly and easily by following saternal signage. Image: a staffield signage het is: Image: a staffield signage het is: <thimage: a="" het="" is:<="" signage="" staffield="" th=""></thimage:> | | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 2.1PA SummentUsers are able to locate the facility cycloty and easily by following estemal signage. $=$ $=$ I_{appop} | KPA 2: | Visibility and Signage | | | | | | |
| External signage: Is that widels sprage on the tradition widels and the tradition of the t | | KPA 2 | | Visibility a | | | | |
| Page External signage: Is there visible sproke on the tools of paths lasting to the boding? Three is no signage losting to the facility. Three is no signage losting to the facit signage is not dear is signage facility. | 2.1 | PA Statement | Users are able to locate the facility qu | ickly and easily by following external | signage. | | | |
| External signage: Is the facility meining gale/entrance?There is no signage by the main missing and it is too small.There is no signage by the main missing and it is too small.There is no signage by the main missing and it is too small.There is no signage by the main main of the facility.There are clear signa at the facility.Ime are a clear signa at the facility.Ime are a clear signa at the facility.20PA StatementUsers are able to navigate the tway throughout the facility. Users are able to navigate the tway throughout the facility.There is adequate internal signage to the correct service points and waiting areas.Ime are a clear signa at the facility.Ime are a clear signa at the facility.20PA StatementUsers are able to navigate the facility. Users are able to navigate the facility.There is adequate internal signage to the correct service points and waiting areas.Ime are a clear signa at the facility.Ime areas clear signa at the facility.areas?Internal signage: Does the signage areas?Ime areas area is an atternal signage to the correct service points and waiting areas.There is adequate internal signage to the correct service points and waiting areas.Ime area clear signa at the facility.Ime area clear signa at the facility.areasInternal signage: Does the signage areas?Ime area is an atternal signage to the correct service points and waiting areas.There is adequate internal signage to the correct service points and waiting areas.Ime area clear signa at the facility.Ime area clear signa at the facility.areasInternal signage: Does the signage areas?There is no signage.There is some internal signa | Signage to the facility | signage on the roads or paths leading | | | Clear (if it contains a universally accepted icon or legible text); Visible (if it is sufficiently large and easily read by pedestrians, public and private transport users); Useful if it provides directional and distance information on both sides of | clear, visible, useful, and is located on the main and feeder roads leading to | | |
| 2.2 PA Statement Users are able to navigate their way throughout the facility, by following internal signage to the correct service points and waiting areas. Image: Des the signage in the signage is written in english and the signage is the signage in the signage is written in only one language of the community. The signage is written in english and the signagage is written in english and the signaga is written in | | identified on the external sign by the | | visible (e.g. the sign is faded, letters are | facility's entrance which describes the | entrance and on the building which | | |
| Vigage of the community. Internal signage: Does the signage is no internal signage within the facility. There is no internal signage within the facility. There is no internal signage is not come remains legible text and is easily understandable; and visible. There is excellent internal signage (electronic) that is clear, visible, useful and up-to-date internal signage within the facility. There is no internal signage within the facility. There is no internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is no internal signage is not clear enough to direct users to the correct service points and up-to-date indices users quickly and efficiently. There is excellent internal signage (electronic) that is clear, visible, useful and up-to-date indices users quickly and efficiently. Iternal signage: Is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas. There is no signage: Iternal signage within the facility by signage that contains easy-to-understand iconography and is translated into the local language of the community. Iternal signage: Is the signage is the signage is withen in engists and the local language of the community. The signage is written in engists and the local language service of the community. The signage is written in engists and the local languages elevant to the correct is no signage. The signage is written in only one language of the community. The signage is written in engists and the local language service of the community. The signage is writen in engish and the local languages relevant to the c | | | | • | • | PA Score | 1 | |
| Internal signage: Does the signage inside the facility direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas. There is excellent internal signage is under the facility and efficiently. There is excellent internal signage is under the facility areas. There is excellent internal signage is under the facility and efficiently. There is excellent internal signage is under the facility and efficiently. 2.3 PA Statement Users are helped to navigate their way through the facility by signage that contains easy-to-understand iconogramy and is translated into the local language of the community. The signage is written in English and the local language is written in English and the local language of the community. The signage is written in English and the local language selevant to the correct is the community. The signage is written in English and the local language selevant to the community. The signage is written in English and the local language of the community. The signage is written in English and the local language of the community. The signage is written in English and the local language selevant to the community. The signage is written in English and the local language selev | 2.2 | PA Statement | Users are able to navigate the | ir way throughout the facility, by follow | ving internal signage to the correct se | rvice points and waiting areas. | | |
| 2.3 PA Statement Users are helped to navigate their way through the facility by signage that contains easy-to-understand iconograph and is translated into the local Image: | age | inside the facility direct users to the correct service points and waiting | | areas or the signage is not clear enough to direct users to the correct | is: Clear: contains legible text and is easily understandable; and Visible: sufficiently large to be read by all users and is placed prominently at key points throughout the facility; and Useful: provides directional assistance to the correct service points and waiting | (electronic) that is clear, visible, useful and contains additional and up-to-date information on the service points and | | |
| 2.3 PA Statement language of the community. Internal signage: Is the signage in English and the main language(s) of the surrounding community? There is no signage. The signage is written in only one language of the community. The signage is written in English and the main language(s) of the surrounding community? | | | | | | | 1 | |
| the surrounding community? | | PA Statement | | y through the facility by signage that o | ontains easy-to-understand iconogra | ohy and is translated into the local | | |
| Ø PA Score | ignage in main language of local community | English and the main language(s) of | There is no signage. | | | least two local languages relevant to | | |
| | Si | 1 | | <u> </u> | | PA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | | | |
|-------------------------|---|--|--|--|--|-------|----------|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | |
| 2.4 | PA Statement | The facility provides users with inforr | nation on its services, fees and manag | gement's contact details. | | | | | |
| e offerin g/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | | | |
| Service | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | | | |
| | | | | L | PA Score | 1 | | | |
| | · · · | | KPA Score | 1 | | | | | |
| KPA 3: 0 | Queue management an KPA 3 | Queue Management and Waiting times | | | | | | | |
| 3.1 | PA Statement | The facility has in place a queue mana process. | | - | efficiently through the service | | | | |
| ma nagement systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait, an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | | | |
| Queue mans | Is there a reception or helpdesk, manned and situated in a prominent position in the facility (where applicable)? | There is no reception or helpdesk. | There is an identified reception or helpdesk but no official manning it. | There is an identified, and manned reception or helpdesk, with an assigned official present, and situated in a prominent position within the facility. | There is a reception and a separate helpdesk which is identified and manned with an assigned official present, and situated in a prominent position within the facility. | | | | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|---|--|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| | | Γ | | | PA Score | 1 | |
| 3.2 | PA Statement | The facility keeps users informed of | their target waiting times and how long | they can be expected to wait before b | eing attended to. | | |
| Waiting times | Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly displayed in various waiting areas. | There are target waiting times displayed at all waiting area and delays are communicated to users. | | |
| | | | 1 | | | | |
| 3.3 | PA Statement | The facility's queue management systimes. | stem identifies users with special needs | s, and makes provision to fast-track se | rvice delivery and reduce waiting | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with specie needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| KPA 4: [| Dignified treatment | | | | | | |
| | KPA 4 | | | | gnified Treatment | | |
| 4.1 | PA Statement | The facility's staff treats users with o | courtesy, dignity and respect and provid | de services in a friendly manner. | | | |
| Courteous, dignified and respectful service | Did the staff treat users with courtesy, friendliness, dignity and respect? (Courtesy = the showing of politeness in one's attitude and behaviour toward others. Respect = to show regard or consideration for users rights. Dignity = quality of being worthy of honour or respect) | Most users are not treated with courtesy, friendliness, dignity and respect. | Some users are not treated with courtesy, friendliness, dignity and respect. | All users are treated with courtesy, friendliness, dignity and respect. | Staff go an extra mile to assist users beyond expectations of the service centre. | | |
| | | T | | | PA Score | 1 | |
| 4.2 | PA Statement | The facility takes reasonable steps to | o communicate with users in the langua | age of their choice or provide interpret | ation services, if necessary. | | |
| Language of choice | Did the staff address users in the dominant language(s) of the community? | None of the users are spoken to in the dominant language(s) of the community. | Some of the users are spoken to in the dominant language(s) of the community. | All the users are spoken to in the dominant language(s) of the community. | Best practice to be determined during implementation | | |
| | | • | | • | PA Score | 1 | |

| FA heading Questions 1 = Not achieved 2 = Partially Achieved 3 = Fully Achieved 4 = Achieved beyond compliance Score | Comments |
|---|----------|
| 4.3 PA Statement The facility's staff is able to understand and respond appropriately to questions from users, and promptly process their service requests. | |
| Service requests are processed very service point? Services requests are processed very slowly by staff. Service requests are processed very others Service requests are processed very others Service requests are processed very others | |
| PA Score / | |
| 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniforms. | |
| Provide Do facility staff wear name tags at all times? None of the staff are wearing name tags. Some of the staff are wearing name tags. All of the staff are wearing name tags. All of the staff are wearing name tags. tags. Some of the staff are wearing name tags. All of the staff are wearing name tags. All of the staff are wearing name tags. | |
| PA Score / | |
| 4.5 PA Statement The facility provides users with information on how to apply for the services including the types of documents needed, the fees payable, and the process for following up on their service request or application. | |
| To what extent does the facility (e.g. signboards or pamphlets) provide information to users to assist them in applying for a service? To what extent does the facility (e.g. signboards or pamphlets) on the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | |
| PA Score / | |
| 4.6 PA Statement The facility publicises its service standards and targets so that users know and understand what to expect during their time at the facility. | |
| Is the service delivery charter displayed? The service delivery charter is not displayed. The facility displays a service delivery charter but it is not positioned prominently or visible to users. The facility displays a service delivery charter but it is not positioned prominently or visible to users. The facility displays a service delivery charter but it is not positioned prominently or visible to users. The facility displays a service delivery charter but it is not positioned prominently or visible to users. The facility displays a service delivery charter but it is not positioned prominently or visible to users. The facility displays a service delivery charter and it is positioned prominently and visible. The facility displays sector-specific standards and it is positioned prominently and visible. The facility displays sector-specific standards and it is positioned prominently and visible. The facility displays sector-specific standards and it is positioned prominently and visible. The facility displays sector-specific standards and it is positioned prominently and visible. The facility displays sector-specific standards and it is positioned prominently and visible. The facility displays sector-specific standards and it is positioned prominently and visible. The facility displays a service delivery delivery charters at all key points | |
| | |
| PA Score / | |
| KPA Score / | |

| | Description | | | Ratin | g Scale - Monitor | | |
|-------------------------------|---|--|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 5: | Cleanliness and Comfo | ort | | | | | |
| | KPA 5 | | Cleanliness | and Comfort | | | |
| 5.1 | PA Statement | The facility is clean and maintained in services. | a manner that enhances the user's ex | | | | |
| | Are the facility's grounds and outside areas kept clean and maintained? | The facility's grounds and outside areas are heavily littered with significant accumulations in bins and/or on the grounds, the plants and shrub beds are overgrown and the grass is not mowed. | There is littering with minor accumulations in bins and/or on the grounds, the grass and plants have been cut but demonstrate signs of regrowth. | The facility's ground and outside area are clean (i.e. no littering) and maintained (the grass and plants are cut and neat). | To be determined | | |
| ance of facility | Is the inside of the facility clean ? | If the facility is very dirty if all of the criteria is met: -the public spaces and waiting areas are heavily littered, and - the floors are dirty, and - a foul smell is present. | If the facility is dirty if two of three criteria is met: -the public spaces and waiting areas are heavily littered, and/or - the floors are dirty, and/or - a foul smell is present. | The inside of the facility is clean (free from litter in public spaces, free from dirt on floors and no foul smells) and well kept. | The inside of the facility is clean (free from litter and dirt) and well kept. There is continuous cleaning or it is done frequent intervals throughout the day. There is an mechanism through which users can rate the cleanliness of the facility. | | |
| Cleanliness and maintenance o | Is the facility's buildings, fittings and fixtures well maintained? | The facility is poorly maintained if five or more of the following conditions are met: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) - Doors are broken - Gutters are blocked | The facility is somewhat maintained if between one and five of the conditions are met:: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) - Doors are broken - Gutters are blocked | the ten conditions are met: | To be determined during implementation. | | |
| | Is the furniture well maintained? | The furniture is poorly maintained if: - most of the chairs are broken, and/or - there is significant damage to most of the tables and counters. | The furniture is maintained if: - some of the chairs are broken and/or - there is some damage to the tables and counters. | The furniture is well maintained if none of the chairs, tables or counters are broken or damaged. | To be determined. | | |

| PA- hadding to Outsides 1 = Not active to the sufficient to the | | Description | | | Ratin | g Scale - Monitor | | |
|--|------------------------|---------------------------------------|--|---|---|--|-------|----------|
| 5.1 PA Statement The facility has sufficient and comfortable uniting parts in they spectrated from devere a wather conditions and have encoded teal to be conditional and they software from devere a wather conditions and have encoded teal to be conditional and they software from devere a wather conditions and have encoded teal to be conditional and they software from devere a wather conditions and have encoded teal to be conditional and they software from devere a wather conditions and have encoded teal to be conditional and they software from devere a wather conditions and have encoded teal to be conditional and they software from devere a wather conditions and have encoded teal to be conditional and the software from devere a wather conditions and have encoded teal to be conditional and the software from devere a wather conditions and have encoded teal to be conditional and the software from devere a wather conditions and have encoded teal to be conditional and the software from devere a wather conditions and have encoded teal to be conditional and the software from devere a wather conditions and have encoded teal to be conditional and the software from devere a wather conditions and have encoded teal to be conditional and the software from devere a wather conditions. 5.1 De develop | | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 1/2 1/2 1/2 1/2 1/2 1/2 1/2 1/2 1 besing to define from values of the second to define the value of the second to define the second to define the values of the second to define the second to define the values of the values of the second to define the values of the second to define | | I | | | | PA Score | 1 | |
| Performance Provide the same spectra (p = 0) in the waking and (p = 0) in the same performance and | 5.2 | PA Statement | The facility has sufficient and comfor | | have enough seating to accommodate | | | |
| Is the waiting area pointed from the waiting area is outside, not over and and exposed to the elements over election for non-sources and exposed to the subble vertilation and hears table vertilation. and waip pointed from sources and exposed to the subble vertilation and hears table vertilation. 0 description and table vertilation and table vertication and table vertication and table vertilation and table vertilation and table vertilation and table vertilation and table vertication and table verticati | | seating to cater for the volumes of | | | | To be determined. | | |
| Up sales fine be abases to infining waiting area (s) Infinities the domining water infining water information area (s) Infinities waiting area (s) area (s) Information the waiting area (s) Information the waiting area (s) Image: Infinities water infinitie | Suitable waiting areas | | 5 | with an overhead awning, and offers some protection from adverse weather | and well protected from adverse weather conditions, and has suitable | and well protected from adverse weather conditions, and has suitable | | |
| 5.4 PA Statement The facility provides clean and functioning ablution facilities with the necessary toiletries to prevent the spread of disease. 5.4 PA Statement The facility provides clean and functioning ablution facilities to prevent the spread of disease. Image: the facility solution facilities and the facility solution facilities are to kennelasing and - hard solution facilities has some of the clubes are to kennelasing but still able to the solution facilities has some of the clubes are to kennelasing but still able to the solution facilities has some of the clubes are to kennelasing but still able to the solution facilities has some of the clubes are to kennelasing but still able to the solution facilities has some of the clubes are to kennelasing but still able to the ablution facilities has some of the clubes are and in working operation facilities supplied with the necessary unellies and to provision is made to sapply these aremities in the cossary amenilies and no provision is sogar and - hand styring equipment or paper towel is sogar and - hand styring equipment or paper towel is sogar and - hand styring equipment or paper towel is sogar and - hand styring equipment or paper towel is suitable for disabled users and it is not whing order. There is an ablution facility suitable for disabled users and it is not whing order. There is an ablution facility suitable for disabled users and it is not whing order. 0 Distable paper and subtable for disabled users There is an ablution facility but it is not suitable for disabled users and it is not whing order. There is an ablution facility suitable for disabled users and it is not whing order. There is an ablution facility suitable for disabled users and it is not whing order. | | ŭ | waiting area | clean cup available in the waiting | refilled regularly, and clean cups | through a water purifier, with | | |
| Image: state of the solution facilities and in working order? The abutton facilities are broken fit meets and of the following criteria: | | | | | | PA Score | 1 | |
| Are the facility's ablition facilities agrices and in working order? The ablition facility is dirty, rood in facilities are thorken lieking during order. The ablition facility is dirty, rood in facilities agrice and in working order? To be determined during implementation. Are the facility's ablition facilities agrice and in working order? The ablition facilities has none of the coessery amenities and no provision is made to supply these amenities if in these: The ablition facility has all amenities if in these: The ablition facility has all amenities if in these: The ablition facility has all amenities if in these: Are the ablition facilities supplication (solid ties has none of the paper; soap, drying equipment)? The ablition facility has all on provision is made to supply these amenities if there is to liet paper; but no soap, and hand-drying equipment or paper towels. The ablition facility has all amenities if in these: The ablition facility has all amenities if in these: Do disabled patients have access to supply these amenities if uses. There is no ablition facility ager of the lepper is made accessible); and - soap; and - hand-drying equipment or paper towels. There is an ablition facility suitable for disabled users, and there is an ablition facility suitable for disabled users, and there is an ablition facility suitable for disabled users, and it is in working order. There is an ablition facility suitable for disabled users, and ti is in working order. Do disabled patients have access to suitable for disabled users. There is an ablition facility as an order. There is an ablition facility suitable for disabled users, a | 5.4 | PA Statement | | oning ablution facilities with the neces | sary toiletries to prevent the spread o | f disease. | | |
| Are the ablution facilities supplied with the necessary toiletries (toilet paper, soap, drying equipment)? Are the ablution facilities supplied with the necessary toiletries (toilet paper, soap, drying equipment)? | rder | | broken if it meets all of the following criteria: - is dirty, and - toilets are broken/leaking, and - has no running water, and | still usable if it meets one of the following criteria: - is dirty, and - toilets are broken/leaking but still able | order, has running water and can be | To be determined during | | |
| Do disabled patients have access to suitable ablution facilities? There are no ablution facilities suitable for disabled users as it is either too small or the amenities are not suitable for the disabled. Inere is an ablution facility suitable for disabled users, and it is in working order. disabled users, and it is in working order and clearly marked. Example 1 Example 2 Example 2 Example 2 Example 2 Example 2 Example 2 Example 2 Example 2 Example 2 Example 2 Example 2 Example 2 Example 2 Example 2 Example 2 Example 2 Example 2 | are accessible, clean | with the necessary toiletries (toilet | necessary amenities and no provision is made to supply these amenities if there is no: - toilet paper; and - soap; and - hand-drying equipment or paper | necessary amenities and no provision is made to supply these amenities if there is toilet paper, but no soap, and/or | necessary amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both | it has: - toilet paper (or toilet paper is made accessible); and - soap and soap dispensers; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets; and | | |
| | | | | suitable for disabled users as it is either too small or the amenities are not | disabled users, and it is in working | disabled users, and it is in working | | |
| KPA Score / | | · | · | 1 | | | | |
| | | | | | | KPA Score | 1 | |

| | Description | | Ratin | g Scale - Monitor | | | |
|------------------------------|---|---|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 6: \$ | Safety | | | | | | |
| | KPA 6 | | Sa | fety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and | their possessions from harm and thef | t . | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| | Are the facility's restricted areas signposted to prevent or minimise the risk of unauthorised entry? | Restricted areas are not marked or signposted. | There is considerable variation in the signposting of restricted areas, some are marked and others are not | All restricted areas are clearly marked. | Restricted areas are clearly marked and there is electronic access control or guard services at entrances. | | |
| | | | | | PA Score | 1 | |
| 6.2 | PA Statement | Facilities have health and safety proc | edures in place to handle emergencies | s or when dealing with sensitive user i | nformation. | | |
| Selety procedures | Are emergency procedures (e.g. evacuation plan, marked exits.) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | key points within the facility; | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | |
| | <u> </u> | ı | 1 | | | | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--------------------------------|---|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 7: | Opening and closing ti | mes/Service availability | and efficiency | | | | |
| | KPA 7 | | Opening and closing times/S | ervice availability and efficiency | | | |
| 7.1 | PA Statement | Governments must ensure that users | know the operational hours of the se | | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | There are no opening and closing times displayed | The opening and closing times are displayed, but these are not visible. | Opening and closing times are clearly displayed, and visible at the main entrance of the premises or within the facility | Opening and closing times are clearly displayed and visible at the main entrance to the premises, to the buildings and at specific service points if they differ to that of the main facility. | | |
| | | | | | PA Score | 1 | |
| 7.2 | PA Statement | The facility operates in line with the o during these times and has backup sy | | s and standards, ensures that services | are provided on an ongoing basis | | |
| Adherence to operational hours | Did you observe any disruptions to services due to staff breaks, meetings or system failures? | There were major disruptions as a result of staff members taking tea breaks, lunch breaks, attending staff meetings or equipment or power failures, and this impacted heavily on services. | There were minor disruptions , when staff chatted to each other or on their cellphones. | There were no disruptions at all. | To be determined. | | |
| | | Г | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|--|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 8: (| Complaints and compli | iments management | | | | | |
| | KPA 8 | | Complaints and com | pliments management | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | | | | |
| Awareness of complaint-lodging mechanisms | Does the facility display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure i s displayed prominently. | There complaints procedure is prominently displayed in waiting areas, public spaces and close to exits and there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | + | + | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the ed | quipment to lodge a complaint or com | pliment and tracks these until they are | resolved | | |
| Complaint- and compliment-lodging systems | Is there a clearly-marked complaints, compliments and suggestions box at this facility, that is easily accessible to users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also a telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| | 1 | 1 | 1 | | | | |
| | | | | | KPA Score | 1 | |



MCCC Monitor tool

| The Presidency: Department of Pla | anning, Monitoring and Evaluation | | Office of the premier: | Province: |
|--|-----------------------------------|------------|------------------------|------------------|
| Frontline Service Delivery Monitoring: Questionnaire | | | | Reference Number |
| | | Details of | FSD Monitoring Site | |
| Name of Facility | | | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | | DD/MM/YYYY | | |
| | | Nan | ne of monitor | |
| Name and Surname | | | | |
| Telephone | | | | |
| Contact Details | E-mail | | | |
| Other | | | | |

Signature of monitor

Date

| | Description | | | Ratin | g Scale - Monitor | | |
|-------------------------------|---|---|---|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | ocation and Accessib | ility | | | | | |
| | KPA 1 | | Location and | accessibility | | | |
| 1.1 | PA Statement | The facility's buildings and premises | are accessible to the disabled and the | elderly. | [| | |
| | Is the facility accessible to the disabled and the elderly from the facility perimeter to the building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, or a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non- slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly to navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | Adequate provision is made to help the disable and elderly to navigate their way inside the facility. There are ramps and handrails at all points within the facility (where needed) and passages are wide enough to allow ease of movement. | | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled and elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. | | |
| 1 | | | PA Score | | | | |
| | | | | | KPA Score | 1 | <u> </u> |

| PA data Questries 1 = to ackived 2 = Putikly Ackived 3 = Fully Ackived 4 = Ackived boyon completion Score Comments 20 PA 3 SA 2 Users are able to locate the fully user as able to locate the fully user able to locate the fu | | Description | | | Ratin | g Scale - Monitor | | |
|--|---|---|--|--|--|--|-------|----------|
| KPA 2: Visibility and Signage 21 PA Statement Users are able to loads the facility quickly and easily by following saternal signage. Image: a staffield signage het is: Image: a staffield signage het is: <thimage: a="" het="" is:<="" signage="" staffield="" th=""></thimage:> | | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 2.1PA SummentUsers are able to locate the facility cycloty and easily by following estemal signage. $=$ $=$ I_{appop} | KPA 2: | Visibility and Signage | | | | | | |
| External signage: Is that widels sprage on the tradition widels and the tradition of the t | | KPA 2 | | Visibility a | nd Signage | | | |
| Page External signage: Is there visible sproke on the tools of paths lasting to the boding? Three is no signage losting to the facility. Three is no signage losting to the facit signage is not dear is signage facility. | 2.1 | PA Statement | Users are able to locate the facility qu | ickly and easily by following external | signage. | | | |
| External signage: Is the facility meining gale/entrance?There is no signage by the main missing and it is too small.There is no signage by the main missing and it is too small.There is no signage by the main missing and it is too small.There is no signage by the main main of the facility.There are clear signa at the facility.Ime are a clear signa at the facility.Ime are a clear signa at the facility.20PA StatementUsers are able to navigate the tway throughout the facility. Users are able to navigate the tway throughout the facility.There is adequate internal signage to the correct service points and waiting areas.Ime are a clear signa at the facility.Ime are a clear signa at the facility.20PA StatementUsers are able to navigate the facility. Users are able to navigate the facility.There is adequate internal signage to the correct service points and waiting areas.Ime are a clear signa at the facility.Ime areas clear signa at the facility.areas?Internal signage: Does the signage areas?Ime areas area is an atternal signage to the correct service points and waiting areas.There is adequate internal signage to the correct service points and waiting areas.Ime area clear signa at the facility.Ime area clear signa at the facility.areasInternal signage: Does the signage areas?Ime area is an atternal signage to the correct service points and waiting areas.There is adequate internal signage to the correct service points and waiting areas.Ime area clear signa at the facility.Ime area clear signa at the facility.areasInternal signage: Does the signage areas?There is no signage.There is some internal signa | Signage to the facility | signage on the roads or paths leading | | | Clear (if it contains a universally accepted icon or legible text); Visible (if it is sufficiently large and easily read by pedestrians, public and private transport users); Useful if it provides directional and distance information on both sides of | clear, visible, useful, and is located on the main and feeder roads leading to | | |
| 2.2 PA Statement Users are able to navigate their way throughout the facility, by following internal signage to the correct service points and waiting areas. Image: Des the signage in the signage is written in english and the signage is the signage in the signage is written in only one language of the community. The signage is written in english and the signagage is written in english and the signaga is written in | | identified on the external sign by the | | visible (e.g. the sign is faded, letters are | facility's entrance which describes the | entrance and on the building which | | |
| Vigage of the community. Internal signage: Does the signage is no internal signage within the facility. There is no internal signage within the facility. There is no internal signage is not come remains legible text and is easily understandable; and visible. There is excellent internal signage (electronic) that is clear, visible, useful and up-to-date internal signage within the facility. There is no internal signage within the facility. There is no internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is no internal signage is not clear enough to direct users to the correct service points and up-to-date indices users quickly and efficiently. There is excellent internal signage (electronic) that is clear, visible, useful and up-to-date indices users quickly and efficiently. Iternal signage: Is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas. There is no signage: Iternal signage within the facility by signage that contains easy-to-understand iconography and is translated into the local language of the community. Iternal signage: Is the signage is the signage is withen in engists and the local language of the community. The signage is written in engists and the local language service of the community. The signage is written in engists and the local languages elevant to the correct is no signage. The signage is written in only one language of the community. The signage is written in engists and the local language service of the community. The signage is writen in engish and the local languages relevant to the c | | | | • | • | PA Score | 1 | |
| Internal signage: Does the signage inside the facility direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas. There is excellent internal signage is under the facility and efficiently. There is excellent internal signage is under the facility areas. There is excellent internal signage is under the facility and efficiently. There is excellent internal signage is under the facility and efficiently. 2.3 PA Statement Users are helped to navigate their way through the facility by signage that contains easy-to-understand iconogramy and is translated into the local language of the community. The signage is written in English and the local language is written in English and the local language of the community. The signage is written in English and the local language selevant to the correct is the community. The signage is written in English and the local language selevant to the community. The signage is written in English and the local language of the community. The signage is written in English and the local language of the community. The signage is written in English and the local language selevant to the community. The signage is written in English and the local language selev | 2.2 | PA Statement | Users are able to navigate the | ir way throughout the facility, by follow | ving internal signage to the correct se | rvice points and waiting areas. | | |
| 2.3 PA Statement Users are helped to navigate their way through the facility by signage that contains easy-to-understand iconograph and is translated into the local Image: | age | inside the facility direct users to the correct service points and waiting | | areas or the signage is not clear enough to direct users to the correct | is: Clear: contains legible text and is easily understandable; and Visible: sufficiently large to be read by all users and is placed prominently at key points throughout the facility; and Useful: provides directional assistance to the correct service points and waiting | (electronic) that is clear, visible, useful and contains additional and up-to-date information on the service points and | | |
| 2.3 PA Statement language of the community. Internal signage: Is the signage in English and the main language(s) of the surrounding community? There is no signage. The signage is written in only one language of the community. The signage is written in English and the main language(s) of the surrounding community? | | | | 1 | | | | |
| the surrounding community? | | PA Statement | | y through the facility by signage that o | ontains easy-to-understand iconogra | ohy and is translated into the local | | |
| Ø PA Score | ignage in main language of local community | English and the main language(s) of | There is no signage. | | | least two local languages relevant to | | |
| | Si | 1 | | <u> </u> | | PA Score | 1 | |

| | Description | | Rating Scale - Monitor | | | | | | | |
|-------------------------|---|--|--|--|--|-------|----------|--|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | | |
| 2.4 | PA Statement | The facility provides users with inforr | nation on its services, fees and manag | ement's contact details. | | | | | | |
| se offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | | | | |
| Service | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | | | | |
| | | | | | PA Score | 1 | | | | |
| | | | | | KPA Score | 1 | | | | |
| KPA 3: 0 | Queue management an | d waiting times | <u> </u> | | | | | | | |
| | KPA 3 | | Queue Managemen | t and Waiting times | | | | | | |
| 3.1 | PA Statement | The facility has in place a queue mana process. | agement system to direct, manage and | I control the flow of users quickly and | efficiently through the service | | | | | |
| agement systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait, an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | | | | |
| Queue manager | Is there a reception or helpdesk, manned and situated in a prominent position in the facility (where applicable)? | There is no reception or helpdesk. | There is an identified reception or helpdesk but no official manning it. | There is an identified, and manned reception or helpdesk, with an assigned official present, and situated in a prominent position within the facility. | There is a reception and a separate helpdesk which is identified and manned with an assigned official present, and situated in a prominent position within the facility. | | | | | |
| | | l | l | l | PA Score | I | | | | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|---|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 3.2 | PA Statement | The facility keeps users informed of t | heir target waiting times and how long | they can be expected to wait before b | eing attended to. | | |
| Waiting times | Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly displayed in various waiting areas. | There are target waiting times displayed at all waiting area and delays are communicated to users. | | |
| | | | | | PA Score | 1 | |
| 3.3 | | The facility's queue management syst times. | tem identifies users with special needs | s, and makes provision to fast-track se | rvice delivery and reduce waiting | | |
| special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| | ł | | 1 | 1 | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| KPA 4: | Dignified treatment | | | | | | |
| | KPA 4 | | | Di | gnified Treatment | | |
| 4.1 | PA Statement | The facility's staff treats users with co | ourtesy, dignity and respect and provi | de services in a friendly manner. | - | | |
| Courteous, dignified and respectful service | Did the staff treat users with courtesy, friendliness, dignity and respect? (Courtesy = the showing of politeness in one's attitude and behaviour toward others. Respect = to show regard or consideration for users rights. Dignity = quality of being worthy of honour or respect) | Most users are not treated with courtesy, friendliness, dignity and respect. | Some users are not treated with courtesy, friendliness, dignity and respect. | All users are treated with courtesy, friendliness, dignity and respect. | Staff go an extra mile to assist users beyond expectations of the service centre. | | |

| | | | | | PA Score | 1 | |
|-----------------------|--|---|---|---|--|---|--|
| 4.2 | PA Statement The facility takes reasonable steps to communicate with users in the language of their choice or provide interpretation services, if necessary. | | | | | | |
| Language of choice | Did the staff address users in the dominant language(s) of the community? | None of the users are spoken to in the dominant language(s) of the community. | Some of the users are spoken to in the dominant language(s) of the community. | All the users are spoken to in the dominant language(s) of the community. | Best practice to be determined during implementation | | |
| | • | • | 1 | | | | |

| FA heading Questions 1 = Not achieved 2 = Partially Achieved 3 = Fully Achieved 4 = Achieved beyond compliance Score | Comments |
|---|----------|
| 4.3 PA Statement The facility's staff is able to understand and respond appropriately to questions from users, and promptly process their service requests. | |
| Service requests are processed very service point? Services requests are processed very slowly by staff. Service requests are processed very others Service requests are processed very others Service requests are processed very others | |
| PA Score / | |
| 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniforms. | |
| Provide Do facility staff wear name tags at all times? None of the staff are wearing name tags. Some of the staff are wearing name tags. All of the staff are wearing name tags. All of the staff are wearing name tags. tags. Some of the staff are wearing name tags. All of the staff are wearing name tags. All of the staff are wearing name tags. | |
| PA Score / | |
| 4.5 PA Statement The facility provides users with information on how to apply for the services including the types of documents needed, the fees payable, and the process for following up on their service request or application. | |
| To what extent does the facility (e.g. signboards or pamphlets) provide information to users to assist them in applying for a service? To what extent does the facility (e.g. signboards or pamphlets) on the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | |
| PA Score / | |
| 4.6 PA Statement The facility publicises its service standards and targets so that users know and understand what to expect during their time at the facility. | |
| Is the service delivery charter displayed? The service delivery charter is not displayed. The facility displays a service delivery charter but it is not positioned prominently or visible to users. The facility displays a service delivery charter but it is not positioned prominently or visible to users. The facility displays a service delivery charter but it is not positioned prominently or visible to users. The facility displays a service delivery charter but it is not positioned prominently or visible to users. The facility displays a service delivery charter but it is not positioned prominently or visible to users. The facility displays a service delivery charter and it is positioned prominently and visible. The facility displays sector-specific standards and it is positioned prominently and visible. The facility displays sector-specific standards and it is positioned prominently and visible. The facility displays sector-specific standards and it is positioned prominently and visible. The facility displays sector-specific standards and it is positioned prominently and visible. The facility displays sector-specific standards and it is positioned prominently and visible. The facility displays sector-specific standards and it is positioned prominently and visible. The facility displays a service delivery delivery charters at all key points | |
| | |
| PA Score / | |
| KPA Score / | |

| PA Heading Heading KPA 5: to be antileness and Comfort I what achieved the source is class without and integration of the balance is a source that what what is a source that what i | | Description | | | Ratin | g Scale - Monitor | | |
|--|---------------|---------------------------------------|---|---|--|--|-------|----------|
| K00.5 Clearlines and Condro Clearlines and Condro 5.1 PA Statement The faility is grants and maintees in a standard in the starts are than the starts are the start's experiments and contrast as all environs and contrast and the starts are the start's experiments and contrast as all environs and contrast are the start's experiments and the start are the start are the start are the start's experiments and the start are the start's experiment and the start are the start's experiments and the start are the start ar | | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 1 PA Subtrenet The facility is down and maintained is a manner that enhances the user's experience and ensures a safe environment for the delivery of foculitie 4 PA Subtrenet The facility's grounds and calcido area grounds and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of foculitie To be during a ground and calcido area grounds and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of foculitie Are the facility's ground and calcido area grounds and maintained for the ground and maintained for the ground and maintained for grounds and maintained for grounds and maintained for the ground and calcido area grounds and the ground and | KPA 5: 0 | Cleanliness and Comfo | ort | | I | | I | |
| b PA stutement privies output The solidy sponds and outputs are key/dam and matrix growth, sponds and bubb are provide spoids and bubbb are provide spoids and bubbb are provide spoids and bubbb are pr | | KPA 5 | | Cleanliness | and Comfort | | | |
| May be backing grounds and outside and maintained? Description of the addroid methy and the back and addroid methy and the back and addroid methy and the back and addroid the ground is addroid methy and the back and addroid the ground is addroid methy and the back and addroid the ground is | 5.1 | PA Statement | | a manner that enhances the user's e | xperience and ensures a safe environn | nent for the delivery of frontline | | |
| Image: set of the solid vision of the solid | | | are heavily littered with significant accumulations in bins and/or on the grounds, the plants and shrub beds are | accumulations in bins and/or on the grounds, the grass and plants have been cut but demonstrate signs of | are clean (i.e. no littering) and maintained (the grass and plants are | To be determined | | |
| Image: state stat | t of facility | Is the inside of the facility clean ? | criteria is met: -the public spaces and waiting areas are heavily littered, and - the floors are dirty, and | criteria is met: -the public spaces and waiting areas are heavily littered, and/or - the floors are dirty, and/or | from litter in public spaces, free from dirt on floors and no foul smells) and | from litter and dirt) and well kept. There is continuous cleaning or it is done frequent intervals throughout the day. There is an mechanism through which users can rate the cleanliness of the | | |
| Is the furniture well maintained? - most of the chairs are broken, and/or - there is significant damage to most of the tables and counters. - there is some damage to the tables and counters. - there is some damage to the tables and counters. - there is some damage to the tables - there is some damage tables - there is some d | and mainten. | | or more of the following conditions are met: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) - Doors are broken | between one and five of the conditions are met:: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) -Doors are broken | the ten conditions are met: - There is no visible water damage on the ceiling; - The ceiling is intact; - The paint is not peeling off the walls; - There are no cracks on the walls; - Electrical wiring is not exposed; - Lights are working; - Windows are not broken; - Air-conditioning is functional (if available); - Doors are intact (not broken); | | | |
| PA Score / | | Is the furniture well maintained? | - most of the chairs are broken, and/or - there is significant damage to most | - some of the chairs are broken and/or - there is some damage to the tables | of the chairs, tables or counters are | To be determined. | | |
| | | | 1 | | | PA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--|--|---|--|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 5.2 | PA Statement | The facility has sufficient and comfor | table waiting areas that are protected f the volumes of | | nave enough seating to accommodate | | |
| | Do the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | |
| Suitable waiting areas | Is the waiting area protected from adverse weather conditions? | The waiting area is outside, not covered and exposed to the elements | The waiting area is outside, covered with an overhead awning, and offers some protection from adverse weather conditions. | The waiting area is inside , enclosed, and well protected from adverse weather conditions, and has suitable ventilation. | The waiting area is inside, enclosed, and well protected from adverse weather conditions, and has suitable ventilation and heating systems. | | |
| | Do users have access to drinking water in the waiting area(s)? | There is no drinking water in the waiting area. | There is drinking water, but only one clean cup available in the waiting areas(s) | There is drinking water, which is refilled regularly, and clean cups available in the waiting area(s). | There is a drinking water dispensed through a water purifier, with disposable cups. | | |
| | | | | | PA Score | 1 | |
| 5.3 | PA Statement | | oning ablution facilities with the neces | sary toiletries to prevent the spread of | disease. | | |
| | Are the facility's ablution facilities clean and in working order? | broken if it meets all of the following criteria: - is dirty, and - toilets are broken/leaking, and - has no running water, and - doesn't flush. | The ablution facility is dirty, broken but still usable if it meets one of the following criteria: - is dirty, and - toilets are broken/leaking but still able to flush. | The ablution facility is clean, in working order, has running water and can be flushed. | To be determined during implementation. | | |
| Ablution facilities are accessible, clean and in working order | Are the ablution facilities supplied with the necessary toiletries (toilet paper, soap, drying equipment)? | The ablution facilities has none of the necessary amenities and no provision is made to supply these amenities if there is no: - toilet paper; and - soap; and - hand-drying equipment or paper towels. | The ablution facilities has some of the necessary amenities and no provision is made to supply these amenities if there is toilet paper, but no soap, and/or hand-drying equipment or paper towels. | The ablution facility has all the necessary amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets. | The ablution facility has all amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap and soap dispensers; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets; and - nappy changing facilities. | | |
| | Do disabled users have access to suitable ablution facilities? | There are no ablution facilities suitable for disabled users | There is an ablution facility but it is not suitable for disabled users as it is either too small or the amenities are not suitable for the disabled. | There is an ablution facility suitable for disabled users, and it is in working order. | There is an ablution facility suitable for disabled users, and it is in working order and clearly marked. | | |
| | | | 1 | | | | |
| | | | | | | | |

| | Description | | | Ratin | g Scale - Monitor | | |
|------------------------------|---|---|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 6: | Safety | | | | | 1 | |
| | KPA 6 | | Sa | | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and | their possessions from harm and thef | t. | | |
| Safely and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| | Are the facility's restricted areas signposted to prevent or minimise the risk of unauthorised entry? | Restricted areas are not marked or signposted. | There is considerable variation in the signposting of restricted areas, some are marked and others are not | All restricted areas are clearly marked. | Restricted areas are clearly marked and there is electronic access control or guard services at entrances. | | |
| | | | | | PA Score | 1 | |
| 6.2 | PA Statement | Facilities have health and safety proc | edures in place to handle emergencies | s or when dealing with sensitive user i | nformation. | | |
| Selety procedures | Are emergency procedures (e.g. evacuation plan, marked exits.) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | key points within the facility; | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | |
| | · | | 1 | | | | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--------------------------------|---|---|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 7: (| Opening and closing ti | mes/Service availability | and efficiency | | | | |
| | KPA 7 | | Opening and closing times/Se | | | | |
| 7.1 | PA Statement | Governments must ensure that users | know the operational hours of the se | rvice point in order to access it | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | There are no opening and closing times displayed | The opening and closing times are displayed, but these are not visible. | Opening and closing times are clearly displayed, and visible at the main entrance of the premises or within the facility | Opening and closing times are clearly displayed and visible at the main entrance to the premises, to the buildings and at specific service points if they differ to that of the main facility. | | |
| | | | | | PA Score | 1 | |
| 7.2 | PA Statement | The facility operates in line with the o during these times and has backup sy | perational hours prescribed in norms stems in place when utilities fail. | and standards, ensures that services | are provided on an ongoing basis | | |
| Adherence to operational hours | Did you observe any disruptions to services due to staff breaks, meetings or system failures? | There were major disruptions as a result of staff members taking tea breaks, lunch breaks, attending staff meetings or equipment or power failures, and this impacted heavily on services. | There were minor disruptions, when staff chatted to each other or on their cellphones. | There were no disruptions at all. | To be determined. | | |
| | PA Score | | | | | | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|--|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 8: (| Complaints and compli | iments management | | | | | |
| | KPA 8 | | Complaints and com | pliments management | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | paces and close to the exits. | | | |
| Awareness of complaint-lodging mechanisms | Does the facility display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure i s displayed prominently. | There complaints procedure is prominently displayed in waiting areas, public spaces and close to exits and there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | + | + | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the ed | quipment to lodge a complaint or com | pliment and tracks these until they are | resolved | | |
| Complaint- and compliment-lodging systems | Is there a clearly-marked complaints, compliments and suggestions box at this facility, that is easily accessible to users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also a telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| | 1 | 1 | 1 | | | | |
| | | | | | KPA Score | 1 | |



HEALTH Monitor tool

| The Presidency: Department of Plan | ining, Monitoring and Evaluation | | Office of the premier: | Province: |
|--------------------------------------|----------------------------------|--------------|------------------------|------------------|
| Frontline Service Delivery Monitorin | ng: Questionnaire | | | Reference Number |
| | | Details of F | SD Monitoring Site | |
| Name of Facility | | | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | | DD/MM/YYYY | | |
| | | Nam | e of monitor | |
| Name and Surname | | | | |
| | Telephone | | | |
| Contact Details | E-mail | | | |
| | Other | | | |

Signature of monitor

Date

| | Description | | | Ratin | g Scale - Monitor | | |
|-------------------------------|---|---|---|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | -ocation and Accessib | ility | | | | | |
| | KPA 1 | | Location and | l accessibility | | | |
| 1.1 | PA Statement | The facility's buildings and premises | are accessible to the disabled and the | elderly. | I | | |
| | Is the facility accessible to the disabled and the elderly from the facility perimeter to the building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, or a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non- slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly to navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | Adequate provision is made to help the disable and elderly to navigate their way inside the facility. There are ramps and handrails at all points within the facility (where needed) and passages are wide enough to allow ease of movement. | | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled and elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | friendly. Handralls and the operating | | |
| | | 1 | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|----------------------------|---|---|--|--|---|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 2: | Visibility and Signage | | | | | | |
| | KPA 2 | | | nd Signage | | | |
| 2.1 | PA Statement | Users are able to locate the facility qu | uickly and easily by following external | signage. | | | |
| Signage to the facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There is some signage, but it is broken, vandalised and/or unclear. | There is sufficient signage that is: - Clear (if it contains a universally accepted icon or legible text); - Visible (if it is sufficiently large and easily read by pedestrians, public and private transport users); - Useful if it provides directional and distance information on both sides of the road. | There is excellent signage that is clear , visible , useful , and is located on the main and feeder roads leading to the facility. | | |
| | External signage: Is the facility identified on the external sign by the main gate/entrance? | There is no signage by the main entrance/gate to identify the facility. | There is a sign but it is not clear or visible (e.g. the sign is faded, letters are missing and it is too small). | There is a clear and visible sign at the facility's entrance which describes the name of the facility. | There are clear signs at the facility's entrance and on the building which describe the name of the facility. | | |
| | | | | | PA Score | 1 | |
| 2.2 | PA Statement | Users are able to navigate the | ir way throughout the facility, by follow | ving internal signage to the correct se | vice points and waiting areas. | | |
| Sgrage within the facility | Internal signage: Does the signage inside the facility direct users to the correct service points and waiting areas? | There is no internal signage within the facility. | There is some internal signage in some areas or the signage is not clear enough to direct users to the correct services points or waiting areas. | There is adequate internal signage that is: Clear: contains legible text and is easily understandable; and Visible: sufficiently large to be read by all users and is placed prominently at key points throughout the facility; and Useful: provides directional assistance to the correct service points and waiting areas. | There is excellent internal signage (electronic) that is clear, visible, useful and contains additional and up-to-date information on the service points and directs users quickly and efficiently. | | |
| | | | | | PA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--|--|--|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 2.3 | PA Statement | Users are helped to navigate their wa language of the community. | y through the facility by signage that c | ontains easy-to-understand iconogra | ohy and is translated into the local | | |
| Signage in main language of local community | Internal signage: Is the signage in English and the main language(s) of the surrounding community? | There is no signage. | The signage is written in only one language. | The signage is written in English and the local language of the community. | The signage is written in English and at least two local languages relevant to the community. | | |
| Sgnage for the illiterate | Does the signage make provision for users that are illiterate to find the correct service points and waiting areas? | None of the signs have pictures and symbols. | Some of the signs are accompanied by icons, symbols, visualisations or pictures directing users to the main service points or waiting areas. | All of the signs contains icons, symbols, visualisations and pictures directing users to the main service points and waiting areas. | All of the signs contains icons, symbols, visualisations and pictures directing users to the main service points and waiting areas, and are colour-coded and illuminated for maximum visibility. | | |
| | - | | | | PA Score | 1 | |
| 2.4 | PA Statement | The facility provides users with infor | mation on its services, fees and manag | ement's contact details. | | | |
| e offering/information | Are the contact details of the facility's manager displayed within the facility? | | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| Service | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | |
| | | | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | |

| | Description | Rating Scale - Monitor | | | | | |
|---|---|--|---|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 3: Queue management and waiting times | | | | | | | |
| | KPA 3 | KPA 3 Queue Management and Waiting times | | | | | |
| 3.1 | PA Statement | The facility has in place a queue management system to direct, manage and control the flow of users quickly and efficiently through the service process. | | | | | |
| Queue management systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait, an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | |
| | Is there a reception or helpdesk, manned and situated in a prominent position in the facility (where applicable)? | There is no reception or helpdesk. | There is an identified reception or helpdesk but no official manning it. | There is an identified, and manned reception or helpdesk, with an assigned official present, and situated in a prominent position within the facility. | There is a reception and a separate helpdesk which is identified and manned with an assigned official present, and situated in a prominent position within the facility. | | |
| | | | | | PA Score | 1 | |
| 3.2 | PA Statement | The facility keeps users informed of their target waiting times and how long they can be expected to wait before being attended to. | | | | | |
| Waiting times | Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly displayed in various waiting areas. | There are target waiting times displayed at all waiting area and delays are communicated to users. | | |
| | PA Score | | | | | 1 | |
| 3.3 | PA Statement | The facility's queue management system identifies users with special needs, and makes provision to fast-track service delivery and reduce waiting times. | | | | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with specia needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| PA Score | | | | | | 1 | |
| KPA Score | | | | | | Ι | |

| 4.1 | Questions ignified treatment KPA 4 | 1 = Not achieved | 2 = Partially Achieved | | | | | | | | | |
|-------------------------------------|--|---|---|--|--|---|--|--|--|--|--|--|
| KPA 4: Di 4.1 | KPA 4 | | - | 1 = Not achieved 2 = Partially Achieved 3 = Fully Achieved 4 = Achieved beyond compliance | | | | | | | | |
| vice | | | | | | | | | | | | |
| vice | | | | | gnified Treatment | | | | | | | |
| | PA Statement | The facility's staff treats users with co | purtesy, dignity and respect and provid | le services in a friendly manner. | | | | | | | | |
| D) lignified and respectful | Did the staff treat users with courtesy, friendliness, dignity and respect? Courtesy = the showing of politeness none's attitude and behaviour toward others. Respect = to show regard or consideration for users rights. Dignity = quality of being worthy of honour or respect) | Most users are not treated with courtesy, friendliness, dignity and respect. | Some users are not treated with courtesy, friendliness, dignity and respect. | All users are treated with courtesy, friendliness, dignity and respect. | Staff go an extra mile to assist users beyond expectations of the service centre. | | | | | | | |
| | Т | | | | PA Score | 1 | | | | | | |
| 4.2 | PA Statement | The facility takes reasonable steps to | communicate with users in the langua | ge of their choice or provide interpret | ation services, if necessary. | | | | | | | |
| Language of choice | Did the staff address users in the dominant language(s) of the community? | None of the users are spoken to in the dominant language(s) of the community. | Some of the users are spoken to in the dominant language(s) of the community. | All the users are spoken to in the dominant language(s) of the community. | Best practice to be determined during implementation | | | | | | | |
| | | | | | PA Score | 1 | | | | | | |
| 4.3 | PA Statement | The facility's staff is able to understar | nd and respond appropriately to quest | ions from users, and promptly proces | s their service requests. | | | | | | | |
| e offi | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly, some staff are slower than others | Service requests are processed quickly . | Service requests are processed very quickly. | | | | | | | |
| I | 1 | | L | | PA Score | 1 | | | | | | |
| 4.4 | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishing | uniforms. | | | | | | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | None of the staff are wearing name tags. | Some of the staff are wearing name tags. | All of the staff are wearing name tags. | All of the staff are wearing name tags with their photographs printed on them. | | | | | | | |
| | | | | | PA Score | 1 | | | | | | |
| 4.5 | PA Statement | The facility publicises its service stan | dards and targets so that users know | and understand what to expect during | their time at the facility. | | | | | | | |
| vice charters and lards | Is the service delivery charter displayed? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible. | The facility displays multiple service delivery charters at all key points across the facility. | | | | | | | |
| Awareness of service c standards | Are sector-specific standards displayed? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but it is not positioned prominently or visible to users. | The facility displays sector-specific standards and it is positioned prominently and visible. | The facility displays sector-specific standards at all key points across the facility. | | | | | | | |
| | | | | | PA Score | 1 | | | | | | |
| | | | | | KPA Score | I | | | | | | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--------------------------------|---|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 5: | Cleanliness and Comfo | ort | | | | | |
| | KPA 5 | | Cleanliness | and Comfort | | | |
| 5.1 | PA Statement | The facility is clean and maintained in services. | a manner that enhances the user's ex | sperience and ensures a safe environm | nent for the delivery of frontline | | |
| | Are the facility's grounds and outside areas kept clean and maintained? | The facility's grounds and outside areas are heavily littered with significant accumulations in bins and/or on the grounds, the plants and shrub beds are overgrown and the grass is not mowed. | There is littering with minor accumulations in bins and/or on the grounds, the grass and plants have been cut but demonstrate signs of regrowth. | The facility's ground and outside area are clean (i.e. no littering) and maintained (the grass and plants are cut and neat). | To be determined | | |
| ance of facility | Is the inside of the facility clean ? | If the facility is very dirty if all of the criteria is met: -the public spaces and waiting areas are heavily littered, and - the floors are dirty, and - a foul smell is present. | If the facility is dirty if two of three criteria is met: -the public spaces and waiting areas are heavily littered, and/or - the floors are dirty, and/or - a foul smell is present. | The inside of the facility is clean (free from litter in public spaces, free from dirt on floors and no foul smells) and well kept. | The inside of the facility is clean (free from litter and dirt) and well kept. There is continuous cleaning or it is done frequent intervals throughout the day. There is an mechanism through which users can rate the cleanliness of the facility. | | |
| Cleanliness and maintenance of | Is the facility's buildings, fittings and fixtures well maintained? | The facility is poorly maintained if five or more of the following conditions are met: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) - Doors are broken - Gutters are blocked | The facility is somewhat maintained if between one and five of the conditions are met:: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) -Doors are broken - Gutters are blocked | the ten conditions are met: | To be determined during implementation. | | |
| | Is the furniture well maintained? | The furniture is poorly maintained if: - most of the chairs are broken, and/or - there is significant damage to most of the tables and counters. | The furniture is maintained if: - some of the chairs are broken and/or - there is some damage to the tables and counters. | The furniture is well maintained if none of the chairs, tables or counters are broken or damaged. | To be determined. | | |

| PA - Address Outside 1 - Not address 2 - Pairlaity Address 3 - Fully Address 4 - Address despond compliances Score pairlaity // 10 PA Batement The folly take address of the score pairlaity of the score | | Description | | | Ratin | g Scale - Monitor | | |
|---|------------------------|---------------------------------------|--|---|---|--|-------|----------|
| 1 PA Statement The fully has sufficient and combring targets that any product from drivers sector conditions and have encough seating to accommode be values and targets and targ | | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 1 V A statistic The values of users is rever. 1 2 P A statistic is provided from users and prov | | | | | | PA Score | 1 | |
| setting to disk for the volume id users? There is no setting and is added adding and is added adding and is added adding ad | 5.2 | PA Statement | The facility has sufficient and comfor | | | nave enough seating to accommodate | | |
| Is the waiting producted from the waiting producted from the waiting expected from adverse and the conditions. and weigh producted from adverse at the waiting producted from adverse at the conditions. and weigh producted from adverse at the waiting producted from adverse at the producted from adverse at the waiting producted from adverse at the producted from adverse at the waiting producted from adverse at the producted fr | | seating to cater for the volumes of | | | | To be determined. | | |
| Lot users have access to onlineing weight in the waiting area (s)? Intere is no onlineing water in the waiting area (s). area (s) Intere is an abulator facilities and area (s) Intere is an abulator facility subter in area (s) Intere is an abulator facility subter is area (s) Intere is an abulator facility subter is and and are facility is and area (see area (s) Intere is an abulator facility subter is area (s) Intere is an abulator facility is class. Intere is an abulator facility subter in and accessible and is notify apper (scap, dying equipment or accessible and is notify area (scap) danger marks. Intere is an abulator facility subter for accessible and is in notify accessible and is in notify accessible and is in notify acrea (scap) danger marks. Intere is an ab | Suitable waiting areas | | | with an overhead awning, and offers some protection from adverse weather | and well protected from adverse weather conditions, and has suitable | and well protected from adverse weather conditions, and has suitable | | |
| S3 PA Statement The facility provides clean and functioning ablution facilities with the necessary toiletries to prevent the spread of disease. Image: spread of disease in the spread of disease in the spread of disease. The ablution facility is very dirty and criteria: - is dirty, and - has no running water, and - deem of functioning ablution facilities has some of the following criteria: - is dirty, and - has no running water and - deem function facilities has some of the following criteria: - is dirty, and - has no running water and - deem function facilities has some of the following criteria: - is dirty, and - haids to supply these amenilies if necessary amenilies for the spread of dispect on the spread for dispect dispect dispect for dispect dispect dispect for dispect dispect dispect for dispect dispect dispect for dispect dispect dispect dispect dispect dispect for dispect dispect dispect dispe | | | | clean cup available in the waiting | refilled regularly, and clean cups | through a water purifier, with | | |
| Image: construction The ablition facility is very dirty and broken if it meets all of the following criteria: | | | | | | PA Score | 1 | |
| Vertex Are the facility's abulton facilities clean and in working order? broken if therest all of the following criteria: - is dirty, and - lotes are broken/eaking, and - lotes are broken/eaking, and - lotes are broken/eaking, and - lotes are broken/eaking used if and - lotes are are lotes are broken/eaking used if and - lotes are are lotes are loted are provised. If mere is not loted paper if and - loted are provised if and - loted are provide are are loted ar | 5.3 | PA Statement | The facility provides clean and function | oning ablution facilities with the neces | sary toiletries to prevent the spread o | disease. | | |
| Are the ablution facilities supplied with the necessary computies (tolied paper, soap, drying equipment)? The ablution facilities has some of the necessary amenities and no provision is made to supply these amenities if thas: - toilet paper; and - soap; and - hand-drying equipment or paper towels. The ablution facility has all the necessary amenities if thas: - toilet paper; soap, drying equipment or paper towels. The ablution facility has all the necessary amenities if thas: - toilet paper; soap, drying equipment or paper - toilet paper; soap, drying equipment or paper towels. The ablution facility has all the necessary amenities if thas: - toilet paper; soap, drying equipment or paper - toilet paper; soap, drying equipment or paper - towels. The ablution facility has all the necessary amenities if thas: - toilet paper; soap, drying equipment or paper - toilet paper; soap, drying equipment or paper - towels. The ablution facility as all amenities if thas: - toilet paper; soap, drying equipment or a - toilet paper; soap, drying equipment or a - toilet paper; soap, drying equipment or paper - toilet paper; soap, drying equipment or paper - toilet paper; soap, drying equipment or paper - toilet paper; soap, drying equipment or a - toilet paper; soap, drying equipment or paper - toilet paper; soap, drying equipment or a - toilet paper; soap, drying equipment or a - toilet paper; soap, drying equipment or a - toilet paper; soap drying equipment or a - toilet paper; soap drying equipment or a - toilet paper; soap drying equipment or a - toind-drying equipment or paper - toi | ø | | broken if it meets all of the following criteria: - is dirty, and - toilets are broken/leaking, and - has no running water, and | still usable if it meets one of the following criteria: - is dirty, and - toilets are broken/leaking but still able | order, has running water and can be | to be determined during | | |
| Do disabled users have access to suitable ablution facilities? There are no ablution facilities suitable for disabled users suitable for disabled users as it is either too small or the amenities are not suitable for the disabled. Intere is an ablution facility suitable tor disabled users, and it is in working order. disabled users, and it is in working order and clearly marked. PA Score //////////////////////////////////// | clean and in | with the necessary toiletries (toilet | necessary amenities and no provision is made to supply these amenities if there is no: - toilet paper; and - soap; and - hand-drying equipment or paper | necessary amenities and no provision is made to supply these amenities if there is toilet paper, but no soap, and/or | necessary amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both | it has: - toilet paper (or toilet paper is made accessible); and - soap and soap dispensers; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets; and | | |
| | | | | suitable for disabled users as it is either too small or the amenities are not | disabled users, and it is in working | disabled users, and it is in working | | |
| KPA Score / | | | | | | PA Score | 1 | |
| | | | | | | KPA Score | 1 | |

| | Description | | | | | | |
|------------------------------|---|---|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 6: \$ | Safety | | | | | | |
| | KPA 6 | | Sa | fety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and | their possessions from harm and thef | t . | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| | Are the facility's restricted areas signposted to prevent or minimise the risk of unauthorised entry? | Restricted areas are not marked or signposted. | There is considerable variation in the signposting of restricted areas, some are marked and others are not | All restricted areas are clearly marked. | Restricted areas are clearly marked and there is electronic access control or guard services at entrances. | | |
| | | | | | PA Score | 1 | |
| 6.2 | PA Statement | Facilities have health and safety proc | edures in place to handle emergencies | s or when dealing with sensitive user i | nformation. | | |
| Selety procedures | Are emergency procedures (e.g. evacuation plan, marked exits.) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | key points within the facility; | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | |
| | <u> </u> | 1 | | | | | |
| | | | | | KPA Score | 1 | |

| | Description Rating Scale - Monitor | | | | | | | | | | |
|--------------------------------|---|---|--|---|--|-------|----------|--|--|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | | | |
| KPA 7: | Opening and closing ti | mes/Service availability | and efficiency | | | | | | | | |
| | KPA 7 | | Opening and closing times/S | ervice availability and efficiency | | | | | | | |
| 7.1 | PA Statement | Governments must ensure that users | know the operational hours of the se | ervice point in order to access it | | | | | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | There are no opening and closing times displayed | The opening and closing times are displayed, but these are not visible. | Opening and closing times are clearly displayed, and visible at the main entrance of the premises or within the facility | Opening and closing times are clearly displayed and visible at the main entrance to the premises, to the buildings and at specific service points if they differ to that of the main facility. | | | | | | |
| | | | L | | PA Score | 1 | | | | | |
| 7.2 | PA Statement | The facility operates in line with the o during these times and has backup sy | | s and standards, ensures that services | are provided on an ongoing basis | | | | | | |
| Adherence to operational hours | Did you observe any disruptions to services due to staff breaks, meetings or system failures? | There were major disruptions as a result of staff members taking tea breaks, lunch breaks, attending staff meetings or equipment or power failures, and this impacted heavily on services. | There were minor disruptions , when staff chatted to each other or on their cellphones. | There were no disruptions at all. | To be determined. | | | | | | |
| | | | | | PA Score | 1 | | | | | |
| | | | | | KPA Score | 1 | | | | | |

| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
|---|--|---|--|---|--|-------|----------|
| KPA 8: (| Complaints and compli | iments management | | | | | |
| | KPA 8 | | Complaints and com | pliments management | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | paces and close to the exits. | | | |
| Awareness of complaint-lodging mechanisms | Does the facility display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure i s displayed prominently. | There complaints procedure is prominently displayed in waiting areas, public spaces and close to exits and there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | + | + | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the ed | quipment to lodge a complaint or com | pliment and tracks these until they are | resolved | | |
| Complaint- and compliment-lodging systems | Is there a clearly-marked complaints, compliments and suggestions box at this facility, that is easily accessible to users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also a telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| | 1 | 1 | PA Score | 1 | | | |
| | | | KPA Score | 1 | | | |



COURTS Monitor tool

| The Presidency: Department of Plan | nning, Monitoring and Evaluation | | Office of the premier: | Province: |
|-------------------------------------|----------------------------------|--------------|------------------------|------------------|
| Frontline Service Delivery Monitori | ng: Questionnaire | | | Reference Number |
| | | Details of I | FSD Monitoring Site | |
| Name of Facility | | | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | | DD/MM/YYYY | | |
| | | Nan | ne of monitor | |
| Name and Surname | | | | |
| Telephone | | | | |
| Contact Details | E-mail | | | |
| | Other | | | |

Signature of monitor

Date

| | Description Rating Scale - Monitor | | | | | | | | |
|-------------------------------|---|---|---|---|---|-------|----------|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | |
| KPA 1: l | Location and Accessib | ility | | | | | | | |
| | KPA 1 | | Location and | accessibility | | | | | |
| 1.2 | PA Statement | The facility's buildings and premises | are accessible to the disabled and the | elderly. | Γ | | | | |
| | Is the facility accessible to the disabled and the elderly from the facility perimeter to the building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, or a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non- slip material. | | | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly to navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | Adequate provision is made to help the disable and elderly to navigate their way inside the facility. There are ramps and handrails at all points within the facility (where needed) and passages are wide enough to allow ease of movement. | To be determined. | | | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled and elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. | | | | |
| | 1 | 1 | 1 | 1 | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | | | |

| PA data Questries 1 = to ackived 2 = Putikly Ackived 3 = Fully Ackived 4 = Ackived boyon completion Score Comments 20 PA 3 SA 2 Users are able to locate the fully user as able to locate the fully user able to locate the fu | | Description | | Rating Scale - Monitor | | | | | | | | |
|--|---|---|--|--|--|--|-------|----------|--|--|--|--|
| KPA 2: Visibility and Signage 21 PA Statement Users are able to loads the facility quickly and easily by following saternal signage. Image: a staffield signage het is: Image: a staffield signage het is: <thimage: a="" het="" is:<="" signage="" staffield="" th=""></thimage:> | | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | | | |
| 2.1PA SummentUsers are able to locate the facility cycloty and easily by following estemal signage. $=$ $=$ I_{appop} | KPA 2: | Visibility and Signage | | | | | | | | | | |
| External signage: Is that widels sprage on the tradition widels and the tradition of the t | | KPA 2 | | Visibility a | nd Signage | | | | | | | |
| Page External signage: Is there visible sproke on the tools of paths lasting to the boding? Three is no signage losting to the facility. Three is no signage losting to the facit signage is not dear is signage facility. | 2.1 | PA Statement | Users are able to locate the facility qu | ickly and easily by following external | signage. | | | | | | | |
| External signage: Is the facility meining gale/entrance?There is no signage by the main missing and it is too small.There is no signage by the main missing and it is too small.There is no signage by the main missing and it is too small.There is no signage by the main main of the facility.There are clear signa at the facility.Ime are a clear signa at the facility.Ime are a clear signa at the facility.20PA StatementUsers are able to navigate the tway throughout the facility. Users are able to navigate the tway throughout the facility.There is adequate internal signage to the correct service points and waiting areas.Ime are a clear signa at the facility.Ime are a clear signa at the facility.40PA StatementUsers are able to navigate that navigate and the facility. Users the signage is no mineral signage to the correct service points and waiting areas.Imere is adequate internal signage to the correct service points and waiting areas.Imere is adequate internal signage to the correct service points and waiting areas.Imere are clear signa at the facility.40Internal signage: Does the signage is no mineral signage within the facility.There is some internal signage in some areas additional and up-to-date information on the service points and waiting areas.There is no sole the signage in some areas additional and up-to-date information on the service points and waiting areas.Imere area deras advisite internal signage to the correct service points and waiting areas.Imere area deras advisite internal signage in correct service points and waiting areas.Imere area deras advisite internal signage in correct service points and waiting areas advisite internal signage in correct service points and waiting areas.Imere area deras adv | Signage to the facility | signage on the roads or paths leading | | | Clear (if it contains a universally accepted icon or legible text); Visible (if it is sufficiently large and easily read by pedestrians, public and private transport users); Useful if it provides directional and distance information on both sides of | clear, visible, useful, and is located on the main and feeder roads leading to | | | | | | |
| 2.2 PA Statement Users are able to navigate their way throughout the facility, by following internal signage to the correct service points and waiting areas. Image: Des the signage in the signage is written in english and the signage is the signage in the signage is written in only one language of the community. The signage is written in english and the signagage is written in english and the signaga is written in | | identified on the external sign by the | | visible (e.g. the sign is faded, letters are | facility's entrance which describes the | entrance and on the building which | | | | | | |
| Vigage of the community. Internal signage: Does the signage is no internal signage within the facility. There is no internal signage within the facility. There is no internal signage is not come remains legible text and is easily understandable; and visible. There is excellent internal signage (electronic) that is clear, visible, useful and up-to-date internal signage within the facility. There is no internal signage within the facility. There is no internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is no internal signage is not clear enough to direct users to the correct service points and up-to-date indices users quickly and efficiently. There is excellent internal signage (electronic) that is clear, visible, useful and up-to-date indices users quickly and efficiently. Iternal signage: Is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas. There is no signage: Iternal signage within the facility by signage that contains easy-to-understand iconography and is translated into the local language of the community. Iternal signage: Is the signage is the signage is withen in engists and the local language of the community. The signage is written in engists and the local language service of the community. The signage is written in engists and the local languages elevant to the correct is no signage. The signage is written in only one language of the community. The signage is written in engists and the local language service of the community. The signage is writen in engish and the local language service of the com | | | | • | • | PA Score | 1 | | | | | |
| Internal signage: Does the signage inside the facility direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas? There is no internal signage within the facility. There is some internal signage is not clear enough to direct users to the correct service points and waiting areas. There is excellent internal signage is under the facility and efficiently. There is excellent internal signage is under the facility areas. There is excellent internal signage is under the facility and efficiently. There is excellent internal signage is under the facility and efficiently. 2.3 PA Statement Users are helped to navigate their way through the facility by signage that contains easy-to-understand iconogramy and is translated into the local language of the community. The signage is written in English and the local language is written in English and the local language of the community. The signage is written in English and the local language selevant to the correct is the community. The signage is written in English and the local language selevant to the community. The signage is written in English and the local language of the community. The signage is written in English and the local language of the community. The signage is written in English and the local language selevant to the community. The signage is written in English and the local language selev | 2.2 | PA Statement | Users are able to navigate the | ir way throughout the facility, by follow | ving internal signage to the correct se | rvice points and waiting areas. | | | | | | |
| 2.3 PA Statement Users are helped to navigate their way through the facility by signage that contains easy-to-understand iconograph and is translated into the local Image: | age | inside the facility direct users to the correct service points and waiting | | areas or the signage is not clear enough to direct users to the correct | is: Clear: contains legible text and is easily understandable; and Visible: sufficiently large to be read by all users and is placed prominently at key points throughout the facility; and Useful: provides directional assistance to the correct service points and waiting | (electronic) that is clear, visible, useful and contains additional and up-to-date information on the service points and | | | | | | |
| 2.3 PA Statement language of the community. Internal signage: Is the signage in English and the main language(s) of the surrounding community? There is no signage. The signage is written in only one language of the community. The signage is written in English and the main language(s) of the surrounding community? | | | | | | | 1 | | | | | |
| the surrounding community? | | PA Statement | | y through the facility by signage that o | ontains easy-to-understand iconogra | ohy and is translated into the local | | | | | | |
| Ø PA Score | ignage in main language of local community | English and the main language(s) of | There is no signage. | | | least two local languages relevant to | | | | | | |
| | Si | 1 | | <u> </u> | | PA Score | 1 | | | | | |

| | Description | | Rating Scale - Monitor | | | | | | | |
|------------------------------|---|--|---|---|--|-------|----------|--|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | | |
| 2.3 | PA Statement | The facility provides users with inform | nation on its services, fees and manag | ement's contact details. | | | | | | |
| Service offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | | | | |
| Servic | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | | | | |
| | | | | | PA Score | 1 | | | | |
| | | | | | KPA Score | 1 | | | | |
| KPA 3: 0 | Queue management an | d waiting times | 0 H | 4 | | | | | | |
| | KPA 3 | | Queue Managemen | | | | | | | |
| 3.1 | PA Statement | The facility has in place a queue mana process. | agement system to direct, manage and | I control the flow of users quickly and | efficiently through the service | | | | | |
| ragement systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait, an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait, pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | | | | |
| Queue man | Is there a reception or helpdesk, manned and situated in a prominent position in the facility (where applicable)? | There is no reception or helpdesk. | There is an identified reception or helpdesk but no official manning it. | There is an identified, and manned reception or helpdesk, with an assigned official present, and situated in a prominent position within the facility. | There is a reception and a separate helpdesk which is identified and manned with an assigned official present, and situated in a prominent position within the facility. | | | | | |
| | | 1 | | <u> </u> | PA Score | | | | | |

| | Description | | | Ratir | g Scale - Monitor | | |
|---|---|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 3.2 | PA Statement | The facility keeps users informed of the | heir target waiting times and how long | they can be expected to wait before l | being attended to. | | |
| Waiting times | Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly displayed in various waiting areas. | There are target waiting times displayed at all waiting area and delays are communicated to users. | | |
| | 1 | | | L | PA Score | 1 | |
| 3.3 | PA Statement | The facility's queue management syst times. | tem identifies users with special needs | s, and makes provision to fast-track s | ervice delivery and reduce waiting | | |
| special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| | ł | | | 1 | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| KPA 4: | Dignified treatment | | | | | | |
| | KPA 4 | | | D | ignified Treatment | | |
| 4.1 | | The facility's staff treats users with co | ourtesy, dignity and respect and provi | | J ·· ·· ·· | | |
| Courteous, dignified and respectful service | Did the staff treat users with courtesy, friendliness, dignity and respect? (Courtesy = the showing of politeness in one's attitude and behaviour toward others. Respect = to show regard or consideration for users rights. Dignity = quality of being worthy of honour or respect) | Most users are not treated with courtesy, friendliness, dignity and respect. | Some users are not treated with courtesy, friendliness, dignity and respect. | All users are treated with courtesy, friendliness, dignity and respect. | Staff go an extra mile to assist users beyond expectations of the service centre. | | |

| | | | | | PA Score | 1 | |
|-----------------------|---|---|---|---|--|---|--|
| 4.2 | PA Statement | The facility takes reasonable steps to | communicate with users in the languag | e of their choice or provide interpre | tation services, if necessary. | | |
| Language of choice | Did the staff address users in the dominant language(s) of the community? | None of the users are spoken to in the dominant language(s) of the community. | Some of the users are spoken to in the dominant language(s) of the community. | All the users are spoken to in the dominant language(s) of the community. | Best practice to be determined during implementation | | |
| | | | | | PA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---------------------------------------|--|--|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 4.3 | PA Statement | The facility's staff is able to understan | nd and respond appropriately to ques | tions from users, and promptly proces | s their service requests. | | |
| Efficient and responsive officials | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly, some staff are slower than others | Service requests are processed quickly. | Service requests are processed very quickly. | | |
| | | | | | PA Score | 1 | |
| 4.4 | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishin | g uniforms. | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | None of the staff are wearing name tags. | Some of the staff are wearing name tags. | All of the staff are wearing name tags. | All of the staff are wearing name tags with their photographs printed on them. | | |
| | | | | | PA Score | 1 | |
| 4.6 | PA Statement | The facility publicises its service stan | dards and targets so that users know | v and understand what to expect during | their time at the facility. | | |
| charters and standards | Is the service delivery charter displayed? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service c | Are sector-specific standards displayed? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but it is not positioned prominently or visible to users. | The facility displays sector-specific standards and it is positioned prominently and visible. | The facility displays sector-specific standards at all key points across the facility. | | |
| | | | 1 | | | | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|---|---|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 5: | Cleanliness and Comfo | rt | | | | 1 | |
| | KPA 5 | | Cleanliness | and Comfort | | | |
| 5.1 | PA Statement | The facility is clean and maintained in services. | a manner that enhances the user's ex | perience and ensures a safe environm | nent for the delivery of frontline | | |
| | Are the facility's grounds and outside areas kept clean and maintained? | The facility's grounds and outside areas are heavily littered with significant accumulations in bins and/or on the grounds, the plants and shrub beds are overgrown and the grass is not mowed. | There is littering with minor accumulations in bins and/or on the grounds, the grass and plants have been cut but demonstrate signs of regrowth. | The facility's ground and outside area are clean (i.e. no littering) and maintained (the grass and plants are cut and neat). | To be determined | | |
| of facility | Is the inside of the facility clean ? | If the facility is very dirty if all of the criteria is met: -the public spaces and waiting areas are heavily littered, and - the floors are dirty, and - a foul smell is present. | If the facility is dirty if two of three criteria is met: -the public spaces and waiting areas are heavily littered, and/or - the floors are dirty, and/or - a foul smell is present. | The inside of the facility is clean (free from litter in public spaces, free from dirt on floors and no foul smells) and well kept. | The inside of the facility is clean (free from litter and dirt) and well kept. There is continuous cleaning or it is done frequent intervals throughout the day. There is an mechanism through which users can rate the cleanliness of the facility. | | |
| Cleanliness and maintenance of facility | Is the facility's buildings, fittings and fixtures well maintained? | The facility is poorly maintained if five or more of the following conditions are met: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) -Doors are broken - Gutters are blocked | The facility is somewhat maintained if between one and five of the conditions are met:: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) -Doors are broken - Gutters are blocked | the ten conditions are met: | To be determined during implementation. | | |
| | Is the furniture well maintained? | The furniture is poorly maintained if: - most of the chairs are broken, and/or - there is significant damage to most of the tables and counters. | The furniture is maintained if: - some of the chairs are broken and/or - there is some damage to the tables and counters. | The furniture is well maintained if none of the chairs, tables or counters are broken or damaged. | To be determined. | | |
| | | | | 1 | PA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---------------------------|---|---|---|--|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 5.2 | PA Statement | The facility has sufficient and comfor | | from adverse weather conditions and h users it serves. | nave enough seating to accommodate | | |
| | Do the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | |
| Suitable waiting areas | Is the waiting area protected from adverse weather conditions? | The waiting area is outside, not covered and exposed to the elements | The waiting area is outside, covered with an overhead awning, and offers some protection from adverse weather conditions. | The waiting area is inside , enclosed, and well protected from adverse weather conditions, and has suitable ventilation. | The waiting area is inside, enclosed, and well protected from adverse weather conditions, and has suitable ventilation and heating systems. | | |
| 0 | Do users have access to drinking water in the waiting area(s)? | There is no drinking water in the waiting area. | There is drinking water, but only one clean cup available in the waiting areas(s) | There is drinking water, which is refilled regularly, and clean cups available in the waiting area(s). | There is a drinking water dispensed through a water purifier, with disposable cups. | | |
| | - | | • | • | PA Score | 1 | |
| 5.3 | PA Statement | The children's court has child-friendly | y facilities to improve the experience o | of children, mothers and babies. | | | |
| Child-friendly facilities | Does the court have a child-friendly waiting area? | There is no child-friendly waiting area at the court. | There is a waiting area but it is not child-friendly. There are no kid-sized table(s) and chairs or activities within the waiting area. | There is a waiting area for children with kid-sized table(s) and chairs and age- appropriate games. | There is separate waiting area for children, and this is equipped with tables, chairs and age-appropriate games, and overseen by a child- minder. | | |
| | · | | 1 | | | | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|--|---|--|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 5.4 | PA Statement | | oning ablution facilities with the neces | sary toiletries to prevent the spread o | f disease. | | |
| order | Are the facility's ablution facilities clean and in working order? | broken if it meets all of the following criteria: - is dirty, and - toilets are broken/leaking, and - has no running water, and - doesn't flush. | The ablution facility is dirty, broken but still usable if it meets one of the following criteria: - is dirty, and - toilets are broken/leaking but still able to flush. | The ablution facility is clean, in working order, has running water and can be flushed. | To be determined during implementation. | | |
| Abution facilities are accessible, clean and in working o | Are the ablution facilities supplied with the necessary toiletries (toilet paper, soap, drying equipment)? | The ablution facilities has none of the necessary amenities and no provision is made to supply these amenities if there is no: - toilet paper; and - soap; and - hand-drying equipment or paper towels. | The ablution facilities has some of the necessary amenities and no provision is made to supply these amenities if there is toilet paper, but no soap, and/or hand-drying equipment or paper towels. | The ablution facility has all the necessary amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets. | The ablution facility has all amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap and soap dispensers; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets; and - nappy changing facilities. | | |
| | Do disabled users have access to suitable ablution facilities? | There are no ablution facilities suitable for disabled users | There is an ablution facility but it is not suitable for disabled users as it is either too small or the amenities are not suitable for the disabled. | There is an ablution facility suitable for disabled users, and it is in working order. | There is an ablution facility suitable for disabled users, and it is in working order and clearly marked. | | |
| | | | PA Score | 1 | | | |
| | | | KPA Score | 1 | | | |

| | Description | | | Ratin | g Scale - Monitor | | |
|------------------------------|---|---|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 6: \$ | Safety | | | | | | |
| | KPA 6 | | Sa | fety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and | | | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| | Are the facility's restricted areas signposted to prevent or minimise the risk of unauthorised entry? | Restricted areas are not marked or signposted. | There is considerable variation in the signposting of restricted areas, some are marked and others are not | All restricted areas are clearly marked. | Restricted areas are clearly marked and there is electronic access control or guard services at entrances. | | |
| | [| [| | | PA Score | 1 | |
| 6.2 | PA Statement | Facilities have health and safety proc | edures in place to handle emergencies | s or when dealing with sensitive user i | nformation. | | |
| Safety procedures | Are emergency procedures (e.g. evacuation plan, marked exits.) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | key points within the facility; | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | |
| | 1 | 1 | 1 | 1 | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--------------------------------|---|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 7: | Opening and closing ti | mes/Service availability | and efficiency | | | | |
| | KPA 7 | | Opening and closing times/S | ervice availability and efficiency | | | |
| 7.1 | PA Statement | Governments must ensure that users | know the operational hours of the se | ervice point in order to access it | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | There are no opening and closing times displayed | The opening and closing times are displayed, but these are not visible. | Opening and closing times are clearly displayed, and visible at the main entrance of the premises or within the facility | Opening and closing times are clearly displayed and visible at the main entrance to the premises, to the buildings and at specific service points if they differ to that of the main facility. | | |
| | | | | | PA Score | 1 | |
| 7.2 | PA Statement | The facility operates in line with the o during these times and has backup sy | | s and standards, ensures that services | are provided on an ongoing basis | | |
| Adherence to operational hours | Did you observe any disruptions to services due to staff breaks, meetings or system failures? | There were major disruptions as a result of staff members taking tea breaks, lunch breaks, attending staff meetings or equipment or power failures, and this impacted heavily on services. | There were minor disruptions , when staff chatted to each other or on their cellphones. | There were no disruptions at all. | To be determined. | | |
| | | Г | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|--|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 8: (| Complaints and compli | iments management | | | | | |
| | KPA 8 | | Complaints and com | pliments management | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | | | | |
| Awareness of complaint-lodging mechanisms | Does the facility display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure i s displayed prominently. | There complaints procedure is prominently displayed in waiting areas, public spaces and close to exits and there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | + | + | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the ed | quipment to lodge a complaint or com | pliment and tracks these until they are | resolved | | |
| Complaint- and compliment-lodging systems | Is there a clearly-marked complaints, compliments and suggestions box at this facility, that is easily accessible to users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also a telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| | 1 | 1 | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | |



HOME AFFAIRS Monitor tool

| The Presidency: Department of Plar | nning, Monitoring and Evaluation | | Office of the premier: | Province: |
|--------------------------------------|----------------------------------|--------------|------------------------|------------------|
| Frontline Service Delivery Monitorin | ng: Questionnaire | | | Reference Number |
| | | Details of I | SD Monitoring Site | |
| Name of Facility | | | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | | DD/MM/YYYY | | |
| | · · · | Nan | ne of monitor | |
| Name and Surname | | | | |
| Telephone | | | | |
| Contact Details E-mail | | | | |
| Other | | | | |

Signature of monitor

Date

| | Description | | | Ratin | g Scale - Monitor | | |
|-------------------------------|---|---|---|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | -ocation and Accessib | ility | | | | | |
| | KPA 1 | | Location and | l accessibility | | | |
| 1.1 | PA Statement | The facility's buildings and premises | are accessible to the disabled and the | elderly. | I | | |
| | Is the facility accessible to the disabled and the elderly from the facility perimeter to the building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, or a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non- slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly to navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | Adequate provision is made to help the disable and elderly to navigate their way inside the facility. There are ramps and handrails at all points within the facility (where needed) and passages are wide enough to allow ease of movement. | | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled and elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | friendly. Handralls and the operating | | |
| | | 1 | | 1 | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|----------------------------|---|---|--|--|---|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 2: | Visibility and Signage | | | | | | |
| | KPA 2 | | | nd Signage | | | |
| 2.1 | PA Statement | Users are able to locate the facility qu | uickly and easily by following external | | | | |
| Signage to the facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There is some signage, but it is broken, vandalised and/or unclear. | There is sufficient signage that is: - Clear (if it contains a universally accepted icon or legible text); - Visible (if it is sufficiently large and easily read by pedestrians, public and private transport users); - Useful if it provides directional and distance information on both sides of the road. | There is excellent signage that is clear , visible , useful , and is located on the main and feeder roads leading to the facility. | | |
| | External signage: Is the facility identified on the external sign by the main gate/entrance? | There is no signage by the main entrance/gate to identify the facility. | There is a sign but it is not clear or visible (e.g. the sign is faded, letters are missing and it is too small). | There is a clear and visible sign at the facility's entrance which describes the name of the facility. | There are clear signs at the facility's entrance and on the building which describe the name of the facility. | | |
| | | | | | PA Score | 1 | |
| 2.2 | PA Statement | Users are able to navigate the | ir way throughout the facility, by follow | ving internal signage to the correct se | vice points and waiting areas. | | |
| Sgrage within the facility | Internal signage: Does the signage inside the facility direct users to the correct service points and waiting areas? | There is no internal signage within the facility. | There is some internal signage in some areas or the signage is not clear enough to direct users to the correct services points or waiting areas. | There is adequate internal signage that is: Clear: contains legible text and is easily understandable; and Visible: sufficiently large to be read by all users and is placed prominently at key points throughout the facility; and Useful: provides directional assistance to the correct service points and waiting areas. | There is excellent internal signage (electronic) that is clear, visible, useful and contains additional and up-to-date information on the service points and directs users quickly and efficiently. | | |
| | | | | | PA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--|--|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 2.3 | PA Statement | Users are helped to navigate their wa language of the community. | y through the facility by signage that c | by and is translated into the local | | | |
| Signage in main language of local community | Internal signage: Is the signage in English and the main language(s) of the surrounding community? | There is no signage. | The signage is written in only one language. | The signage is written in English and the local language of the community. | The signage is written in English and at least two local languages relevant to the community. | | |
| Signage for the illiterate | Does the signage make provision for users that are illiterate to find the correct service points and waiting areas? | None of the signs have pictures and symbols. | Some of the signs are accompanied by icons, symbols, visualisations or pictures directing users to the main service points or waiting areas. | All of the signs contains icons, symbols, visualisations and pictures directing users to the main service points and waiting areas. | All of the signs contains icons, symbols, visualisations and pictures directing users to the main service points and waiting areas, and are colour-coded and illuminated for maximum visibility. | | |
| | | | | | PA Score | 1 | |
| 2.4 | PA Statement | The facility provides users with inform | nation on its services, fees and manag | jement's contact details. | | | |
| lation | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| Service offering/inform | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | |
| | Information: Is the information that describes the fees payable for services displayed in the facility? | No information on the service fee is displayed in the facility. | Information on service fees can only be accessed at a specific counter in the facility or the helpdesk. | Information on the service fees is displayed at the waiting area, and outside the facility and is available from the helpdesk or counter. | To be determined. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|------------------------------|--|--|---|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| (PA 3 : (| Queue management ar | d waiting times | | | | | |
| | KPA 3 | | Queue Managemen | | | | |
| 3.1 | PA Statement | The facility has in place a queue man process. | nagement system to direct, manage and | l control the flow of users quickly and | efficiently through the service | | |
| management systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait , an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | |
| Queue man | Is there a reception or helpdesk, manned and situated in a prominent position in the facility (where applicable)? | There is no reception or helpdesk. | There is an identified reception or helpdesk but no official manning it. | There is an identified, and manned reception or helpdesk, with an assigned official present, and situated in a prominent position within the facility. | There is a reception and a separate helpdesk which is identified and manned with an assigned official present, and situated in a prominent position within the facility. | | |
| | | | | | PA Score | 1 | |
| 3.2 | PA Statement | The facility keeps users informed of | their target waiting times and how long | they can be expected to wait before I | eing attended to. | | |
| Waiting times | Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly displayed in various waiting areas. | There are target waiting times displayed at all waiting area and delays are communicated to users. | | |
| | | | | | PA Score | 1 | |
| 3.3 | PA Statement | The facility's queue management sy times. | stem identifies users with special needs | s, and makes provision to fast-track so | rvice delivery and reduce waiting | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with specia needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---------------------------------------|---|---|--|---|--|-------|----------|
| PA neading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| (PA 4: I | Dignified treatment | | | | | | |
| | KPA 4 | | | | gnified Treatment | | |
| 4.1 | PA Statement | The facility's staff treats users with co | ourtesy, dignity and respect and provi | de services in a friendly manner. | | | |
| espectful | Did the staff treat users with courtesy, friendliness, dignity and respect? (Courtesy = the showing of politeness in one's attitude and behaviour toward others. Respect = to show regard or consideration for users rights. Dignity = quality of being worthy of honour or respect) | Most users are not treated with courtesy, friendliness, dignity and respect. | Some users are not treated with courtesy, friendliness, dignity and respect. | All users are treated with courtesy, friendliness, dignity and respect. | Staff go an extra mile to assist users beyond expectations of the service centre. | | |
| | | | | 1 | PA Score | 1 | |
| 4.2 | PA Statement | The facility takes reasonable steps to | communicate with users in the langua | age of their choice or provide interpret | ation services, if necessary. | | |
| Language of choice | Did the staff address users in the dominant language(s) of the community? | None of the users are spoken to in the dominant language(s) of the community. | Some of the users are spoken to in the dominant language(s) of the community. | All the users are spoken to in the dominant language(s) of the community. | Best practice to be determined during implementation | | |
| | | | | <u>.</u> | PA Score | 1 | |
| 4.3 | PA Statement | The facility's staff is able to understar | nd and respond appropriately to quest | tions from users, and promptly proces | s their service requests. | | |
| Efficient and responsive officials | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly, some staff are slower than others | Service requests are processed quickly. | Service requests are processed very quickly. | | |
| | 1 | 1 | | 1 | PA Score | 1 | |
| 4.4 | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishing | | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | None of the staff are wearing name tags. | Some of the staff are wearing name tags. | All of the staff are wearing name tags. | All of the staff are wearing name tags with their photographs printed on them. | | |
| | <u> </u> | <u> </u> | | 1 | PA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--|---|---|---|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 4.5 | PA Statement | The facility provides users with inform process for following up on their serv | | s including the types of documents ne | eded, the fees payable, and the | | |
| Information about application processes or service requests | To what extent does the facility provide information to users to assist them in applying for a service? | There is no information available in the facility (e.g. signboards or pamphlets) on the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | There is some information available in the facility (e.g. signboards or pamphlets) on one of the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | There is adequate information available in the facility (e.g. signboards or pamphlets) on all of the following: - application process - documentary requirements - the fees payable (if applicable) - process of following up (if applicable) | To de determined | | |
| | | | | | PA Score | 1 | |
| 4.6 | PA Statement | The facility publicises its service stan | dards and targets so that users know | and understand what to expect during | their time at the facility. | | |
| charters and standards | Is the service delivery charter displayed? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service | Are sector-specific standards displayed? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but it is not positioned prominently or visible to users. | The facility displays sector-specific standards and it is positioned prominently and visible. | The facility displays sector-specific standards at all key points across the facility. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--------------------------------|---|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 5: | Cleanliness and Comfo | ort | | | | | |
| | KPA 5 | | Cleanliness | and Comfort | | | |
| 5.1 | PA Statement | The facility is clean and maintained in services. | a manner that enhances the user's ex | sperience and ensures a safe environm | nent for the delivery of frontline | | |
| | Are the facility's grounds and outside areas kept clean and maintained? | The facility's grounds and outside areas are heavily littered with significant accumulations in bins and/or on the grounds, the plants and shrub beds are overgrown and the grass is not mowed. | There is littering with minor accumulations in bins and/or on the grounds, the grass and plants have been cut but demonstrate signs of regrowth. | The facility's ground and outside area are clean (i.e. no littering) and maintained (the grass and plants are cut and neat). | To be determined | | |
| ance of facility | Is the inside of the facility clean ? | If the facility is very dirty if all of the criteria is met: -the public spaces and waiting areas are heavily littered, and - the floors are dirty, and - a foul smell is present. | If the facility is dirty if two of three criteria is met: -the public spaces and waiting areas are heavily littered, and/or - the floors are dirty, and/or - a foul smell is present. | The inside of the facility is clean (free from litter in public spaces, free from dirt on floors and no foul smells) and well kept. | The inside of the facility is clean (free from litter and dirt) and well kept. There is continuous cleaning or it is done frequent intervals throughout the day. There is an mechanism through which users can rate the cleanliness of the facility. | | |
| Cleanliness and maintenance of | Is the facility's buildings, fittings and fixtures well maintained? | The facility is poorly maintained if five or more of the following conditions are met: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) - Doors are broken - Gutters are blocked | The facility is somewhat maintained if between one and five of the conditions are met:: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) -Doors are broken - Gutters are blocked | the ten conditions are met: | To be determined during implementation. | | |
| | Is the furniture well maintained? | The furniture is poorly maintained if: - most of the chairs are broken, and/or - there is significant damage to most of the tables and counters. | The furniture is maintained if: - some of the chairs are broken and/or - there is some damage to the tables and counters. | The furniture is well maintained if none of the chairs, tables or counters are broken or damaged. | To be determined. | | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|--|---|--|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| | | · | ÷ | | PA Score | 1 | |
| 5.2 | PA Statement | The facility has sufficient and comfor | table waiting areas that are protected the volumes of | | nave enough seating to accommodate | | |
| | Do the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | |
| Suitable waiting areas | Is the waiting area protected from adverse weather conditions? | The waiting area is outside, not covered and exposed to the elements | The waiting area is outside, covered with an overhead awning, and offers some protection from adverse weather conditions. | The waiting area is inside , enclosed, and well protected from adverse weather conditions, and has suitable ventilation. | The waiting area is inside, enclosed, and well protected from adverse weather conditions, and has suitable ventilation and heating systems. | | |
| | Do users have access to drinking water in the waiting area(s)? | There is no drinking water in the waiting area. | There is drinking water, but only one clean cup available in the waiting areas(s) | There is drinking water, which is refilled regularly, and clean cups available in the waiting area(s). | There is a drinking water dispensed through a water purifier, with disposable cups. | | |
| | | | | | PA Score | 1 | |
| 5.4 | PA Statement | | oning ablution facilities with the neces | sary toiletries to prevent the spread of | disease. | | |
| der | Are the facility's ablution facilities clean and in working order? | broken if it meets all of the following criteria: - is dirty, and - toilets are broken/leaking, and - has no running water, and - doesn't flush. | The ablution facility is dirty, broken but still usable if it meets one of the following criteria: - is dirty, and - toilets are broken/leaking but still able to flush. | The ablution facility is clean, in working order, has running water and can be flushed. | To be determined during implementation. | | |
| Ablution facilities are accessible, dean and in working order | Are the ablution facilities supplied with the necessary toiletries (toilet paper, soap, drying equipment)? | The ablution facilities has none of the necessary amenities and no provision is made to supply these amenities if there is no: - toilet paper; and - soap; and - hand-drying equipment or paper towels. | The ablution facilities has some of the necessary amenities and no provision is made to supply these amenities if there is toilet paper, but no soap, and/or hand-drying equipment or paper towels. | The ablution facility has all the necessary amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets. | The ablution facility has all amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap and soap dispensers; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets; and - nappy changing facilities. | | |
| | Do disabled users have access to suitable ablution facilities? | There are no ablution facilities suitable for disabled users | There is an ablution facility but it is not suitable for disabled users as it is either too small or the amenities are not suitable for the disabled. | There is an ablution facility suitable for disabled users, and it is in working order. | There is an ablution facility suitable for disabled users, and it is in working order and clearly marked. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|------------------------------|---|---|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 6: \$ | Safety | | | | | | |
| | KPA 6 | | Sa | fety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and | | | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| | Are the facility's restricted areas signposted to prevent or minimise the risk of unauthorised entry? | Restricted areas are not marked or signposted. | There is considerable variation in the signposting of restricted areas, some are marked and others are not | All restricted areas are clearly marked. | Restricted areas are clearly marked and there is electronic access control or guard services at entrances. | | |
| | [| [| | | PA Score | 1 | |
| 6.2 | PA Statement | Facilities have health and safety proc | edures in place to handle emergencies | s or when dealing with sensitive user i | nformation. | | |
| Safety procedures | Are emergency procedures (e.g. evacuation plan, marked exits.) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | key points within the facility; | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | |
| | 1 | 1 | 1 | 1 | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|--------------------------------|---|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 7: | Opening and closing ti | mes/Service availability | and efficiency | | | | |
| | KPA 7 | | Opening and closing times/S | ervice availability and efficiency | | | |
| 7.1 | PA Statement | Governments must ensure that users | know the operational hours of the se | ervice point in order to access it | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | There are no opening and closing times displayed | The opening and closing times are displayed, but these are not visible. | Opening and closing times are clearly displayed, and visible at the main entrance of the premises or within the facility | Opening and closing times are clearly displayed and visible at the main entrance to the premises, to the buildings and at specific service points if they differ to that of the main facility. | | |
| | | | | | PA Score | 1 | |
| 7.2 | PA Statement | The facility operates in line with the o during these times and has backup sy | | s and standards, ensures that services | are provided on an ongoing basis | | |
| Adherence to operational hours | Did you observe any disruptions to services due to staff breaks, meetings or system failures? | There were major disruptions as a result of staff members taking tea breaks, lunch breaks, attending staff meetings or equipment or power failures, and this impacted heavily on services. | There were minor disruptions , when staff chatted to each other or on their cellphones. | There were no disruptions at all. | To be determined. | | |
| | 1 | 1 | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | Ratin | g Scale - Monitor | | |
|---|--|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 8: (| Complaints and compli | iments management | | | | | |
| | KPA 8 | | | | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | | | | |
| Awareness of complaint-lodging mechanisms | Does the facility display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure i s displayed prominently. | There complaints procedure is prominently displayed in waiting areas, public spaces and close to exits and there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | + | + | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the ed | quipment to lodge a complaint or com | pliment and tracks these until they are | resolved | | |
| Complaint- and compliment-lodging systems | Is there a clearly-marked complaints, compliments and suggestions box at this facility, that is easily accessible to users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also a telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| | 1 | 1 | 1 | | | | |
| | | | | | KPA Score | 1 | |



DLTC Staff tool

| | Office of the premier: | | |
|------------|---|---|---|
| | | | |
| | | | Province: |
| | | | Reference Number |
| Deta | ils of FSD Monitoring Site | | |
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| | | | |
| | | | |
| DD/MM/YYYY | | | |
| D | etails of Staff Member | | |
| | | | |
| | | | |
| Male | | Female | |
| African | Coloured | Asian | White |
| | | | |
| Email | | | |
| Telephone | | | |
| Other | | | |
| | Yes | No | |
| | Name of monitor | | |
| | | | |
| Email | | | |
| Telephone | | | |
| Other | | | |
| | DD/MM/YYYY D Male African Email Telephone Other Email Telephone | Details of FSD Monitoring Site Details of FSD Monitoring Site DD/MM/YYYY DD/MM/YYYY Details of Staff Member African Coloured African Coloured Email Telephone Other Yes Name of monitor Email Telephone | Details of FSD Monitoring Site Details of FSD Monitoring Site DD/MM/YYYY DD/MM/YYYY DD/MM/YYYY Details of Staff Member Male African Coloured African Coloured African Coloured African Yes No Yes Name of monitor |

Signature of monitor

Date

| | Description | | | | Rating Scale - Staff | | | |
|-------------------------------|---|---|---|--|---|-------|----------|--|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | |
| (PA 1: | Location and Accessibil | ity | | | | | | |
| | KPA 1 | | Location and | l accessibility | | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms set | t by national or provincial governme | nt. | | | |
| Accessible distance | How far do most users travel to reach this facility? | Most users travel more than 30 kilometres. | Most users travel between 10 and 30 kilometres. | Most users travel between 5 and 10 kilometres. | Most users travel 5 kilometres or less. PA Score | | | |
| 1.2 | PA Statement | The facility's buildings and premises | are accessible to the disabled and the | he elderly. | | | | |
| | To what extent is provision made to assist the disabled and the elderly to access the facility building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | unobstructed access from the facility | | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | Adequate provision is made to help the disable and elderly navigate their way inside the facility. There are ramps and handrails at all points within the facility (where needed) and passages are wide enough to allow ease of movement. | To be determined. | | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled or elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. | | | |

| | Description | | | | Rating Scale - Staff | | |
|--|--|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 1.3 | PA Statement | The facility is fit for purpose, has su | ficient space, resources and equipm | ent to provide the services in line wit | h the volume of users it receives. | | |
| Physical premised fit for purpose | Is there sufficient parking at the DLTCs for users? | There is no parking area demarcated for users of the DLTC. | There is a demarcated parking area for the DLTC's users but it is not sufficient to accommodate all users, there are cars parked outside on kerbs and the road. | There is demarcated parking area that accommodates all users, and specially designated parking bays for the disabled. | There is a demarcated parking area and demarcated parking bays for the disabled, elderly, mothers and tots as well as additional overflow parking. | | |
| Physical prem | To what extent is this facility able to provide all the services it is meant to? | We are not able to provide most of the frontline services specified in terms of sector norms and standards. | We are not able to provide some of the frontline services specified in terms of sector norms and standards. | We are able to provide all the frontline services specified in terms of sector norms and standards. | We provide all services we are required to provide in terms of sector norms and standards, and have added additional services to meet the specific needs of the community. | | |
| | | | | • | PA Score | 1 | |
| 1.4 | PA Statement | The facility has the minimum equipm users. | ent necessary for its staff to perform | their functions and deliver a reliable | , efficient and quality service to | | |
| Adequacy and availability of equipment and staff to provide services | To what extent are the facility's computers, telephones, and faxes functional? | None of the facility's computers, telephones and faxes are functional. | Some of the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional, and there is a reliable internet connection at the time of the visit. | | |
| | · | • | · | · | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|------------------------------|--|--|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| <u> </u> | | | | | KPA Score | 1 | |
| (PA 2: V | isibility and Signage | | | | | | |
| | KPA 2 | | | nd Signage | | | |
| 2.1 | PA Statement | Users are able to locate the facility of | uickly and easily by following extern | al signage. | | | |
| the facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There are some signage but they are not clear or they don't accurately show the distance and direction. | There is sufficient and clear signage showing directions leading to the facility. | There is a lot of signage that clearly shows the direction and distance to the facility from far away. | | |
| Signage to t | External signage: Is the facility identified on the external sign by the main gate/entrance? | There is no signage by the main entrance/gate to identify the facility. | There is a sign but it is not clear or visible (e.g. the sign is faded, letters are missing and it is too small). | There is clear and visible sign at the facility's entrance which describes the name of the facility. | There is clear sign at the facility's entrance and on the building which describes the name of the facility. | | |
| | | | L | I | PA Score | 1 | |
| 2.2 | PA Statement | The facility provides users with info | mation on its services, fees and man | agement's contact details. | | | |
| Service offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| S | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | |
| | • | | + | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|---------------------------------|--|---|---|---|---|-------|----------|
| heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| A 3: 0 | Queue management and | d waiting times | | | | | |
| | KPA 3 | - | Queue Managemer | t and Waiting times | | | |
| 3.1 | PA Statement | The facility has in place a queue ma process. | nagement system to direct, manage a | nd control the flow of users quickly a | nd efficiently through the service | | |
| Queue management systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait , an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | |
| | | | | | PA Score | 1 | |
| 3.2 | PA Statement | The facility keeps users informed of | their target waiting times and how lo | ng users can be expected to wait befo | ore being attended to. | | |
| Waiting times | Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but are not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly displayed in various waiting areas. | There are target waiting times displayed at all waiting areas and delays are communicated to users. | | |
| | I. | | + | | PA Score | 1 | |
| 3.3 | PA Statement | The facility's queue management sy times. | stem identifies users with special nee | eds, and makes provision to fast-track | service delivery and reduce waiting | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| | · | · | · | · | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | Rating Scale - Staff | | | | | |
|---|--|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 4: Dignified treatment | | | | | | | |
| KPA 4 Dignified Treatment | | | | | | | |
| 4.1 | PA Statement | The facility takes reasonable steps to communicate with users in the language of their choice or provide interpretation services, if necessary. | | | | | |
| Language understood by users | Does the facility make provision to translate or interpret information into a language understood by users, if needed? | There are no efforts made to translate or interpret information for users. | There are some efforts made to translate or interpret information for users, but it is incumbent on users to ask for or pre-arrange these services. | Provision is made to translate or interpret information in the facility without causing delays to users (e.g. staff members are designated to help translate or there is an interpreter on hand). | To be determined. | | |
| PA Score | | | | | | 1 | |
| 4.2 | PA Statement | The facility's staff is able to understand and respond appropriately to questions from users, and promptly process their service requests. | | | | | |
| Efficient and responsive officials | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly, some staff are slower than others. | Service requests are processed quickly . | Service requests are processed very quickly , and the time taken is monitored by the facility. | | |
| | PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniforms. | | | | | 1 | |
| 4.3 | PA Statement | Users recognise the facility's staff by | y their name tags and/or distinguishin | ig uniforms. | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | We never wear our name tags. | We sometimes wear our name tags or some staff wear them while others don't. | We wear our name tags at all times. | We wear our name tags at all times, and each tag has a photo of the staff member on it. | | |
| | PA Score | | | | | | |
| 4.4 | PA Statement | The facility provides users with information on how to apply for the services including the types of documents needed, the fees payable, and the process for following up on their service request or application. | | | | | |
| Information about application processes or service requests | To what extent does the facility provide information to users on what is needed to apply for a service and what fees are payable? | There is no information available in the facility (e.g. signboards or pamphlets) on the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | There is some information available in the facility (e.g. signboards or pamphlets) on one of the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | There is adequate information available in the facility (e.g. signboards or pamphlets) on all of the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | To de determined. | | |
| PA Score | | | | | | | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|--|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 4.5 | PA Statement | The facility publicises its service sta | indards and targets so that users know | v and understand what to expect dur | ing their time at the facility. | | |
| ce charters and rds | Is the service delivery charter prominently displayed and visible? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible to users. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service of standards | Are sector-specific standards prominently displayed and visible? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but these are not positioned prominently or visible to users. | The facility displays sector-specific standards and these are positioned prominently and visible to users. | The facility displays sector-specific standards at all key points across the facility. | | |
| I | | | 1 1 | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| KPA 5: C | leanliness and Comfor | rt | | | | | |
| | KPA 5 | | Cleanliness a | and Comfort | | | |
| 5.1 | PA Statement | The facility has sufficient and comfo volumes of users it serves. | rtable waiting areas that are protected | I from the elements and have enough | seating to accommodate the | | |
| Suitable waiting areas | Does the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | |
| | | | | | PA Score | 1 | |
| 5.2 | PA Statement | The facility provides clean and funct | tioning ablution facilities with the nece | essary toiletries to prevent the spread | d of disease. | | |
| Ablution facilities are accessible, clean and in working order | Does the facility make available the necessary toiletries to users? | No amenities are supplied. | | All toiletries (toilet paper, soap and hand-drying equipment /paper) are made available, and users are aware of how to access them (in the case of toilet paper). | To be determined. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|------------------------------|---|--|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 6: S | afety | | | | | | |
| | KPA 6 | | Sa | fety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | e safeguards to protect users, staff an | d their possessions from harm and t | heft. | | |
| | Do you feel safe in and around the facility with the current safety measures? | l don't feel safe. | I feel safe sometimes. | l always feel safe. | Best practice to be determined during implementation. | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| 0 | Are the facility's restricted areas clearly marked to prevent or minimise the risk of unauthorised entry? | None of the restricted areas are marked. | Some of restricted areas are marked and others are not. | All restricted areas are clearly marked. | All restricted areas are clearly marked and there is electronic access control or guard services at these entrances. | | |
| | | | | 1 | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|-------------------|--|---|--|---|--|----------|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 4 = Achieved beyond compliance | Score | Comments | |
| 6.2 | PA Statement | Facilities have health and safety pro | cedures in place to handle emergend | ies or when dealing with sensitive us | er information. | | |
| | Does this facility have a fully-stocked first aid kit in a marked location? | There is no first aid kit. | There is a first aid kit but it is not well stocked. | There is a fully-stocked first aid kit in a marked location with a checklist. | There are several fully-stocked first aid kits in all key points, and several staff members are trained on how to use them to treat injuries. | | |
| Safety procedures | Are emergency procedures (e.g. evacuation plan, marked exits) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | Emergency procedures are partially compliant with building regulations if one of the following criteria is not met - the evacuation plan is displayed at key points within the facility; - emergency exits are appropriately signposted; - fully-serviced fire extinguishers are available in the public spaces. | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | |
| | | | • | | PA Score | 1 | |
| 6.3 | PA Statement | The facility stores all user records in unauthorised access and protect the | | an be retrieved quickly, and puts in p | lace safeguards to prevent loss and | | |
| Safety of records | Are user records stored securely, protected from unauthorised access, and classified for easy retrieval? | There is no secure place to store user records. | There is a records storage area but it doesn't appear secured or there is no restricted access to the area. | There is a restricted-access area where user documentation is stored and classified for easy retrieval. | All user records are stored electronically, easily retrieved and are kept safe through access controls and passwords. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|-------------------------------------|---|---|--|--|---|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| (PA 7: 0 | Opening and closing tin | nes/Service availability | | | | | |
| | KPA 7 | | Opening and closing times/Se | rvice availability and efficiency | | | |
| 7.1 | PA Statement | The facility operates in line with the during these times, and has backup | | | | | |
| | Are the opening times adhered to? | We never open on time. | We sometimes open on time. | We always open on time. | We open earlier than our advertised opening times. | | |
| ours | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | |
| ational h | Are closing times adhered to? | We always close the doors before closing time. | We sometimes close the doors before closing time. | We only close the doors at closing time but don't stop serving users. | We often close the doors, and stop service after closing time. | | |
| Adherence to operational hours | Do you have a backup system to continue providing services when the electricity or water is interrupted? | There is no backup, we have to turn users away. | There is backup, but it doesn't always work or it doesn't last sufficiently long for the service to continue. | There is a good backup and it allows us to continue doing our work. | To be determined. | | |
| Adl | If the facility's computers and networks are offline, are there alternative systems for staff to use? | There is no manual or alternative system to use so service delivery has to stop. | There is an alternative system but it is not implemented or followed. | There is an alternative system which allows the staff to continue providing services. | To be determined. | | |
| 7.2 | PA Statement | Government must ensure that users charter | receive services within the turnarour | nd times as defined in the sector-spec | ific standards or service delivery | | |
| ility | Was the service delivered within the turnaround time as described in the service standards while in the facility? | We never deliver within the timeframes specified in norms and standards. | We sometimes deliver within the timeframes specified in norms and standards. | We always deliver within the timeframes specified in norms and standards. | We deliver faster than the timeframes specified in norms and standards. | | |
| Service efficiency and availability | Does this centre process licence applications within the prescribed 10 day period? | We never process licence applications within the prescribed 10 day period | We sometimes process licence applications within the prescribed 10 day period | We always process licence applications within the prescribed 10 day period | We process licence applications faster than the prescribed 10 day period | | |
| Service | Do you monitor the turnaround times for service delivery? | We never monitor service delivery turnaround times. | We sometimes monitor service delivery turnaround times. | We always monitor service delivery turnaround times. | We monitor service delivery turnaround times and regularly track our progress towards achieving the targets. | | |
| | 1 | 1 | 1 | 1 | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | Rating Scale - Staff | | | | | | | | |
|--|---|---|--|--|--|-------|----------|--|--|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | | | |
| (PA 8: C | omplaints and complin | nents management | | | | | | | | | |
| | KPA 8 | | Complaints and comp | liments management | | | | | | | |
| 8.1 | PA Statement | The facility displays the complaints | procedure in the waiting areas, public | spaces and close to the exits. | | | | | | | |
| Awareness of complaint-lodging mechanisms | Does the facility prominently display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure is displayed prominently. | The complaints, compliments and suggestion procedure is prominently displayed in waiting areas, public spaces and close to exits AND there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | | | | | |
| | | | | | PA Score | 1 | | | | | |
| 8.2 | PA Statement | The facility provides users with the | equipment to lodge a complaint or con | npliment and tracks these until they | | · · · | | | | | |
| Complaint- and compliment-lodging systems | Is there a clearly marked complaints, compliments and suggestions box at this facility, with stationery available for users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | | | | | |
| Complaint- and comp | Does the facility have an internal system of managing lodged complaints and compliments? | There is no internal system to manage lodged complaints and compliments. | There is an internal system to manage lodged complaints, but it is managed by one person (the facility manager). | There is a complaints register which documents: the date, nature and severity of the complaint and who is responsible for following up or resolving the complaint. | All complaints are logged onto an electronic system and referred to a dedicated case manager. | | | | | | |
| | Has the facility's frontline staff received training on how to record and resolve a complaint? | No training on how to record and resolve a complaint was received. | Some training on how to record but not resolve a complaint was received. | Regular training is received on how to record and resolve a complaint. | Continuous and extensive training was received on how to record and resolve a complaint. | | | | | | |
| | | · · · · · · · · · · · · · · · · · · · | • | | PA Score | 1 | | | | | |
| | | | | | KPA Score | 1 | | | | | |



SCHOOL Staff tool

| | | | Office of the premier: | | | | | | | |
|--------------------------------------|---------------------------------|------------|----------------------------|--------|------------------|--|--|--|--|--|
| The Presidency: Department of Plan | uning Monitoring and Evaluation | | once of the premier. | | | | | | | |
| The residency. Department of Plan | | | | | Province: | | | | | |
| Frontline Service Delivery Monitorin | og: Questionnaire | | | | Reference Number | | | | | |
| | | Deta | ils of FSD Monitoring Site | | | | | | | |
| Name of Facility | | Dota | | | | | | | | |
| District | | | | | | | | | | |
| Municipality | | | | | | | | | | |
| Street Address | | | | | | | | | | |
| Date of visit | | DD/MM/YYYY | | | | | | | | |
| | | | | | | | | | | |
| Total number of e | enrolled learners | | Quintile Classification | | | | | | | |
| | | | | | | | | | | |
| | | 2013 | | 1 | | | | | | |
| Pass | rate | 2014 | | | | | | | | |
| | | 2015 | | | | | | | | |
| | | D | etails of Staff Member | | | | | | | |
| First Name | | | | | | | | | | |
| Last Name | | | | | | | | | | |
| Gender | | Male | | Female | | | | | | |
| Race | | African | Coloured | Asian | White | | | | | |
| Designation (level) | | | | | | | | | | |
| | | Email | | | | | | | | |
| Contact Details | | Telephone | | | | | | | | |
| | | Other | | | | | | | | |
| Disability | | | Yes | No | | | | | | |
| | | | Name of monitor | · · | · | | | | | |
| Name and Surname | | | | | | | | | | |
| | | Email | | | | | | | | |
| Contact Details | | Telephone | | | | | | | | |
| | | Other | | | | | | | | |
| | | | | | | | | | | |

Signature of monitor

Date

| | Description | | | | Rating Scale - Staff | | |
|-------------------------------|---|---|--|--|--|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | _ocation and Accessibi | lity | | | | | |
| | KPA 1 | | Location and | l accessibility | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms se | t by national or provincial governme | nt. | | |
| Accessible distance | How far do most users travel to reach this facility? | Most users travel more than 30 kilometres. | Most users travel between 10 and 30 kilometres. | Most users travel between 5 and 10 kilometres. | Most users travel 5 kilometres or less. PA Score | | |
| 1.2 | PA Statement | The facility's buildings and premises | s are accessible to the disabled and t | he elderly. | TA OCOIC | / | |
| | To what extent is provision made to assist the disabled and the elderly to access the facility building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non-slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | ramps and nandralls at all points | To be determined. | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled or elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. PA Score | | |

| | Description | | | | Rating Scale - Staff | | |
|------------|---|---|--|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 1.3 | PA Statement | The facility is fit for purpose, has su | fficient space, resources and equipm | ent to provide the services in line with | h the volume of users it receives. | | |
| | Is there sufficient space for learners in the classrooms? | There are more than 40 but no less than 10 learners per Grade R classroom. | There are between 31 and 40 learners per Grade R classroom but no less than 10 learners per Grade R classroom. | There are 30 learners per Grade R classroom. | There are between 10 and 29 learners per Grade R classroom. | | |
| | | There are more than 50 learners per classroom. | There are between 41 and 50 leaners per classroom. | There are 40 learners per classroom. | There are less than 40 learners per classroom. | | |
| | Are the school's buildings safe for learners? | The school's external walls are made of mud or unsafe materials (asbestos, wood, plastic sheeting) and the roof frame is unstable. | The school's external walls are made of bricks or cement blocks, but there are cracks in the walls, broken windows and doors. | The school's external walls are made of either bricks, or cement blocks, or prefabricated material and the roof is stable, supported by a frame. | The school's buildings are safe, appropriately maintained, with clearly illuminated exit signs and emergency lighting. | | |
| | Are the school and its grounds safe for learners? | There is no perimeter fence around the school. | There is a perimeter fence around the school but it is not maintained and broken in places. | There is a fence of sufficient height (approx. 1.8m) constructed from appropriate materials (brick wall, palisade, etc.). | There is a fence of sufficient height (approx. 1.8m) constructed from appropriate materials (brick wall, palisade, etc.). Additionally, there are wall raisers (e.g. electric fence), security guards and/or other measures to provide additional security. | | |
| | To what extent is this facility able to provide all the services it is meant to? | We are not able to provide most of the frontline services specified in terms of sector norms and standards. | We are not able to provide some of the frontline services specified in terms of sector norms and standards. | We are able to provide all the frontline services specified in terms of sector norms and standards. | We provide all services we are required to provide in terms of sector norms and standards, and have added additional services to meet the specific needs of the community. | | |
| | 1 | 1 | 1 | 1 | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | | | | |
|-------------------------------|---|---|--|---|---|-------|----------|--|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | | |
| 1.4 | PA Statement | The facility has the minimum equipn users. | nent necessary for its staff to perform | | | | | | | |
| and staff to provide services | To what extent are the facility's computers, telephones, faxes and internat connections functional? | None of the facility's computers, telephones and faxes are functional. | Some of the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones faxes and internet connections are functional. | All the facility's computers, telephones,faxes and internet connections are functional, and the learners have access to thd internet | | | | | |
| availability of equipment | Are there enough desks and chairs in the classrooms? | We have no desks and chairs. | We have some desks and chairs but it is not enough to accommodate all learners. | We have all the desks and chairs we need to accommodate learners. | We have all the desks and chairs we need to accommodate learners, and some spares in the store room. | | | | | |
| Adequacy and av | Are the desks and chairs in good condition? | None of the desks and chairs are in good condition, they are broken, dilapidated and unsafe. | Some desks and chairs are in good condition, but others are broken, dilapidated and unsafe. | All desks and chairs are in good condition (i.e. not broken or dilapidated or unsafe). | All desks and chairs are in good condition, cleaned and maintained regularly. | | | | | |
| | PA Score / | | | | | | | | | |
| | KPA Score / | | | | | | | | | |
| (PA 2: V | isibility and Signage | | | | | | | | | |
| | KDA 2 | | Visibility a | nd Signaga | | | | | | |

| | KPA 2 | | Visibility a | nd Signage | | |
|---------------|---|---|---|--|---|--|
| 2.1 | PA Statement | Users are able to locate the facility of | uickly and easily by following extern | al signage. | | |
| le facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There are some signage but they are not clear or they don't accurately show the distance and direction. | There is sufficient and clear signage showing directions leading to the facility. | There is a lot of signage that clearly shows the direction and distance to the facility from far away. | |
| Signage to th | External signage: Is the facility identified on the external sign by the main gate/entrance? | There is no signage by the main entrance/gate to identify the facility. | | There is clear and visible sign at the facility's entrance which describes the name of the facility. | There is clear sign at the facility's entrance and on the building which describes the name of the facility. | |

| | Description | | | | Rating Scale - Staff | | |
|------------------------------|--|--|---|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| | - | | | | PA Score | 1 | |
| 2.2 | PA Statement | The facility provides users with infor | mation on its services, fees and man | agement's contact details. | | | |
| Service offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| Sen | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | |
| | I | | | I. | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| (PA 3: Q | ueue management and | d waiting times | | | | | |
| | KPA 3 | | Queue Managemen | t and Waiting times | | | |
| 3.1 | PA Statement | The facility has in place a queue mar process. | agement system to direct, manage a | nd control the flow of users quickly a | nd efficiently through the service | | |
| (0 | | | | | | | |

| Queue management systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait , an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait, pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | |
|---------------------------------|--|---|---|--|---|---|--|
| | | The facility's guoue management av | stem identifies users with special nee | do, and makes provision to fact track | PA Score | 1 | |
| 3.2 | PA Statement | times. | stem identifies daera with special fied | us, and makes provision to last-track | Service delivery and reduce waiting | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| | | | | | PA Score | 1 | |

| | Description | Rating Scale - Staff | | | | | | |
|-------------------------|--|---|---|---|---|-------|----------|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | |
| 3.4 | PA Statement | The school has designated break a | eas and clearly-marked assembly poir | nts for learners. | | | | |
| Education support areas | Is there an education support area (assembly area) in the school? | There is no assembly area in the school. | There is an assembly area, but it is uncovered and not paved or tarred, or unmarked. | There is a clearly-marked assembly area, that is paved or tarred, and sheltered from adverse weather conditions. | There is a clearly-marked assembly hall with sufficient seating, and that provides shelter from adverse weather conditions. | | | |
| | | | | | PA Score | 1 | | |
| | | | 1 | | | | | |

| | nghineu treatment | | | | | | |
|--|--|---|--|--|---|---|--|
| | KPA 4 | | Dignified | Treatment | | | |
| 4.1 | PA Statement | The facility takes reasonable steps to | o communicate with users in the lang | retation services, if necessary. | | | |
| Language understood by users | Does the facility make provision to translate or interpret information into a language understood by users, if needed? | There are no efforts made to translate or interpret information for users. | There are some efforts made to translate or interpret information for users, but it is incumbent on users to ask for or pre-arrange these services. | Provision is made to translate or interpret information in the facility without causing delays to users (e.g. staff members are designated to help translate or there is an interpreter on hand). | To be determined. | | |
| | | | 1 | | | | |
| 4.2 | PA Statement | The facility's staff is able to understa | and and respond appropriately to que | stions from users, and promptly proc | ess their service requests. | | |
| Efficient and responsive officials | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly, some staff are slower than others. | Service requests are processed quickly . | Service requests are processed very quickly, and the time taken is monitored by the facility. | | |
| | | | L | ł | PA Score | 1 | |
| 4.3 | PA Statement | Users recognise the facility's staff by | y their name tags and/or distinguishir | ng uniforms. | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | We never wear our name tags. | We sometimes wear our name tags or some staff wear them while others don't. | We wear our name tags at all times. | We wear our name tags at all times, and each tag has a photo of the staff member on it. | | |
| | L. | J. | 1 | 1 | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|---|--|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 4.4 | PA Statement | The facility provides users with info process for following up on their set | | es including the types of documents | needed, the fees payable, and the | | |
| Information about application processes or service requests | To what extent does the facility provide information to users on what is needed to apply for a service and what fees are payable? | There is no information available in the facility (e.g. signboards or pamphlets) on the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | There is some information available in the facility (e.g. signboards or pamphlets) on one of the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | There is adequate information available in the facility (e.g. signboards or pamphlets) on all of the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | To de determined. | | |
| | | 1 | - | - | PA Score | 1 | |
| 4.5 | PA Statement | The facility publicises its service sta | ndards and targets so that users kno | w and understand what to expect dur | ing their time at the facility. | | |
| of service charters and standards | Is the service delivery charter prominently displayed and visible? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible to users. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of servic standar | Are sector-specific standards prominently displayed and visible? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but these are not positioned prominently or visible to users. | The facility displays sector-specific standards and these are positioned prominently and visible to users. | The facility displays sector-specific standards at all key points across the facility. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|---|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| (PA 5: C | leanliness and Comfor | t | | • • | • • • • • | | |
| | KPA 5 | | | and Comfort | | | |
| 5.1 | PA Statement | The facility has sufficient and comf volumes of users it serves. | ortable waiting areas that are protected | d from the elements and have enough | n seating to accommodate the | | |
| Suitable waiting areas | Does the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | |
| | | | • | | PA Score | 1 | |
| 5.2 | PA Statement | The facility provides clean and fund | ctioning ablution facilities with the nec | essary toiletries to prevent the spread | d of disease. | | |
| | Does the school have sufficient toilet facilities for the enrolled number of learners? | There are no toilet facilities in the school | The school has enough toilets for the original number of learners planned for (overcroweded) | The school has enough toilet facilities for all learners | | | |
| Ablution facilities are accessible, clean and in working order | Does the facility make available the necessary toiletries to users? | No amenities are supplied. | Only toilet paper is made available but only when asked for. | All toiletries (toilet paper, soap and hand-drying equipment /paper) are made available, and users are aware of how to access them (in the case of toilet paper). | To be determined. | | |
| ~ | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| (PA 6: Sa | afety | | | | | | |
| | KPA 6 | | Sa | fety | | | |
| 6.1 | PA Statement | The facility has in place appropriat | e safeguards to protect users, staff an | d their possessions from harm and th | neft. | | |
| | Do you feel safe in and around the facility with the current safety measures? | I don't feel safe. | I feel safe sometimes. | l always feel safe. | Best practice to be determined during implementation. | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| ŏ | Are the facility's restricted areas clearly marked to prevent or minimise the risk of unauthorised entry? | None of the restricted areas are marked. | Some of restricted areas are marked and others are not. | All restricted areas are clearly marked. | All restricted areas are clearly marked and there is electronic access control or guard services at these entrances. | | |
| | | | | | | | |

| PA heading Questions 1 = Not achieved 2 = Partially Achieved 3 = Fully Achieved 4 = Achieved beyond compliance Score Comments 6.2 PA Statement Facilities have health and safety procedures in place to handle emergencies or when dealing with sensitive user information. Score Comments boost his facility have a fully-stocked first aid kit in a marked location? There is no first aid kit. There is a first aid kit but it is not well stocked. There is a fully-stocked first aid kit in a marked location with a checklist. There are several fully-stocked first aid kit in a last on how to use them to treat injuries. Score Comments | |
|--|--|
| Does this facility have a fully-stocked first aid kit. There is a first aid kit but it is not well stocked. There is a fully-stocked first aid kit in a marked location with a checklist. There are several fully-stocked first aid kits in all key points, and several staff members are trained on how to | |
| Does this facility have a fully-stocked first aid kit in a marked location? There is no first aid kit. There is a first aid kit is not well stocked. There is a first aid kit is not well stocked. There is a fully-stocked first aid kit in a marked location with a checklist. | |
| | |
| Preprint Are emergency procedures (e.g. evacuation plan, marked exits) and equipment (e.g. fire extinguishers are not appropriately signposted; and -fully-serviced fire extinguishers are not appropriately signposted; and -fully-serviced fire extinguishers are not available in the public spaces. Emergency procedures are partially compliant with building regulations if the evacuation plan is not displayed at signposted; and -fully-serviced fire extinguishers are not appropriately signposted; and -fully-serviced fire extinguishers are not available in the public spaces. Emergency procedures are partially compliant with building regulations if the evacuation plan is displayed at signposted; and -fully-serviced fire extinguishers are not available in the public spaces. Emergency procedures are partially compliant with building regulations if the evacuation plan is displayed at signposted; and -fully-serviced fire extinguishers are not available in the public spaces. Emergency procedures are partially compliant with building regulations if the accility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. Emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. All building regulations are complied with. Emergency drills are performed available in the public spaces. | |
| PA Score / | |
| 6.3 PA Statement The facility stores all user records in a secure location from where they can be retrieved quickly, and puts in place safeguards to prevent loss and unauthorised access and protect the confidentiality of users. | |
| Provide and classified for easy retrieval?Are user records stored securely, protected from unauthorised access, and classified for easy retrieval?There is no secure place to store user protected from unauthorised access, records.There is a records storage area but it doesn't appear secured or there is no restricted access to the area.There is a restricted-access area where user documentation is storag and classified for easy retrieval.All user records are stored electronically, easily retrieved and are text for user secured access to the area. | |
| PA Score / | |
| KPA Score / | |
| KPA 7: Opening and closing times/Service availability and efficiency | |
| KPA 7 Opening and closing times/Service availability and efficiency | |
| 7.1 PA Statement The facility operates in line with the operational hours prescribed in norms and standards, ensures that services are provided on an ongoing basis during these times, and has backup systems in place when utilities fail. | |
| Do you have a backup system to continue providing services when the electricity or water is interrupted? There is no backup, we have to turn users away. There is backup, but it doesn't always for the service to continue. There is a good backup and it allows us to continue doing our work. To be determined. | |
| PA Score | |

| | Description | | | | Rating Scale - Staff | | |
|-------------------------------------|---|---|---|--|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 7.2 | PA Statement | Government must ensure that users charter | receive services within the turnarour | nd times as defined in the sector-spec | ific standards or service delivery | | |
| | What percentage of the funded posts are filled in this school? | Less than half | More than half | All funded posts are filled | 100% + SGB funded and volunteer posts | | |
| | How many learners have been supplied with the necessary workbooks / textbooks? | Less than 50% | Between 50% and 75% of learners | Between 75% and 100% of learners | | | |
| | On average, what is the rate of teacher attendance per day? | Less than half of teachers are here everyday | Between half and 90% of teachers are here everyday | Almost all teacher are here everyday | | | |
| | If the facility's computers and networks are offline, are there alternative systems for staff to use? | There is no manual or alternative system to use so service delivery has to stop. | There is an alternative system but it is not implemented or followed. | There is an alternative system which allows the staff to continue providing services. | To be determined. | | |
| | Does this school have access to a reliable power supply that adheres to prescribed laws? | The school does not have access to a reliable power supply | The school does have access to a power supply, but it does not comply with laws | The school has access to a reliable power supply that complies to all laws | | | |
| availability | Does this school have access to a reliable water supply that adheres to prescribed laws? | The school does not have access to a reliable water supply | The school does have access to a water supply, but it does not comply with laws | The school has access to a reliable water supply that complies to all laws | | | |
| Service efficiency and availability | Does the school have access to a science lab, library and a computer lab? | The school does not have any science lab, library or computer lab | The school has a science lab, a library OR a computer lab | The school has a science lab, a library AND a computer lab | | | |
| Service ef | How often is the school visited by Subject Advisors? | Never | Less than once per quarter | Once per quarter | More than once per quarter | | |
| | How often is the school visited by District officials for monitoring and support purposes? | Never | Once per year | Twice per year | More than twice per year, including a documented improvement plan | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| (PA 8: C | omplaints and complin | nents management | | | | | |
| | KPA 8 | | Complaints and comp | liments management | | | |
| 8.1 | PA Statement | The facility displays the complaints | procedure in the waiting areas, public | spaces and close to the exits. | | | |
| Awareness of complaint-lodging mechanisms | Does the facility prominently display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure is displayed prominently. | The complaints, compliments and suggestion procedure is prominently displayed in waiting areas, public spaces and close to exits AND there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | | | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the | equipment to lodge a complaint or con | npliment and tracks these until they | | · · · | |
| Complaint- and compliment-lodging systems | Is there a clearly marked complaints, compliments and suggestions box at this facility, with stationery available for users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| Complaint- and comp | Does the facility have an internal system of managing lodged complaints and compliments? | There is no internal system to manage lodged complaints and compliments. | There is an internal system to manage lodged complaints, but it is managed by one person (the facility manager). | There is a complaints register which documents: the date, nature and severity of the complaint and who is responsible for following up or resolving the complaint. | All complaints are logged onto an electronic system and referred to a dedicated case manager. | | |
| | Has the facility's frontline staff received training on how to record and resolve a complaint? | No training on how to record and resolve a complaint was received. | Some training on how to record but not resolve a complaint was received. | Regular training is received on how to record and resolve a complaint. | Continuous and extensive training was received on how to record and resolve a complaint. | | |
| | | · · · · · · · · · · · · · · · · · · · | • | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |



SASSA Staff tool

| | Office of the premier: | | |
|------------|---|---|---|
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| | | | Reference Number |
| Deta | ils of FSD Monitoring Site | | |
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| African | Coloured | Asian | White |
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| Email | | | |
| Telephone | | | |
| Other | | | |
| | Yes | No | |
| | Name of monitor | | |
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| Email | | | |
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| Other | | | |
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Signature of monitor

Date

| | Description | | | | Rating Scale - Staff | | |
|-------------------------------|---|---|---|--|--|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | ocation and Accessibi | lity | | | | | |
| | KPA 1 | | Location and | d accessibility | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms se | et by national or provincial governme | nt. | | |
| | How far do most users travel to reach this facility? | Most users travel more than 60 kilometres. | Most users travel between 30 and 60 kilometres. | Most users travel between 15 and 30 kilometres. | Most users travel 15 kilometres or less. | | |
| | | | | . <u>.</u> | PA Score | 1 | |
| 1.2 | PA Statement | The facility's buildings and premises | are accessible to the disabled and t | the elderly. | | | |
| | To what extent is provision made to assist the disabled and the elderly to access the facility building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means or ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | unobstructed access from the facility | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | ramps and handrails at all points | To be determined. | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled or elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground leve by means of functional lifts or other appropriate mechanisms. | | | |
| | 1 | | | | PA Score | 1 | |
| 1.3 | PA Statement | The facility is fit for purpose, has suf | ficient space, resources and equipm | ent to provide the services in line wi | th the volume of users it receives. | | |

| | Description | | | | Rating Scale - Staff | | |
|--|--|--|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| | To what extent is this facility able to provide all the services it is meant to? | We are not able to provide most of the frontline services specified in terms of sector norms and standards. | We are not able to provide some of the frontline services specified in terms of sector norms and standards. | services specified in terms of sector | We provide all services we are required to provide in terms of sector norms and standards, and have added additional services to meet the specific needs of the community. | | |
| | | · | · | | PA Score | 1 | |
| 1.4 | PA Statement | The facility has the minimum equipn users. | nent necessary for its staff to perform | n their functions and deliver a reliable | efficient and quality service to | | |
| Adequacy and availability of equipment and staff to provide services | To what extent are the facility's computers, telephones, and faxes functional? | None of the facility's computers, telephones and faxes are functional. | Some of the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional, and there is a reliable internet connection at the time of the visit. | | |
| | - | • | • | | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|------------------------------|--|--|---|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| | | | | | KPA Score | 1 | |
| (PA 2: V | isibility and Signage | | | | | | |
| 2.1 | KPA 2 PA Statement | | Visibility a uickly and easily by following extern | | | | |
| Z .1 | PA Statement | Users are able to locate the facility of | uickly and easily by following externa | al signage. | | | |
| the facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There are some signage but they are not clear or they don't accurately show the distance and direction. | There is sufficient and clear signage showing directions leading to the facility. | There is a lot of signage that clearly shows the direction and distance to the facility from far away. | | |
| Signage to the | External signage: Is the facility identified on the external sign by the main gate/entrance? | There is no signage by the main entrance/gate to identify the facility. | There is a sign but it is not clear or visible (e.g. the sign is faded, letters are missing and it is too small). | There is clear and visible sign at the facility's entrance which describes the name of the facility. | There is clear sign at the facility's entrance and on the building which describes the name of the facility. | | |
| | 1 | | | l. | PA Score | 1 | |
| 2.3 | PA Statement | The facility provides users with infor | mation on its services, fees and man | agement's contact details. | | | |
| Service offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| Sei | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | |
| | J | | ł | + | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|---------------------------------|---|---|---|---|---|-------|----------|
| A heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| PA 3: Q | ueue management and | l waiting times | | | | | |
| | KPA 3 | | Queue Managemer | nt and Waiting times | | | |
| 3.1 | PA Statement | The facility has in place a queue ma process. | nagement system to direct, manage a | nd efficiently through the service | | | |
| Queue management systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait, an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | |
| | | | <u> </u> | <u> </u> | PA Score | 1 | |
| 3.2 | PA Statement | The facility keeps users informed of | their target waiting times and how lo | ng users can be expected to wait befo | | · · | |
| Waiting times | Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but are not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly displayed in various waiting areas. | There are target waiting times displayed at all waiting areas and delays are communicated to users. | | |
| | | | | + | PA Score | 1 | |
| 3.3 | | The facility's queue management sy times. | stem identifies users with special nee | eds, and makes provision to fast-track | service delivery and reduce waiting | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| | · | · | | · | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|---|--|--|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 4: D | ignified treatment | | | | | | |
| | KPA 4 | | Dignified | Treatment | | | |
| 4.1 | PA Statement | The facility takes reasonable steps t | o communicate with users in the lang | uage of their choice or provide inter | pretation services, if necessary. | | |
| Language understood by users | Does the facility make provision to translate or interpret information into a language understood by users, if needed? | There are no efforts made to translate or interpret information for users. | There are some efforts made to translate or interpret information for users, but it is incumbent on users to ask for or pre-arrange these services. | Provision is made to translate or interpret information in the facility without causing delays to users (e.g. staff members are designated to help translate or there is an interpreter on hand). | To be determined. | | |
| | | | | | PA Score | 1 | |
| 4.2 | PA Statement | The facility's staff is able to understa | and and respond appropriately to que | stions from users, and promptly proc | cess their service requests. | | |
| Efficient and responsive officials | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly, some staff are slower than others. | Service requests are processed quickly . | Service requests are processed very quickly , and the time taken is monitored by the facility. | | |
| | I | · · · · · · · · · · · · · · · · · · · | | | PA Score | 1 | |
| 4.3 | PA Statement | Users recognise the facility's staff b | y their name tags and/or distinguishin | g uniforms. | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | We never wear our name tags. | We sometimes wear our name tags or some staff wear them while others don't. | We wear our name tags at all times. | We wear our name tags at all times, and each tag has a photo of the staff member on it. | | |
| | Į | | | | PA Score | 1 | |
| 4.4 | PA Statement | The facility publicises its service sta | ndards and targets so that users kno | w and understand what to expect du | ing their time at the facility. | | |
| e charters and ds | Is the service delivery charter prominently displayed and visible? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible to users. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service charters and standards | Are sector-specific standards prominently displayed and visible? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but these are not positioned prominently or visible to users. | The facility displays sector-specific standards and these are positioned prominently and visible to users. | The facility displays sector-specific standards at all key points across the facility. | | |
| | 1 | 1 | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|--|---|---|--|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| | leanliness and Comfor | | | | | | |
| | KPA 5 | | | and Comfort | | | |
| 5.1 | PA Statement | The facility has sufficient and comfo volumes of users it serves. | ortable waiting areas that are protecte | d from the elements and have enough | n seating to accommodate the | | |
| Suitable waiting areas | Does the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | |
| | 1 | 1 | | | PA Score | 1 | |
| 5.2 | PA Statement | The facility provides clean and func | tioning ablution facilities with the nec | essary toiletries to prevent the spread | d of disease. | | |
| Ablution facilities are accessible, clean and in working order | Does the facility make available the necessary toiletries to users? | No amenities are supplied. | Only toilet paper is made available but only when asked for. | All toiletries (toilet paper, soap and hand-drying equipment /paper) are made available, and users are aware of how to access them (in the case of toilet paper). | To be determined. | | |
| | | L | -1 | 1 | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| KPA 6: S | - | | | | | | |
| | KPA 6 | | Sa | fety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | e safeguards to protect users, staff an | d their possessions from harm and th | neft. | | |
| | Do you feel safe in and around the facility with the current safety measures? | l don't feel safe. | I feel safe sometimes. | l always feel safe. | Best practice to be determined during implementation. | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| Ö | Are the facility's restricted areas clearly marked to prevent or minimise the risk of unauthorised entry? | None of the restricted areas are marked. | Some of restricted areas are marked and others are not. | All restricted areas are clearly marked. | All restricted areas are clearly marked and there is electronic access control or guard services at these entrances. | | |
| | 1 | 1 | 1 | 1 | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|-------------------|--|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 6.2 | PA Statement | Facilities have health and safety pro | cedures in place to handle emergend | ies or when dealing with sensitive us | er information. | | |
| | Does this facility have a fully-stocked first aid kit in a marked location? | There is no first aid kit. | There is a first aid kit but it is not well stocked. | There is a fully-stocked first aid kit in a marked location with a checklist. | There are several fully-stocked first aid kits in all key points, and several staff members are trained on how to use them to treat injuries. | | |
| Safety procedures | Are emergency procedures (e.g. evacuation plan, marked exits) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | Emergency procedures are partially compliant with building regulations if one of the following criteria is not met - the evacuation plan is displayed at key points within the facility; - emergency exits are appropriately signposted; - fully-serviced fire extinguishers are available in the public spaces. | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | |
| | | | • | | PA Score | 1 | |
| 6.3 | PA Statement | The facility stores all user records in unauthorised access and protect the | | an be retrieved quickly, and puts in p | lace safeguards to prevent loss and | | |
| Safety of records | Are user records stored securely, protected from unauthorised access, and classified for easy retrieval? | There is no secure place to store user records. | There is a records storage area but it doesn't appear secured or there is no restricted access to the area. | There is a restricted-access area where user documentation is stored and classified for easy retrieval. | All user records are stored electronically, easily retrieved and are kept safe through access controls and passwords. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--------------------------------|---|---|--|--|---|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 7: C | pening and closing tin | nes/Service availability | | | | | |
| | KPA 7 | | Opening and closing times/Ser | rvice availability and efficiency | | | |
| 7.1 | PA Statement | The facility operates in line with the during these times, and has backup | operational hours prescribed in norm systems in place when utilities fail. | s and standards, ensures that servic | es are provided on an ongoing basis | | |
| | Are the opening times adhered to? | We never open on time. | We sometimes open on time. | We always open on time. | We open earlier than our advertised opening times. | | |
| ន | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | |
| nal hou | Are closing times adhered to? | We always close the doors before closing time. | We sometimes close the doors before closing time. | We only close the doors at closing time but don't stop serving users. | We often close the doors, and stop service after closing time. | | |
| Adherence to operational hours | Do you have a backup system to continue providing services when the electricity or water is interrupted? | There is no backup, we have to turn users away. | There is backup, but it doesn't always work or it doesn't last sufficiently long for the service to continue. | There is a good backup and it allows us to continue doing our work. | To be determined. | | |
| Adh | If the facility's computers and networks are offline, are there alternative systems for staff to use? | There is no manual or alternative system to use so service delivery has to stop. | There is an alternative system but it is not implemented or followed. | There is an alternative system which allows the staff to continue providing services. | To be determined. | | |
| 7.2 | PA Statement | Government must ensure that users charter | receive services within the turnarour | nd times as defined in the sector-spec | ific standards or service delivery | | |
| lity | Was the service delivered within the turnaround time as described in the service standards while in the facility? | We never deliver within the timeframes specified in norms and standards. | We sometimes deliver within the timeframes specified in norms and standards. | We always deliver within the timeframes specified in norms and standards. | We deliver faster than the timeframes specified in norms and standards. | | |
| efficiency and availability | Does this SASSA office achieve the target of three days turn-around time on applications for social grants? | We never achieve this target for three days turn-around time | We sometimes achieve this target of three days turn-around time | We always achieve this target of three days turn-around time | | | |
| Service | Do you monitor the turnaround times for service delivery? | We never monitor service delivery turnaround times. | We sometimes monitor service delivery turnaround times. | We always monitor service delivery turnaround times. | We monitor service delivery turnaround times and regularly track our progress towards achieving the targets. | | |
| | 1 | | I | I | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| (PA 8: C | omplaints and complin | nents management | | | | | |
| | KPA 8 | | Complaints and comp | liments management | | | |
| 8.1 | PA Statement | The facility displays the complaints | procedure in the waiting areas, public | spaces and close to the exits. | | | |
| Awareness of complaint-lodging mechanisms | Does the facility prominently display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure is displayed prominently. | The complaints, compliments and suggestion procedure is prominently displayed in waiting areas, public spaces and close to exits AND there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | | | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the | equipment to lodge a complaint or con | npliment and tracks these until they | | · · · | |
| Complaint- and compliment-lodging systems | Is there a clearly marked complaints, compliments and suggestions box at this facility, with stationery available for users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| Complaint- and comp | Does the facility have an internal system of managing lodged complaints and compliments? | There is no internal system to manage lodged complaints and compliments. | There is an internal system to manage lodged complaints, but it is managed by one person (the facility manager). | There is a complaints register which documents: the date, nature and severity of the complaint and who is responsible for following up or resolving the complaint. | All complaints are logged onto an electronic system and referred to a dedicated case manager. | | |
| | Has the facility's frontline staff received training on how to record and resolve a complaint? | No training on how to record and resolve a complaint was received. | Some training on how to record but not resolve a complaint was received. | Regular training is received on how to record and resolve a complaint. | Continuous and extensive training was received on how to record and resolve a complaint. | | |
| | | · · · · · · · · · · · · · · · · · · · | • | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |



SAPS Staff tool

| | Office of the premier: | | | |
|---|------------------------|----------------------------|--------|------------------|
| The Presidency: Department of Planning, Monitoring and Evaluation | | | | Province: |
| Frontline Service Delivery Monitoring: Questionnaire | | | | Reference Number |
| | Deta | ils of FSD Monitoring Site | | |
| Name of Facility | | C C | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | DD/MM/YYYY | | | |
| | E | Details of Staff Member | | |
| First Name | | | | |
| Last Name | | | | |
| Gender | Male | | Female | |
| Race | African | Coloured | Asian | White |
| Designation (level) | | | | |
| | Email | | | |
| Contact Details | Telephone | | | |
| | Other | | | |
| Disability | | Yes | No | |
| | | Name of monitor | | |
| Name and Surname | | | | |
| | Email | | | |
| Contact Details | Telephone | | | |
| | Other | | | |

Signature of monitor

Date

| | Description | | | | | | |
|-------------------------------|---|---|---|--|---|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| (PA 1: | Location and Accessibil | ity | | | | | |
| | KPA 1 | | Location and | l accessibility | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms set | t by national or provincial governme | nt. | | |
| Accessible distance | How far do most users travel to reach this facility? | Most users travel more than 30 kilometres. | Most users travel between 10 and 30 kilometres. | Most users travel between 5 and 10 kilometres. | Most users travel 5 kilometres or less. PA Score | | |
| 1.2 | PA Statement | The facility's buildings and premises | are accessible to the disabled and the | he elderly. | | | |
| Physical access into facility | To what extent is provision made to assist the disabled and the elderly to access the facility building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | unobstructed access from the facility | | |
| | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | Adequate provision is made to help the disable and elderly navigate their way inside the facility. There are ramps and handrails at all points within the facility (where needed) and passages are wide enough to allow ease of movement. | To be determined. | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled or elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. | | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|--|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 1.3 | PA Statement | The facility is fit for purpose, has su | fficient space, resources and equipm | ent to provide the services in line with | n the volume of users it receives. | | |
| | To what extent is this facility able to provide all the services it is meant to? | We are not able to provide most of the frontline services specified in terms of sector norms and standards. | We are not able to provide some of the frontline services specified in terms of sector norms and standards. | We are able to provide all the frontline services specified in terms of sector norms and standards. | We provide all services we are required to provide in terms of sector norms and standards, and have added additional services to meet the specific needs of the community. | | |
| | | | • | | PA Score | 1 | |
| 1.4 | PA Statement | The facility has the minimum equipr users. | nent necessary for its staff to perforn | n their functions and deliver a reliable | efficient and quality service to | | |
| Adequacy and availability of equipment and staff to provide services | To what extent are the facility's computers, telephones, and faxes functional? | None of the facility's computers, telephones and faxes are functional. | Some of the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional, and there is a reliable internet connection at the time of the visit. | | |
| | • | <u>+</u> | | | PA Score | 1 | |
| | - | | | | KPA Score | 1 | |
| KPA 2: V | /isibility and Signage | | | | | | |
| | KPA 2 | | | and Signage | | | |
| 2.1 | PA Statement | Users are able to locate the facility of | uickly and easily by following extern | al signage. | | | |
| ne facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There are some signage but they are not clear or they don't accurately show the distance and direction. | There is sufficient and clear signage showing directions leading to the facility. | There is a lot of signage that clearly shows the direction and distance to the facility from far away. | | |
| Signage to the facility | External signage: Is the facility identified on the external sign by the main gate/entrance? | There is no signage by the main entrance/gate to identify the facility. | There is a sign but it is not clear or visible (e.g. the sign is faded, letters are missing and it is too small). | There is clear and visible sign at the facility's entrance which describes the name of the facility. | | | |

PA Score

| | Description | | | | Rating Scale - Staff | | |
|--------------------------|--|--|---|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 2.4 | PA Statement | The facility provides users with infor | mation on its services, fees and man | agement's contact details. | | | |
| ice offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| Service | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | |
| | | 1 | | I | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | | | KPA Score | | | | |
|---------------------------------|--|---|---|---|---|---|--|
| KPA 3: Q | ueue management and | l waiting times | | | | | |
| | KPA 3 | | Queue Managemer | nt and Waiting times | | | |
| 3.1 | PA Statement | The facility has in place a queue man process. | nagement system to direct, manage a | and control the flow of users quickly a | nd efficiently through the service | | |
| Queue management systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait , an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | |
| | 1 | 1 | · | | PA Score | 1 | |
| | PA Statement | The facility's queue management sy times. | stem identifies users with special nee | eds, and makes provision to fast-tracl | service delivery and reduce waiting | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified. | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | To be determined during implementation. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--|--|--|--|---|--|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 4: D | Dignified treatment | | | | | | |
| | KPA 4 | | Dignified | Treatment | | | |
| 4.1 | PA Statement | The facility takes reasonable steps t | o communicate with users in the lang | uage of their choice or provide interp | retation services, if necessary. | | |
| Language understood by users | Does the facility make provision to translate or interpret information into a language understood by users, if needed? | There are no efforts made to translate or interpret information for users. | There are some efforts made to translate or interpret information for users, but it is incumbent on users to ask for or pre-arrange these services. | Provision is made to translate or interpret information in the facility without causing delays to users (e.g. staff members are designated to help translate or there is an interpreter on hand). | To be determined. | | |
| | | | | | PA Score | 1 | |
| 4.2 | PA Statement | The facility's staff is able to understa | and and respond appropriately to que | stions from users, and promptly proc | ess their service requests. | | |
| Efficient and responsive officials | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly , some staff are slower than others. | Service requests are processed quickly . | Service requests are processed very quickly , and the time taken is monitored by the facility. | | |
| | | | | | PA Score | 1 | |
| 4.3 | PA Statement | Users recognise the facility's staff b | y their name tags and/or distinguishir | ng uniforms. | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | We never wear our name tags. | We sometimes wear our name tags or some staff wear them while others don't. | We wear our name tags at all times. | We wear our name tags at all times, and each tag has a photo of the staff member on it. | | |
| | | | | • | PA Score | 1 | |
| 4.4 | PA Statement | The facility provides users with infor process for following up on their ser | rmation on how to apply for the servic rvice request or application. | es including the types of documents | needed, the fees payable, and the | | |
| Information about application processes or service requests | To what extent does the facility provide information to users on what is needed to apply for a service and what fees are payable? | There is no information available in the facility (e.g. signboards or pamphlets) on the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | There is some information available in the facility (e.g. signboards or pamphlets) on one of the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | There is adequate information available in the facility (e.g. signboards or pamphlets) on all of the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | To de determined. | | |
| | | 1 | 1 | 1 | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|--|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 4.5 | PA Statement | The facility publicises its service sta | indards and targets so that users know | w and understand what to expect dur | | | |
| ce charters and rds | Is the service delivery charter prominently displayed and visible? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible to users. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service of service of standards | Are sector-specific standards prominently displayed and visible? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but these are not positioned prominently or visible to users. | The facility displays sector-specific standards and these are positioned prominently and visible to users. | The facility displays sector-specific standards at all key points across the facility. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| KPA 5: C | leanliness and Comfor | rt | | | | | |
| | KPA 5 | | Cleanliness | and Comfort | | | |
| 5.1 | PA Statement | The facility has sufficient and comfo volumes of users it serves. | rtable waiting areas that are protected | d from the elements and have enough | seating to accommodate the | | |
| Suitable waiting areas | Does the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | |
| | | - | • | | PA Score | 1 | |
| 5.2 | PA Statement | The facility provides clean and funct | ioning ablution facilities with the nece | essary toiletries to prevent the spread | l of disease. | | |
| Ablution facilities are accessible, clean and in working order | Does the facility make available the necessary toiletries to users? | No amenities are supplied. | Only toilet paper is made available but only when asked for. | All toiletries (toilet paper, soap and hand-drying equipment /paper) are made available, and users are aware of how to access them (in the case of toilet paper). | To be determined. | | |
| | | | 1 | | | | |
| | | | | | KPA Score | 1 | |

| | Description Rating Scale - Staff | | | | | | |
|-------------------|--|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 6: Sa | afety | | | | | | |
| | KPA 6 | | Sa | | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff an | | | | |
| measures | Do you feel safe in and around the facility with the current safety measures? | l don't feel safe. | I feel safe sometimes. | l always feel safe. | Best practice to be determined during implementation. | | |
| security | Are the facility's restricted areas clearly marked to prevent or minimise the risk of unauthorised entry? | None of the restricted areas are marked. | Some of restricted areas are marked and others are not. | All restricted areas are clearly marked. | All restricted areas are clearly marked and there is electronic access control or guard services at these entrances. | | |
| PA Score | | | | | | | |
| 6.2 | PA Statement | Facilities have health and safety procedures in place to handle emergencies or when dealing with sensitive user information. | | | | | |
| | Does this facility have a fully-stocked first aid kit in a marked location? | There is no first aid kit. | There is a first aid kit but it is not well stocked. | There is a fully-stocked first aid kit in a marked location with a checklist. | There are several fully-stocked first aid kits in all key points, and several staff members are trained on how to use them to treat injuries. | | |
| Safety procedures | Are emergency procedures (e.g. evacuation plan, marked exits) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | Emergency procedures are partially compliant with building regulations if one of the following criteria is not met : - the evacuation plan is displayed at key points within the facility; - emergency exits are appropriately signposted; - fully-serviced fire extinguishers are available in the public spaces. | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | |
| | | | 1 | | | | |

| Description | | Rating Scale - Staff | | | | | | |
|-------------------|--|---|--|--|---|-------|----------|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | |
| 6.3 | PA Statement | The facility stores all user records in unauthorised access and protect the | a secure location from where they c confidentiality of users. | | | | | |
| Safety of records | Are user records stored securely, protected from unauthorised access, and classified for easy retrieval? | There is no secure place to store user records. | There is a records storage area but it doesn't appear secured or there is no restricted access to the area. | | All user records are stored electronically, easily retrieved and are kept safe through access controls and passwords. | | | |
| | | | 1 | 1 | PA Score | 1 | | |
| | | | | | KPA Score | 1 | | |
| KPA 7: 0 | pening and closing tim | nes/Service availability | and efficiency | | | | | |
| | KPA 7 Opening and closing times/Service availability and efficiency | | | | | | | |
| 7.1 | PA Statement | The facility operates in line with the during these times, and has backup | operational hours prescribed in norm systems in place when utilities fail. | | | | | |
| | Do you have a backup system to continue providing services when the electricity or water is interrupted? | There is no backup, we have to turn users away. | There is backup, but it doesn't always work or it doesn't last sufficiently long for the service to continue. | There is a good backup and it allows us to continue doing our work. | To be determined. | | | |
| | If the facility's computers and networks are offline, are there alternative systems for staff to use? | There is no manual or alternative system to use so service delivery has to stop. | There is an alternative system but it is not implemented or followed. | There is an alternative system which allows the staff to continue providing services. | To be determined. | | | |
| PA Score / | | | | | | | | |

| | Description Rating Scale - Staff | | | | Rating Scale - Staff | | | |
|-------------------------------------|--|---|---|--|---|-------|----------|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | |
| 7.2 | DA Statement | | | nd times as defined in the sector-spec | | | | |
| | Was the service delivered within the turnaround time as described in the service standards while in the facility? | We never deliver within the timeframes specified in norms and standards. | We sometimes deliver within the timeframes specified in norms and standards. | We always deliver within the timeframes specified in norms and standards. | We deliver faster than the timeframes specified in norms and standards. | | | |
| | Does this SAPS office meet the target of 19 min turn around time on Alpha Calls? | We never meet this target for Alpha Calls | We sometimes meet this target for Alpha Calls | We always meet this target for Alpha Calls | | | | |
| | Does this SAPS office meet the target of 24 min turn around time on Brave Calls? | We never meet this target for Bravo Calls | We sometimes meet this target for Bravo Calls | We always meet this target for Bravo Calls | | | | |
| ility | Does this SAPS office meet the target of 21 min turn around time on Charlie Calls? | We never meet this target for Charlie Calls | We sometimes meet this target for Charlie Calls | We always meet this target for Charlie Calls | | | | |
| Service efficiency and availability | Does this SAPS Office have sufficient vehicles that are suitable for the terrain? | We do not have sufficient vehicles for the station | We have vehicles, but not sufficient or suitable for the terrain | We have sufficient vehicles that are adequate for the terrain | | | | |
| Service efficie | Does this SAPS office have a sufficient filing system? (Electronic or physical) | We have no filing system in place. | We have a filing system / e-docket system in place, but it does not have enough space or it does not always work | We have a reliable, sufficient system filing system in place | | | | |
| | Does this station have victim friendly rooms available that are resourced for sexual assaults, domestic violence, etc.? | We do not have any rooms available | We have rooms available, but they are not resources accordingly | We have rooms available, and they are resourced accordingly | | | | |
| | Does this station have holding cells for males, females and juveniles? | We do not have any holding cells | We have holdings that is used for all types of individuals | We have separate holdings cells for males, females and juveniles | | | | |
| | Do you monitor the turnaround times for service delivery? | We never monitor service delivery turnaround times. | We sometimes monitor service delivery turnaround times. | We always monitor service delivery turnaround times. | We monitor service delivery turnaround times and regularly track our progress towards achieving the targets. | | | |
| | • | • | | • | PA Score | 1 | | |
| | KPA Score / | | | | | | | |

| | Description | Rating Scale - Staff | | | | | | | |
|--|---|---|--|--|--|-------|----------|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | |
| (PA 8: C | omplaints and complin | nents management | | | | | | | |
| | KPA 8 | | Complaints and comp | | | | | | |
| 8.1 | PA Statement | The facility displays the complaints | procedure in the waiting areas, public | | | | | | |
| Awareness of complaint-lodging mechanisms | Does the facility prominently display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure is displayed prominently. | The complaints, compliments and suggestion procedure is prominently displayed in waiting areas, public spaces and close to exits AND there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | | | |
| | | | | | PA Score | 1 | | | |
| 8.2 | PA Statement | The facility provides users with the | equipment to lodge a complaint or con | npliment and tracks these until they | | · · · | | | |
| Complaint- and compliment-lodging systems | Is there a clearly marked complaints, compliments and suggestions box at this facility, with stationery available for users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | | | |
| Complaint- and comp | Does the facility have an internal system of managing lodged complaints and compliments? | There is no internal system to manage lodged complaints and compliments. | There is an internal system to manage lodged complaints, but it is managed by one person (the facility manager). | There is a complaints register which documents: the date, nature and severity of the complaint and who is responsible for following up or resolving the complaint. | All complaints are logged onto an electronic system and referred to a dedicated case manager. | | | | |
| | Has the facility's frontline staff received training on how to record and resolve a complaint? | No training on how to record and resolve a complaint was received. | Some training on how to record but not resolve a complaint was received. | Regular training is received on how to record and resolve a complaint. | Continuous and extensive training was received on how to record and resolve a complaint. | | | | |
| | | · · · · · · · · · · · · · · · · · · · | • | | PA Score | 1 | | | |
| | | | KPA Score | 1 | | | | | |



NYDA Staff tool

| | | Office of the premier: | | |
|---|------------|----------------------------|--------|------------------|
| The Presidency: Department of Planning, Monitoring and Evaluation | | | | |
| | | | | Province: |
| Frontline Service Delivery Monitoring: Questionnaire | | | | Reference Number |
| | Deta | ils of FSD Monitoring Site | | |
| Name of Facility | | | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | DD/MM/YYYY | | | |
| | D | etails of Staff Member | | |
| First Name | | | | |
| Last Name | | | | |
| Gender | Male | | Female | |
| Race | African | Coloured | Asian | White |
| Designation (level) | | | | |
| | Email | | | |
| Contact Details | Telephone | | | |
| | Other | | | |
| Disability | | Yes | No | |
| | | Name of monitor | | |
| Name and Surname | | | | |
| | Email | | | |
| Contact Details | Telephone | | | |
| | Other | | | |

Signature of monitor

| | Description | | | | Rating Scale - Staff | | |
|-------------------------------|---|---|--|--|--|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | _ocation and Accessibi | lity | | | | | |
| | KPA 1 | | Location and | l accessibility | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms se | t by national or provincial governme | nt. | | |
| Accessible distance | How far do most users travel to reach this facility? | Most users travel more than 30 kilometres. | Most users travel between 10 and 30 kilometres. | Most users travel between 5 and 10 kilometres. | Most users travel 5 kilometres or less. PA Score | | |
| 1.2 | PA Statement | The facility's buildings and premises | s are accessible to the disabled and t | he elderly. | TA OCOIC | / | |
| | To what extent is provision made to assist the disabled and the elderly to access the facility building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non-slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | ramps and nandralls at all points | To be determined. | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled or elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. PA Score | | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|--|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 1.3 | PA Statement | The facility is fit for purpose, has su | fficient space, resources and equipm | ent to provide the services in line with | n the volume of users it receives. | | |
| | To what extent is this facility able to provide all the services it is meant to? | We are not able to provide most of the frontline services specified in terms of sector norms and standards. | We are not able to provide some of the frontline services specified in terms of sector norms and standards. | We are able to provide all the frontline services specified in terms of sector norms and standards. | We provide all services we are required to provide in terms of sector norms and standards, and have added additional services to meet the specific needs of the community. | | |
| | | | | | PA Score | 1 | |
| 1.4 | PA Statement | The facility has the minimum equipm users. | nent necessary for its staff to perform | their functions and deliver a reliable | efficient and quality service to | | |
| Adequacy and availability of equipment and staff to provide services | To what extent are the facility's computers, telephones, and faxes functional? | None of the facility's computers, telephones and faxes are functional. | Some of the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional, and there is a reliable internet connection at the time of the visit. | | |
| | • | <u>+</u> | 1 | 1 | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| KPA 2: V | isibility and Signage | | | | | | |
| | KPA 2 | | | nd Signage | | | |
| 2.1 | PA Statement | Users are able to locate the facility q | uickly and easily by following extern | al signage. | | | |
| ie facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There are some signage but they are not clear or they don't accurately show the distance and direction. | There is sufficient and clear signage showing directions leading to the facility. | There is a lot of signage that clearly shows the direction and distance to the facility from far away. | | |
| Signage to the facility | External signage: Is the facility identified on the external sign by the main gate/entrance? | There is no signage by the main entrance/gate to identify the facility. | There is a sign but it is not clear or visible (e.g. the sign is faded, letters are missing and it is too small). | There is clear and visible sign at the facility's entrance which describes the name of the facility. | | | |

The facility provides users with information on its services, fees and management's contact details.

2.2

PA Statement

PA Score

1

| | Description | | | | Rating Scale - Staff | | |
|--------------------------|--|--|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| ice offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| Service | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. PA Score | | |
| | · · · · · · · · · · · · · · · · · · · | 1 | | | | | |
| | | | | | KPA Score | 1 | |

KPA 3: Queue management and waiting times

| | KPA 3 | | Queue Managemen | t and Waiting times | | | |
|--------------------------|--|---|---|---|---|---|--|
| 3.1 | PA Statement | The facility has in place a queue ma process. | nagement system to direct, manage a | | | | |
| Queue management systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait , an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | |
| | | | | | PA Score | 1 | |
| 3.2 | PA Statement | The facility keeps users informed of | f their target waiting times and how lo | ng users can be expected to wait befo | ore being attended to. | | |
| Waiting times | Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but are not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly displayed in various waiting areas. | There are target waiting times displayed at all waiting areas and delays are communicated to users. | | |
| | | | PA Score | 1 | | | |

| | Description | Rating Scale - Staff | | | | | | |
|---------------------------------|--|---|---------------------------------------|--|-------------------------------------|-------|----------|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | |
| 3.3 | PA Statement | The facility's queue management sy times. | stem identifies users with special ne | eds, and makes provision to fast-track | service delivery and reduce waiting | | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | | | | |
| | | | PA Score | 1 | | | | |
| | | | | KPA Score | 1 | | | |

| | | | | NFA SCOLE | 1 | |
|--|---|--|--|--|---|--|
| KPA 4: Dignified treatment | | | | | | |
| KPA 4 | | | | | | |
| 4.1 PA Statement | The facility takes reasonable steps t | o communicate with users in the lang | uage of their choice or provide interp | retation services, if necessary. | | |
| Does the facility make provision to translate or interpret information in a language understood by users, i needed? | to There are no efforts made to translate | There are some efforts made to translate or interpret information for users, but it is incumbent on users to ask for or pre-arrange these services. | Provision is made to translate or interpret information in the facility without causing delays to users (e.g. staff members are designated to help translate or there is an interpreter on hand). | To be determined. | | |
| | | L | L | PA Score | 1 | |
| 4.2 PA Statement | The facility's staff is able to underst | and and respond appropriately to que | stions from users, and promptly prod | ess their service requests. | | |
| Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very | Service requests are processed slowly, some staff are slower than others. | Service requests are processed quickly . | Service requests are processed very quickly , and the time taken is monitored by the facility. | | |
| | | I | I | PA Score | 1 | |
| 4.3 PA Statement | Users recognise the facility's staff b | y their name tags and/or distinguishir | | | | |
| eiq que the staff wear name tags at a times? | all We never wear our name tags. | We sometimes wear our name tags or some staff wear them while others don't. | We wear our name tags at all times. | We wear our name tags at all times, and each tag has a photo of the staff member on it. | | |
| · · · · · · · · · · · · · · · · · · · | | · | · | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|---|--|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 4.4 | PA Statement | The facility provides users with infor process for following up on their ser | | ices including the types of documents | needed, the fees payable, and the | | |
| Information about application processes or service requests | To what extent does the facility provide information to users on what is needed to apply for a service and what fees are payable? | There is no information available in the facility (e.g. signboards or pamphlets) on the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | There is some information available in the facility (e.g. signboards or pamphlets) on one of the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | There is adequate information available in the facility (e.g. signboards or pamphlets) on all of the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | To de determined. | | |
| | | | | | PA Score | 1 | |
| 4.5 | PA Statement | The facility publicises its service sta | ndards and targets so that users kno | ow and understand what to expect dur | ing their time at the facility. | | |
| ce charters and rds | Is the service delivery charter prominently displayed and visible? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible to users. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service charters and standards | Are sector-specific standards prominently displayed and visible? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but these are not positioned prominently or visible to users. | The facility displays sector-specific standards and these are positioned prominently and visible to users. | The facility displays sector-specific standards at all key points across the facility. | | |
| | L | | L | <u>.</u> | PA Score | 1 | |
| | | .4 | KPA Score | 1 | | | |
| KPA 5: C | leanliness and Comfo | π | | | | | |
| 5.1 | KPA 5 PA Statement | The facility has sufficient and comfo volumes of users it serves. | | s and Comfort ed from the elements and have enough | seating to accommodate the | | |
| uitable ng areas | Does the waiting area(s) have adequate seating to cater for the | There is no seating in the waiting area | There is some seating but not enough | There is adequate seating to cater for | To be determined. | | |

| Suita waiting | volumes of users? | area. | to accommodate all users. | all users. | To be determined. | | |
|--|---|---------------------------------------|--|---|-------------------|---|--|
| | | | | | PA Score | 1 | |
| 5.2 | PA Statement | The facility provides clean and funct | | | | | |
| Ablution facilities are accessible, clean and in working order | Does the facility make available the necessary toiletries to users? | No amenities are supplied. | Only toilet paper is made available but only when asked for. | All toiletries (toilet paper, soap and hand-drying equipment /paper) are made available, and users are aware of how to access them (in the case of toilet paper). | To be determined. | | |
| | <u>.</u> | · | <u>.</u> | · · · · | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|------------------------------|---|--|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 6: S | afety | | | | | | |
| | KPA 6 | | Sa | fety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | e safeguards to protect users, staff an | d their possessions from harm and t | heft. | | |
| | Do you feel safe in and around the facility with the current safety measures? | l don't feel safe. | I feel safe sometimes. | l always feel safe. | Best practice to be determined during implementation. | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| 0 | Are the facility's restricted areas clearly marked to prevent or minimise the risk of unauthorised entry? | None of the restricted areas are marked. | Some of restricted areas are marked and others are not. | All restricted areas are clearly marked. | All restricted areas are clearly marked and there is electronic access control or guard services at these entrances. | | |
| | | | PA Score | 1 | | | |

| | Description | | | | Rating Scale - Staff | | |
|--------------------------------|--|---|--|---|--|---------------------------------------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 6.2 | PA Statement | Facilities have health and safety pro | ocedures in place to handle emergenc | ies or when dealing with sensitive us | er information. | | |
| | Does this facility have a fully-stocked first aid kit in a marked location? | There is no first aid kit. | There is a first aid kit but it is not well stocked. | There is a fully-stocked first aid kit in a marked location with a checklist. | There are several fully-stocked first aid kits in all key points, and several staff members are trained on how to use them to treat injuries. | | |
| Safety procedures | Are emergency procedures (e.g. evacuation plan, marked exits) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | Emergency procedures are partially compliant with building regulations if one of the following criteria is not met : - the evacuation plan is displayed at key points within the facility; - emergency exits are appropriately signposted; - fully-serviced fire extinguishers are available in the public spaces. | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | |
| | | I | | | PA Score | 1 | |
| 6.3 | PA Statement | The facility stores all user records in unauthorised access and protect the | n a secure location from where they c e confidentiality of users. | an be retrieved quickly, and puts in p | lace safeguards to prevent loss and | · · · · · · · · · · · · · · · · · · · | |
| Safety of records | Are user records stored securely, protected from unauthorised access, and classified for easy retrieval? | There is no secure place to store user records. | There is a records storage area but it doesn't appear secured or there is no restricted access to the area. | There is a restricted-access area where user documentation is stored and classified for easy retrieval. | All user records are stored electronically, easily retrieved and are kept safe through access controls and passwords. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| KPA 7: 0 | pening and closing tin | nes/Service availability | and efficiency | | | | |
| | KPA 7 | | Opening and closing times/Se | rvice availability and efficiency | | | |
| 7.1 | PA Statement | | operational hours prescribed in norm systems in place when utilities fail. | s and standards, ensures that servic | es are provided on an ongoing basis | | |
| | Are the opening times adhered to? | We never open on time. | We sometimes open on time. | We always open on time. | We open earlier than our advertised opening times. | | |
| nrs | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | |
| onal hc | Are closing times adhered to? | We always close the doors before closing time. | We sometimes close the doors before closing time. | We only close the doors at closing time but don't stop serving users. | We often close the doors, and stop service after closing time. | | |
| Adherence to operational hours | Do you have a backup system to continue providing services when the electricity or water is interrupted? | There is no backup, we have to turn users away. | There is backup, but it doesn't always work or it doesn't last sufficiently long for the service to continue. | There is a good backup and it allows us to continue doing our work. | To be determined. | | |
| Adhe | If the facility's computers and networks are offline, are there alternative systems for staff to use? | There is no manual or alternative system to use so service delivery has to stop. | There is an alternative system but it is not implemented or followed. | There is an alternative system which allows the staff to continue providing services. | To be determined. | | |
| | | | | | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|-------------------------------------|---|---|---|--|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 7.2 | DA Statement | | s receive services within the turnaroun | | | | |
| | Was the service delivered within the turnaround time as described in the service standards while in the facility? | We never deliver within the timeframes specified in norms and standards. | We sometimes deliver within the timeframes specified in norms and standards. | We always deliver within the timeframes specified in norms and standards. | We deliver faster than the timeframes specified in norms and standards. | | |
| | Do you support any youth owned enterprises? | We do not to support any youth owned enterprises | We support some eligible youth owned enterprises | We are able to support all eligible youth owned enterprises | | | |
| | Do you provide a platform for the youth to engage in economic activities? | We do not provide any platforms | We provide limited, irregular engagements for the youth | We provide frequent, regular engagements for the youth | We provide frequent, regular engagements for the youth including outreach | | |
| | Do you have a youth job creation Grant Funding programme available? | No, we don't | We are in the process of implementing it | Yes, we do | | | |
| availability | Do you have a Cooperatives and Business Service programme available? | No, we don't | We are in the process of implementing it | Yes, we do | | | |
| Service efficiency and availability | Do you have the matric rewrite programme available? | No | The processes are underway to implement the programme | Yes | | | |
| Service eff | Do you have a job placement programme available? | No | The processes are underway to implement the programme | Yes | | | |
| | Do you have any programmes aimed at raising awareness on vocational training? | No | We have an unstructured programme | We have a structured programme | We have several structured programmes | | |
| | Do you provide community development facilitation support services? | No, we don't | We are still assessing what kind of support to provide | Yes, we do | | | |
| | Do you have nation building and social cohesions programmes planned for the youth? | No, we don't | It is an unplanned, ad-hoc event / programme | Yes, we do | | | |
| | Do you monitor the turnaround times for service delivery? | We never monitor service delivery turnaround times. | We sometimes monitor service delivery turnaround times. | We always monitor service delivery turnaround times. | We monitor service delivery turnaround times and regularly track our progress towards achieving the targets. | | |
| | • | • | PA Score | 1 | | | |
| | | | KPA Score | 1 | | | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| (PA 8: C | omplaints and complin | nents management | | | | | |
| | KPA 8 | | Complaints and comp | liments management | | | |
| 8.1 | PA Statement | The facility displays the complaints | procedure in the waiting areas, public | spaces and close to the exits. | | | |
| Awareness of complaint-lodging mechanisms | Does the facility prominently display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure is displayed prominently. | The complaints, compliments and suggestion procedure is prominently displayed in waiting areas, public spaces and close to exits AND there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | | | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the | equipment to lodge a complaint or con | npliment and tracks these until they | | · · · | |
| Complaint- and compliment-lodging systems | Is there a clearly marked complaints, compliments and suggestions box at this facility, with stationery available for users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| Complaint- and comp | Does the facility have an internal system of managing lodged complaints and compliments? | There is no internal system to manage lodged complaints and compliments. | There is an internal system to manage lodged complaints, but it is managed by one person (the facility manager). | There is a complaints register which documents: the date, nature and severity of the complaint and who is responsible for following up or resolving the complaint. | All complaints are logged onto an electronic system and referred to a dedicated case manager. | | |
| | Has the facility's frontline staff received training on how to record and resolve a complaint? | No training on how to record and resolve a complaint was received. | Some training on how to record but not resolve a complaint was received. | Regular training is received on how to record and resolve a complaint. | Continuous and extensive training was received on how to record and resolve a complaint. | | |
| | | · · · · · · · · · · · · · · · · · · · | • | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |



MCCC Staff tool

| | Office of the premier: | | | |
|---|------------------------|----------------------------|--------|------------------|
| The Presidency: Department of Planning, Monitoring and Evaluation | | | | |
| | | | | Province: |
| Frontline Service Delivery Monitoring: Questionnaire | | | | Reference Number |
| | Deta | ils of FSD Monitoring Site | | |
| Name of Facility | | | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | DD/MM/YYYY | | | |
| | D | etails of Staff Member | | |
| First Name | | | | |
| Last Name | | | | |
| Gender | Male | | Female | |
| Race | African | Coloured | Asian | White |
| Designation (level) | | | | |
| | Email | | | |
| Contact Details | Telephone | | | |
| | Other | | | |
| Disability | | Yes | No | |
| | | Name of monitor | | |
| Name and Surname | | | | |
| | Email | | | |
| Contact Details | Telephone | | | |
| | Other | | | |

Signature of monitor

| | Description | | | | Rating Scale - Staff | | |
|-------------------------------|---|---|--|--|--|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | _ocation and Accessibi | lity | | | | | |
| | KPA 1 | | Location and | l accessibility | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms se | t by national or provincial governme | nt. | | |
| Accessible distance | How far do most users travel to reach this facility? | Most users travel more than 30 kilometres. | Most users travel between 10 and 30 kilometres. | Most users travel between 5 and 10 kilometres. | Most users travel 5 kilometres or less. PA Score | | |
| 1.2 | PA Statement | The facility's buildings and premises | s are accessible to the disabled and t | he elderly. | TA OCOIC | / | |
| | To what extent is provision made to assist the disabled and the elderly to access the facility building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non-slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | ramps and nandralls at all points | To be determined. | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled or elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. PA Score | | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|--|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 1.3 | PA Statement | The facility is fit for purpose, has su | fficient space, resources and equipm | ent to provide the services in line with | n the volume of users it receives. | | |
| | To what extent is this facility able to provide all the services it is meant to? | We are not able to provide most of the frontline services specified in terms of sector norms and standards. | We are not able to provide some of the frontline services specified in terms of sector norms and standards. | We are able to provide all the frontline services specified in terms of sector norms and standards. | We provide all services we are required to provide in terms of sector norms and standards, and have added additional services to meet the specific needs of the community. | | |
| | | | | | PA Score | 1 | |
| 1.4 | PA Statement | The facility has the minimum equipr users. | nent necessary for its staff to perforn | n their functions and deliver a reliable | efficient and quality service to | | |
| Adequacy and availability of equipment and staff to provide services | To what extent are the facility's computers, telephones, and faxes functional? | None of the facility's computers, telephones and faxes are functional. | Some of the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional, and there is a reliable internet connection at the time of the visit. | | |
| | • | <u>+</u> | | | PA Score | 1 | |
| | - | | | | KPA Score | 1 | |
| KPA 2: V | /isibility and Signage | | | | | | |
| | KPA 2 | | | and Signage | | | |
| 2.1 | PA Statement | Users are able to locate the facility of | uickly and easily by following extern | al signage. | | | |
| ne facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There are some signage but they are not clear or they don't accurately show the distance and direction. | There is sufficient and clear signage showing directions leading to the facility. | There is a lot of signage that clearly shows the direction and distance to the facility from far away. | | |
| Signage to the facility | External signage: Is the facility identified on the external sign by the main gate/entrance? | There is no signage by the main entrance/gate to identify the facility. | There is a sign but it is not clear or visible (e.g. the sign is faded, letters are missing and it is too small). | There is clear and visible sign at the facility's entrance which describes the name of the facility. | | | |

PA Score

| | Description | Rating Scale - Staff | | | | | | | |
|------------------------------|--|--|---|--|--|-------|----------|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | |
| 2.3 | PA Statement | The facility provides users with infor | mation on its services, fees and man | agement's contact details. | | | | | |
| Service offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | | | |
| Sen | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | | | |
| | 1 | 1 | 1 | ļ. | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | | | |

| | | | | KPA SCOLE | 1 | |
|--|--|---|---|---|---|--|
| KPA 3: Queue management and | l waiting times | | | | | |
| KPA 3 | | | | | | |
| 3.1 PA Statement | The facility has in place a queue mar process. | nagement system to direct, manage a | nd control the flow of users quickly a | nd efficiently through the service | | |
| Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait , an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system). | | | |
| | | | | PA Score | 1 | |
| 3.2 PA Statement | The facility keeps users informed of | their target waiting times and how lo | ng users can be expected to wait befo | ore being attended to. | | |
| Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but are not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly displayed in various waiting areas. | There are target waiting times displayed at all waiting areas and delays are communicated to users. | | |
| | | | | PA Score | 1 | |

| | Description | Rating Scale - Staff | | | | | | | |
|---------------------------------|--|---|---------------------------------------|--|--------------------------------|-------|----------|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | |
| 3.3 | PA Statement | The facility's queue management sy times. | stem identifies users with special ne | | | | | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | | | | | |
| | | | PA Score | 1 | | | | | |
| | | | | | KPA Score | 1 | | | |

| | | | | NFA SCOLE | 1 | |
|--|---|--|--|--|---|--|
| KPA 4: Dignified treatment | | | | | | |
| KPA 4 | | | | | | |
| 4.1 PA Statement | The facility takes reasonable steps t | o communicate with users in the lang | uage of their choice or provide interp | retation services, if necessary. | | |
| Does the facility make provision to translate or interpret information in a language understood by users, i needed? | to There are no efforts made to translate | There are some efforts made to translate or interpret information for users, but it is incumbent on users to ask for or pre-arrange these services. | Provision is made to translate or interpret information in the facility without causing delays to users (e.g. staff members are designated to help translate or there is an interpreter on hand). | To be determined. | | |
| | | 1 | | | | |
| 4.2 PA Statement | The facility's staff is able to underst | and and respond appropriately to que | stions from users, and promptly prod | ess their service requests. | | |
| Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very | Service requests are processed slowly, some staff are slower than others. | Service requests are processed quickly . | Service requests are processed very quickly , and the time taken is monitored by the facility. | | |
| | | I | I | PA Score | 1 | |
| 4.3 PA Statement | Users recognise the facility's staff b | y their name tags and/or distinguishir | | | | |
| eiq que the staff wear name tags at a times? | all We never wear our name tags. | We sometimes wear our name tags or some staff wear them while others don't. | We wear our name tags at all times. | We wear our name tags at all times, and each tag has a photo of the staff member on it. | | |
| · · · · · · · · · · · · · · · · · · · | | · | · | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--|--|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 4.4 | PA Statement | The facility provides users with info process for following up on their set | | es including the types of documents | needed, the fees payable, and the | | |
| Information about application processes or service requests | To what extent does the facility provide information to users on what is needed to apply for a service and what fees are payable? | There is no information available in the facility (e.g. signboards or pamphlets) on the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | There is some information available in the facility (e.g. signboards or pamphlets) on one of the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | There is adequate information available in the facility (e.g. signboards or pamphlets) on all of the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | To de determined. | | |
| | | - | • | • | PA Score | 1 | |
| 4.5 | PA Statement | The facility publicises its service sta | indards and targets so that users kno | w and understand what to expect dur | ing their time at the facility. | | |
| of service charters and standards | Is the service delivery charter prominently displayed and visible? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible to users. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of servic standar | Are sector-specific standards prominently displayed and visible? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but these are not positioned prominently or visible to users. | The facility displays sector-specific standards and these are positioned prominently and visible to users. | The facility displays sector-specific standards at all key points across the facility. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | ale - Staff | | |
|--|---|--|---|---|--|-------------|----------|--|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | |
| • | leanliness and Comfor | | · · · · · | • | | | | |
| | KPA 5 | | | and Comfort | | | | |
| 5.1 | PA Statement | The facility has sufficient and comfo volumes of users it serves. | ortable waiting areas that are protected | d from the elements and have enough | seating to accommodate the | | | |
| Suitable waiting areas | Does the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | | |
| | | | | | PA Score | 1 | | |
| 5.2 | PA Statement | The facility provides clean and func | tioning ablution facilities with the neco | essary toiletries to prevent the sprea | l of disease. | | | |
| Ablution facilities are accessible, clean and in working order | Does the facility make available the necessary toiletries to users? | No amenities are supplied. | Only toilet paper is made available but only when asked for. | All toiletries (toilet paper, soap and hand-drying equipment /paper) are made available, and users are aware of how to access them (in the case of toilet paper). | To be determined. | | | |
| - | 1 | 1 | | L | PA Score | 1 | | |
| | | | | | KPA Score | 1 | | |
| KPA 6: S | | 1 | | | | | | |
| | KPA 6 | | Sat | fety | | | | |
| 6.1 | PA Statement | The facility has in place appropriate | e safeguards to protect users, staff an | d their possessions from harm and th | left. | | | |
| | Do you feel safe in and around the facility with the current safety measures? | l don't feel safe. | I feel safe sometimes. | l always feel safe. | Best practice to be determined during implementation. | | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | | |
| S S S S S S S S S S S S S S S S S S S | Are the facility's restricted areas clearly marked to prevent or minimise the risk of unauthorised entry? | None of the restricted areas are marked. | Some of restricted areas are marked and others are not. | All restricted areas are clearly marked. | All restricted areas are clearly marked and there is electronic access control or guard services at these entrances. | | | |
| | 1 | 1 | 1 | L | PA Score | 1 | | |

| | Description | | | | Rating Scale - Staff | | | | | | |
|-------------------|--|---|--|---|--|-------|----------|--|--|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | | | |
| 6.2 | PA Statement | Facilities have health and safety pro | cedures in place to handle emergenc | ies or when dealing with sensitive use | er information. | | | | | | |
| | Does this facility have a fully-stocked first aid kit in a marked location? | There is no first aid kit. | There is a first aid kit but it is not well stocked. | There is a fully-stocked first aid kit in a marked location with a checklist. | There are several fully-stocked first aid kits in all key points, and several staff members are trained on how to use them to treat injuries. | | | | | | |
| Safety procedures | Are emergency procedures (e.g. evacuation plan, marked exits) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | Emergency procedures are partially compliant with building regulations if one of the following criteria is not met : - the evacuation plan is displayed at key points within the facility; - emergency exits are appropriately signposted; - fully-serviced fire extinguishers are available in the public spaces. | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | | | | | |
| | 1 | L | <u> </u> | | PA Score | 1 | | | | | |
| 6.3 | PA Statement | The facility stores all user records in unauthorised access and protect the | | an be retrieved quickly, and puts in pl | ace safeguards to prevent loss and | | | | | | |
| Safety of records | Are user records stored securely, protected from unauthorised access, and classified for easy retrieval? | There is no secure place to store user records. | There is a records storage area but it doesn't appear secured or there is no restricted access to the area. | | All user records are stored electronically, easily retrieved and are kept safe through access controls and passwords. | | | | | | |
| | | | | | PA Score | 1 | | | | | |
| | | | KPA Score / | | | | | | | | |

| | Description | | | | Rating Scale - Staff | | |
|--------------------------------|---|---|--|--|---|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 7: C | Opening and closing tin | nes/Service availability | and efficiency | | | | |
| | KPA 7 | - | | rvice availability and efficiency | | | |
| 7.1 | PA Statement | | operational hours prescribed in norm systems in place when utilities fail. | | | | |
| | Are the opening times adhered to? | We never open on time. | We sometimes open on time. | We always open on time. | We open earlier than our advertised opening times. | | |
| SIL | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | |
| onal hou | Are closing times adhered to? | We always close the doors before closing time. | We sometimes close the doors before closing time. | We only close the doors at closing time but don't stop serving users. | We often close the doors, and stop service after closing time. | | |
| Adherence to operational hours | Do you have a backup system to continue providing services when the electricity or water is interrupted? | There is no backup, we have to turn users away. | There is backup, but it doesn't always work or it doesn't last sufficiently long for the service to continue. | There is a good backup and it allows us to continue doing our work. | To be determined. | | |
| Adh | If the facility's computers and networks are offline, are there alternative systems for staff to use? | There is no manual or alternative system to use so service delivery has to stop. | There is an alternative system but it is not implemented or followed. | There is an alternative system which allows the staff to continue providing services. | To be determined. | | |
| 7.2 | PA Statement | Government must ensure that users charter | receive services within the turnarour | nd times as defined in the sector-spe | cific standards or service delivery | | |
| lity | Was the service delivered within the turnaround time as described in the service standards while in the facility? | We never deliver within the timeframes specified in norms and standards. | We sometimes deliver within the timeframes specified in norms and standards. | We always deliver within the timeframes specified in norms and standards. | We deliver faster than the timeframes specified in norms and standards. | | |
| efficiency and availability | Are all service requests responded to in the prescribed time frames? (Duplicate statements, details on electricity and water consumption, opening municipal accounts) | None of the service requests are responded to wiithin the prescribed time frames | Some of the service requests are responded to wiithin the prescribed time frames | All of the service requests are responded to wiithin the prescribed time frames | | | |
| Service | Do you monitor the turnaround times for service delivery? | We never monitor service delivery turnaround times. | We sometimes monitor service delivery turnaround times. | We always monitor service delivery turnaround times. | We monitor service delivery turnaround times and regularly track our progress towards achieving the targets. | | |
| | I | I | I | I | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| (PA 8: C | omplaints and complin | nents management | | | | | |
| | KPA 8 | | Complaints and comp | liments management | | | |
| 8.1 | PA Statement | The facility displays the complaints | procedure in the waiting areas, public | spaces and close to the exits. | | | |
| Awareness of complaint-lodging mechanisms | Does the facility prominently display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure is displayed prominently. | The complaints, compliments and suggestion procedure is prominently displayed in waiting areas, public spaces and close to exits AND there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | | | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the | equipment to lodge a complaint or con | npliment and tracks these until they | | · · · | |
| Complaint- and compliment-lodging systems | Is there a clearly marked complaints, compliments and suggestions box at this facility, with stationery available for users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| Complaint- and comp | Does the facility have an internal system of managing lodged complaints and compliments? | There is no internal system to manage lodged complaints and compliments. | There is an internal system to manage lodged complaints, but it is managed by one person (the facility manager). | There is a complaints register which documents: the date, nature and severity of the complaint and who is responsible for following up or resolving the complaint. | All complaints are logged onto an electronic system and referred to a dedicated case manager. | | |
| | Has the facility's frontline staff received training on how to record and resolve a complaint? | No training on how to record and resolve a complaint was received. | Some training on how to record but not resolve a complaint was received. | Regular training is received on how to record and resolve a complaint. | Continuous and extensive training was received on how to record and resolve a complaint. | | |
| | | · · · · · · · · · · · · · · · · · · · | • | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |



HEALTH Staff tool

| The Desidence Deserves of Discourse Manifester of Fusion | Office of the premier: | | | | | | |
|---|------------------------|------------------------------|--------|------------------|--|--|--|
| The Presidency: Department of Planning, Monitoring and Evaluation | | | | Province: | | | |
| Frontline Service Delivery Monitoring: Questionnaire | | | | Reference Number | | | |
| | Deta | tails of FSD Monitoring Site | | | | | |
| Name of Facility | | | | | | | |
| District | | | | | | | |
| Municipality | | | | | | | |
| Street Address | | | | | | | |
| Date of visit | DD/MM/YYYY | | | | | | |
| | C | Details of Staff Member | | | | | |
| First Name | | | | | | | |
| Last Name | | | | | | | |
| Gender | Male | | Female | | | | |
| Race | African | Coloured | Asian | White | | | |
| Designation (level) | | | | | | | |
| | Email | | | | | | |
| Contact Details | Telephone | | | | | | |
| | Other | | | | | | |
| Disability | | Yes | No | | | | |
| | | Name of monitor | | | | | |
| Name and Surname | | | | | | | |
| | Email | | | | | | |
| Contact Details | Telephone | | | | | | |
| | Other | | | | | | |

Signature of monitor

| | Description | | | | Rating Scale - Staff | | |
|-------------------------------|---|---|--|--|--|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | _ocation and Accessibi | lity | | | | | |
| | KPA 1 | | Location and | | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms se | t by national or provincial governme | nt. | | |
| Accessible distance | How far do most users travel to reach this facility? | Most users travel more than 30 kilometres. | Most users travel between 10 and 30 kilometres. | Most users travel between 5 and 10 kilometres. | Most users travel 5 kilometres or less. PA Score | | |
| 1.2 | PA Statement | The facility's buildings and premises | s are accessible to the disabled and t | he elderly. | TA OCOIC | / | |
| | To what extent is provision made to assist the disabled and the elderly to access the facility building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non-slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | ramps and nandralls at all points | To be determined. | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled or elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. PA Score | | |

| | Description | | | | Rating Scale - Staff | | |
|--|--|--|---|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 1.3 | | | · · | ent to provide the services in line with | | 00010 | |
| | To what extent is this facility able to provide all the services it is meant to? | We are not able to provide most of the frontline services specified in terms of sector norms and standards. | We are not able to provide some of the frontline services specified in terms of sector norms and standards. | We are able to provide all the frontline services specified in terms of sector norms and standards. | We provide all services we are required to provide in terms of sector norms and standards, and have added additional services to meet the specific needs of the community. | | |
| | | | | | PA Score | 1 | |
| 1.4 | | The facility has the minimum equipn users. | nent necessary for its staff to perform | their functions and deliver a reliable, | efficient and quality service to | | |
| Adequacy and availability of equipment and staff to provide services | To what extent are the facility's computers, telephones, and faxes functional? | None of the facility's computers, telephones and faxes are functional. | Some of the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional. | a reliable internet connection at the time of the visit. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| KPA 2: V | isibility and Signage | | | | | | |
| | KPA 2 | | | nd Signage | | | |
| 2.1 | PA Statement | Users are able to locate the facility of | uickly and easily by following extern | ai signage. | | | |
| to the facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There are some signage but they are not clear or they don't accurately show the distance and direction. | There is sufficient and clear signage showing directions leading to the facility. | There is a lot of signage that clearly shows the direction and distance to the facility from far away. | | |
| Signage to th | External signage: Is the facility identified on the external sign by the main gate/entrance? | There is no signage by the main entrance/gate to identify the facility. | There is a sign but it is not clear or visible (e.g. the sign is faded, letters are missing and it is too small). | There is clear and visible sign at the facility's entrance which describes the name of the facility. | There is clear sign at the facility's entrance and on the building which describes the name of the facility. | | |
| | T | | | | PA Score | 1 | |
| 2.2 | | Users are helped to navigate their w local language of the community. | ay through the facility by signage tha | t contains easy-to-understand iconog | rapny and is translated into the | | |
| Signage for the illiterate | Does the signage make provision for users that are illiterate to find the correct service points and waiting areas? | None of the signs have pictures and symbols. | Some of the signs are accompanied by icons, symbols, visualisations or pictures directing users to the main service points or waiting areas. | All of the signs contains icons, symbols, visualisations and pictures directing users to the main service points and waiting areas. | All of the signs contains icons, symbols, visualisations and pictures directing users to the main service points and waiting areas, and are colour-coded and illuminated for maximum visibility. | | |
| | | | <u> </u> | <u> </u> | PA Score | 1 | |

| | Description | | Deting Cools Staff | | | |
|---------------------------------|---|--|--|--|-------|----------|
| | • | | | Rating Scale - Staff | | |
| PA heading 2.3 | Questions PA Statement | 1 = Not achieved 2 = Partially Achieved The facility provides users with information on its services, fees and m | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 2.3 | PA Statement | The facility provides users with information on its services, fees and in | anagement's contact details. | | | |
| Service offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. There is some information on the facility manager, but the contact details are incomplete and are no appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| Service o | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. On the services offered at the facilit | on The signage describes all the services <i>y.</i> offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | |
| | | | | PA Score | 1 | |
| | | | | KPA Score | 1 | |
| KPA 3: Q | ueue management and | d waiting times | | | | |
| | KPA 3 | | ent and Waiting times | | | |
| 3.1 | PA Statement | The facility has in place a queue management system to direct, manage and control the flow of users quickly and efficiently through the service process. | | | | |
| Queue management systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait, an electronic system or a numbering system). | There is no queue management system in place within the facility. There is no queue management system in place within the facility. There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective ir directing, managing and controlling the flow of users throughout the facility. | | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | |
| | | | | PA Score | 1 | |
| 3.2 | PA Statement | The facility keeps users informed of their target waiting times and how | long users can be expected to wait before | ore being attended to. | | |
| Waiting times | Does the facility display the target waiting times for users? | There are no target waiting times displayed. The target waiting times but are not visible to the user or ar not displayed at all relevant service points. | The target waiting times are visibly | There are target waiting times displayed at all waiting areas and delays are communicated to users. | | |
| | | | | PA Score | 1 | |
| 3.3 | PA Statement | The facility's queue management system identifies users with special n times. | eeds, and makes provision to fast-trac | k service delivery and reduce waiting | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | | promptly and directed towards clearly- | | | |

PA Score

KPA Score

1

1

| | Description | | | | Rating Scale - Staff | | |
|---|--|--|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 4: D | ignified treatment | | | | | | |
| | KPA 4 | | Dignified | Treatment | | | |
| 4.1 | PA Statement | The facility takes reasonable steps t | o communicate with users in the lang | uage of their choice or provide inter | pretation services, if necessary. | | |
| Language understood by users | Does the facility make provision to translate or interpret information into a language understood by users, if needed? | There are no efforts made to translate or interpret information for users. | There are some efforts made to translate or interpret information for users, but it is incumbent on users to ask for or pre-arrange these services. | Provision is made to translate or interpret information in the facility without causing delays to users (e.g. staff members are designated to help translate or there is an interpreter on hand). | To be determined. | | |
| | | | | | PA Score | 1 | |
| 4.2 | PA Statement | The facility's staff is able to understa | and and respond appropriately to que | stions from users, and promptly proc | cess their service requests. | | |
| Efficient and responsive officials | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly, some staff are slower than others. | Service requests are processed quickly . | Service requests are processed very quickly , and the time taken is monitored by the facility. | | |
| | I | · · · · · · · · · · · · · · · · · · · | | | PA Score | 1 | |
| 4.3 | PA Statement | Users recognise the facility's staff b | y their name tags and/or distinguishin | g uniforms. | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | We never wear our name tags. | We sometimes wear our name tags or some staff wear them while others don't. | We wear our name tags at all times. | We wear our name tags at all times, and each tag has a photo of the staff member on it. | | |
| | Į | | | | PA Score | 1 | |
| 4.4 | PA Statement | The facility publicises its service sta | ndards and targets so that users kno | w and understand what to expect du | ing their time at the facility. | | |
| e charters and ds | Is the service delivery charter prominently displayed and visible? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible to users. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service charters and standards | Are sector-specific standards prominently displayed and visible? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but these are not positioned prominently or visible to users. | The facility displays sector-specific standards and these are positioned prominently and visible to users. | The facility displays sector-specific standards at all key points across the facility. | | |
| | 1 | 1 | 1 | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | | | |
|--|---|--|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | Rating Scale - Staff 4 = Achieved beyond compliance | Score | Comments |
| KPA 5: CI | leanliness and Comfor | t | • | | • • • • • • | | |
| | KPA 5 | | Cleanliness | and Comfort | | | |
| 5.1 | | The facility has sufficient and comfo volumes of users it serves. | rtable waiting areas that are protecte | d from the elements and have enough | seating to accommodate the | | |
| Suitable waiting areas | Does the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | |
| | | | | | PA Score | 1 | |
| 5.2 | PA Statement | The facility provides clean and funct | ioning ablution facilities with the nec | essary toiletries to prevent the sprea | d of disease. | | |
| Ablution facilities are accessible, clean and in working order | Does the facility make available the necessary toiletries to users? | No amenities are supplied. | Only toilet paper is made available but only when asked for. | All toiletries (toilet paper, soap and hand-drying equipment /paper) are made available, and users are aware of how to access them (in the case of toilet paper). | To be determined. | | |
| - | | | 1 | | PA Score | 1 | |
| | • . | | | | KPA Score | 1 | |
| KPA 6: Sa | | | | | | | |
| | KPA 6 | | Sa | fety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff an | d their possessions from harm and th | neft. | | |
| _ | Do you feel safe in and around the facility with the current safety measures? | l don't feel safe. | I feel safe sometimes. | l always feel safe. | Best practice to be determined during implementation. | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| | Are the facility's restricted areas clearly marked to prevent or minimise the risk of unauthorised entry? | None of the restricted areas are marked. | Some of restricted areas are marked and others are not. | All restricted areas are clearly marked. | All restricted areas are clearly marked and there is electronic access control or guard services at these entrances. | | |
| | | 1 | | 1 | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | | | |
|--------------------------------|--|---|--|---|--|-------|----------|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | |
| 6.2 | | Facilities have health and safety pro | * | * | · · · · | | | | |
| | Are emergency procedures (e.g. evacuation plan, marked exits) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | Emergency procedures are partially compliant with building regulations if one of the following criteria is not met : - the evacuation plan is displayed at key points within the facility; - emergency exits are appropriately signposted; - fully-serviced fire extinguishers are available in the public spaces. | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | | | |
| | | | | | PA Score | | | | |
| 6.2 | DA Statement | The facility stores all user records in | a secure location from where they c | an be retrieved quickly, and puts in p | | , | | | |
| 6.3 | PA Statement | unauthorised access and protect the | confidentiality of users. | | | | | | |
| Safety of records | Are user records stored securely, protected from unauthorised access, and classified for easy retrieval? | There is no secure place to store user records. | There is a records storage area but it doesn't appear secured or there is no restricted access to the area. | There is a restricted-access area where user documentation is stored and classified for easy retrieval. | All user records are stored electronically, easily retrieved and are kept safe through access controls and passwords. | | | | |
| | | L | L | I | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | | | |
| KPA 7: C | Dpening and closing tim | nes/Service availability | and efficiency | | | | | | |
| | KPA 7 | | Opening and closing times/Se | rvice availability and efficiency | | | | | |
| 7.1 | PA Statement | The facility operates in line with the during these times, and has backup | | is and standards, ensures that servic | es are provided on an ongoing basis | | | | |
| | Are the opening times adhered to? | We never open on time. | We sometimes open on time. | We always open on time. | We open earlier than our advertised opening times. | | | | |
| nrs | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | | | |
| onal ho | Are closing times adhered to? | We always close the doors before closing time. | We sometimes close the doors before closing time. | We only close the doors at closing time but don't stop serving users. | We often close the doors, and stop service after closing time. | | | | |
| Adherence to operational hours | Do you have a backup system to continue providing services when the electricity or water is interrupted? | There is no backup, we have to turn users away. | There is backup, but it doesn't always work or it doesn't last sufficiently long for the service to continue. | There is a good backup and it allows us to continue doing our work. | To be determined. | | | | |
| Adh | If the facility's computers and networks are offline, are there alternative systems for staff to use? | There is no manual or alternative system to use so service delivery has to stop. | There is an alternative system but it is not implemented or followed. | There is an alternative system which allows the staff to continue providing services. | To be determined. | | | | |
| | | | | | PA Score | | | | |

| | Description | | | | Define Cools Staff | | |
|---|---|---|--|--|--|-------|----------|
| DA harding | • | A = Net eskiewed | 0 - Deutielle Askiesed | 2 - Fully Askinged | Rating Scale - Staff | 0 | 0 |
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 7.2 | PA Statement | Government must ensure that users charter | receive services within the turnarour | nd times as defined in the sector-spe | cific standards or service delivery | | |
| y and availability | Was the service delivered within the turnaround time as described in the service standards while in the facility? | We never deliver within the timeframes specified in norms and standards. | We sometimes deliver within the timeframes specified in norms and standards. | We always deliver within the timeframes specified in norms and standards. | We deliver faster than the timeframes specified in norms and standards. | | |
| Service efficiency | Do you monitor the turnaround times for service delivery? | We never monitor service delivery turnaround times. | We sometimes monitor service delivery turnaround times. | We always monitor service delivery turnaround times. | We monitor service delivery turnaround times and regularly track our progress towards achieving the targets. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |
| KPA 8: C | omplaints and compline | nents management | | | | | |
| 8.1 | KPA 8 PA Statement | The facility displays the complaints | Complaints and comp procedure in the waiting areas, public | pliments management c spaces and close to the exits. | | | |
| | r A Statement | The lacing displays the complaints | | | | | |
| Awareness of complaint-lodging mechanisms | Does the facility prominently display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure is displayed prominently. | The complaints, compliments and suggestion procedure is prominently displayed in waiting areas, public spaces and close to exits AND there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | T | T | | • | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the e | equipment to lodge a complaint or co | mpliment and tracks these until they | are resolved | | |
| ent-lodging systems | Is there a clearly marked complaints, compliments and suggestions box at this facility, with stationery available for users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| Complaint- and compliment-lodging systems | Does the facility have an internal system of managing lodged complaints and compliments? | There is no internal system to manage lodged complaints and compliments. | There is an internal system to manage lodged complaints, but it is managed by one person (the facility manager). | There is a complaints register which documents: the date, nature and severity of the complaint and who is responsible for following up or resolving the complaint. | All complaints are logged onto an electronic system and referred to a dedicated case manager. | | |
| 8 | Has the facility's frontline staff received training on how to record and resolve a complaint? | No training on how to record and resolve a complaint was received. | Some training on how to record but not resolve a complaint was received. | Regular training is received on how to record and resolve a complaint. | Continuous and extensive training was received on how to record and resolve a complaint. | | |
| | | | | + | PA Score | 1 | |
| | | | | | KPA Score | 1 | |



COURTS Staff tool

| | Office of the premier: | | | | | | |
|-----------|--|--|---|--|--|--|--|
| | | | | | | | |
| | | | Province: | | | | |
| | Reference Number | | | | | | |
| Deta | ils of FSD Monitoring Site | | | | | | |
| | | | | | | | |
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| | | | | | | | |
| | | | | | | | |
| D | etails of Staff Member | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Male | | Female | | | | | |
| African | Coloured | Asian | White | | | | |
| | | | | | | | |
| Email | | | | | | | |
| Telephone | | | | | | | |
| Other | | | | | | | |
| | Yes | No | | | | | |
| | Name of monitor | | | | | | |
| | | | | | | | |
| Email | | | | | | | |
| Telephone | | | | | | | |
| Other | | | | | | | |
| | Detai DD/MM/YYYY D Male African Email Telephone Other | Details of FSD Monitoring Site Details of FSD Monitoring Site DD/MM/YYYY Details of Staff Member DD/MM/YYYY Details of Staff Member Email Telephone Other Yes Name of monitor Email Telephone | Details of FSD Monitoring Site Details of FSD Monitoring Site DD/MM/YYYY DD/MM/YYYY Details of Staff Member Male Female African Coloured African Coloured Asian Email | | | | |

Signature of monitor

| 1.1 | OCation and Accessibili KPA 1 | 1 = Not achieved ty | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | | | | | |
|-------------------------------|---|---|--|--|---|-------|----------|--|--|--|--|--|--|
| 1.1 | KPA 1 | ity | | | | ocore | Comments | | | | | | |
| | | - | | | | | | | | | | | |
| | PA Statement | | Location and | accessibility | | | | | | | | | |
| 8 | | The facility is accessible to all users in line with travel distance norms set by national or provincial government. | | | | | | | | | | | |
| Accessible distance | How far do most users travel to reach this facility? | Most users travel more than 30 kilometres. | Most users travel between 10 and 30 kilometres. | Most users travel between 5 and 10 kilometres. | Most users travel 5 kilometres or less. PA Score | | | | | | | | |
| 1.2 | PA Statement | The facility's buildings and premises | are accessible to the disabled and the | he elderly | PA Score | I | | | | | | | |
| 1.2 | PA Statement | The facility's buildings and premises | המול מנכפסטוטופ נט נוופ עוצמטופע מחס נו | ie eiuelly. | | | | | | | | | |
| | To what extent is provision made to assist the disabled and the elderly to access the facility building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | unobstructed access from the facility | | | | | | | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | Adequate provision is made to help the disable and elderly navigate their way inside the facility. There are ramps and handrails at all points within the facility (where needed) and passages are wide enough to allow ease of movement. | To be determined. | | | | | | | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled or elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. | | | | | | | | |

| | Description | | | | Rating Scale - Staff | | |
|--|--|--|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 1.3 | PA Statement | The facility is fit for purpose, has su | fficient space, resources and equipm | ent to provide the services in line wit | h the volume of users it receives. | | |
| | To what extent is this facility able to provide all the services it is meant to? | We are not able to provide most of the frontline services specified in terms of sector norms and standards. | We are not able to provide some of the frontline services specified in terms of sector norms and standards. | We are able to provide all the frontline services specified in terms of sector norms and standards. | We provide all services we are required to provide in terms of sector norms and standards, and have added additional services to meet the specific needs of the community. | | |
| | | | | | PA Score | 1 | |
| 1.4 | PA Statement | The facility has the minimum equipn users. | nent necessary for its staff to perform | n their functions and deliver a reliable | , efficient and quality service to | | |
| Adequacy and availability of equipment and staff to provide services | To what extent are the facility's computers, telephones, and faxes functional? | None of the facility's computers, telephones and faxes are functional. | Some of the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional, and there is a reliable internet connection at the time of the visit. | | |
| · . | | 4 | PA Score | 1 | | | |

| | Description | | | | | | |
|------------------------------|--|--|---|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| | - | | | | KPA Score | 1 | |
| PA 2: \ | /isibility and Signage | | | | | | |
| | KPA 2 | | | nd Signage | | | |
| 2.1 | PA Statement | Users are able to locate the facility of | uickly and easily by following externation | al signage. | | | |
| the facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There are some signage but they are not clear or they don't accurately show the distance and direction. | There is sufficient and clear signage showing directions leading to the facility. | There is a lot of signage that clearly shows the direction and distance to the facility from far away. | | |
| Signage to th | External signage: Is the facility identified on the external sign by the main gate/entrance? | There is no signage by the main entrance/gate to identify the facility. | There is a sign but it is not clear or visible (e.g. the sign is faded, letters are missing and it is too small). | There is clear and visible sign at the facility's entrance which describes the name of the facility. | There is clear sign at the facility's entrance and on the building which describes the name of the facility. | | |
| | | L | 1 | 1 | | | |
| 2.2 | PA Statement | The facility provides users with info | rmation on its services, fees and man | agement's contact details. | | | |
| Service offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| Se | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | |
| | 1 | 1 | l | <u> </u> | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | | | | | | | |
|---|---|---|---|---|---|-------|----------|--|--|--|--|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | | | |
| KPA 3: (| (PA 3: Queue management and waiting times | | | | | | | | | | |
| | KPA 3 | | Queue Manageme | | | | | | | | |
| 3.1 | PA Statement | The facility has in place a queue man process. | nagement system to direct, manage | | | | | | | | |
| Queue management systems | Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait, an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system). | There is an electronic queue management system which works well and directs users quickly to the right place, and there is a dedicated floor- walker. | | | | | | |
| | | | | | PA Score | 1 | | | | | |
| 3.2 | PA Statement | The facility keeps users informed of | their target waiting times and how lo | ong users can be expected to wait befo | ore being attended to. | | | | | | |
| Waiting times | Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but are not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly | There are target waiting times displayed at all waiting areas and delays are communicated to users. | | | | | | |
| | | | Į | | PA Score | 1 | | | | | |
| 3.3 PA Statement The facility's queue management system identifies users with special needs, and makes provision to fast-track service delivery and reduce waiting times. | | | | | | | | | | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | There is no designated queue(s) or provision(s) made for users with special needs, but preference is giver to them if they are identified. | promptly and directed towards clearly- | To be determined during implementation. | | | | | | |
| | PA Score KPA Score | | | | | | | | | | |
| | | | 1 | | | | | | | | |

| | Description | | | | | | |
|---|--|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 4: D | ignified treatment | | | | | | |
| | KPA 4 | | | | | | |
| 4.1 | PA Statement | The facility takes reasonable steps t | o communicate with users in the lang | | | | |
| Language understood by users | Does the facility make provision to translate or interpret information into a language understood by users, if needed? | There are no efforts made to translate or interpret information for users. | There are some efforts made to translate or interpret information for users, but it is incumbent on users to ask for or pre-arrange these services. | Provision is made to translate or interpret information in the facility without causing delays to users (e.g. staff members are designated to help translate or there is an interpreter on hand). | To be determined. | | |
| | | | | | PA Score | 1 | |
| 4.2 | PA Statement | The facility's staff is able to understa | and and respond appropriately to que | stions from users, and promptly proc | cess their service requests. | | |
| Efficient and responsive officials | Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very slowly by staff. | Service requests are processed slowly , some staff are slower than others. | Service requests are processed quickly . | Service requests are processed very quickly , and the time taken is monitored by the facility. | | |
| | 1 | | | | PA Score | 1 | |
| 4.3 | PA Statement | Users recognise the facility's staff by | y their name tags and/or distinguishin | ng uniforms. | | | |
| Easily recognisable staff | Do facility staff wear name tags at all times? | We never wear our name tags. | We sometimes wear our name tags or some staff wear them while others don't. | We wear our name tags at all times. | We wear our name tags at all times, and each tag has a photo of the staff member on it. | | |
| | 1 | | | | PA Score | 1 | |
| 4.4 | PA Statement | The facility publicises its service sta | ndards and targets so that users kno | w and understand what to expect du | ring their time at the facility. | | |
| e charters and ds | Is the service delivery charter prominently displayed and visible? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible to users. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service charters and standards | Are sector-specific standards prominently displayed and visible? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but these are not positioned prominently or visible to users. | The facility displays sector-specific standards and these are positioned prominently and visible to users. | The facility displays sector-specific standards at all key points across the facility. | | |
| | | | | | PA Score | 1 | |
| | | | | | | | |

| | Description | Rating Scale - Staff | | | | | | | |
|--|---|---|---|---|--|-------|----------|--|--|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | |
| | Cleanliness and Comfor | | * | | , <u>, , , , , , , , , , , , , , , , , , </u> | | | | |
| | KPA 5 | | Cleanliness | | | | | | |
| 5.1 | PA Statement | The facility has sufficient and comf volumes of users it serves. | ortable waiting areas that are protecte | | | | | | |
| Suitable waiting areas | Does the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | to be determined. | | | | |
| | | 1 | | | PA Score | 1 | | | |
| 5.2 | PA Statement | The facility provides clean and fund | ctioning ablution facilities with the nec | essary toiletries to prevent the sprea | d of disease. | | | | |
| Ablution facilities are accessible, clean and in working order | Does the facility make available the necessary toiletries to users? | No amenities are supplied. | Only toilet paper is made available but only when asked for. | All toiletries (toilet paper, soap and hand-drying equipment /paper) are made available, and users are aware of how to access them (in the case of toilet paper). | To be determined. | | | | |
| | 1 | | | L | PA Score | 1 | | | |
| | | | | | KPA Score | 1 | | | |
| (PA 6: S | Safety | | | | | | | | |
| | KPA 6 | | Sa | fety | | | | | |
| 6.1 | PA Statement | The facility has in place appropriat | te safeguards to protect users, staff an | d their possessions from harm and t | neft. | | | | |
| | Do you feel safe in and around the facility with the current safety measures? | l don't feel safe. | I feel safe sometimes. | l always feel safe. | Best practice to be determined during implementation. | | | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | | | |
| | Are the facility's restricted areas clearly marked to prevent or minimise the risk of unauthorised entry? | | Some of restricted areas are marked and others are not. | All restricted areas are clearly marked. | All restricted areas are clearly marked and there is electronic access control or guard services at these entrances. | | | | |
| | I | 1 | | 1 | PA Score | 1 | | | |
| | | | | | | | | | |

| | Description | Rating Scale - Staff | | | | | | | |
|-------------------|--|---|---|---|--|-------|----------|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | |
| 6.2 | PA Statement | Facilities have health and safety pro | ocedures in place to handle emergenc | | | | | | |
| | Does this facility have a fully-stocked first aid kit in a marked location? | There is no first aid kit. | There is a first aid kit but it is not well stocked. | There is a fully-stocked first aid kit in a marked location with a checklist. | There are several fully-stocked first aid kits in all key points, and several staff members are trained on how to use them to treat injuries. | | | | |
| Safety procedures | Are emergency procedures (e.g. evacuation plan, marked exits) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | the evacuation plan is displayed at key points within the facility; emergency exits are appropriately cignoceted; | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | | | |
| | | | - | <u>+</u> | PA Score | 1 | | | |
| 6.3 | | The facility stores all user records i unauthorised access and protect th | n a secure location from where they ca e confidentiality of users. | ace safeguards to prevent loss and | | | | | |
| Safety of records | Are user records stored securely, protected from unauthorised access, and classified for easy retrieval? | There is no secure place to store use records. | There is a records storage area but it doesn't appear secured or there is no restricted access to the area. | There is a restricted-access area where user documentation is stored and classified for easy retrieval. | All user records are stored electronically, easily retrieved and are kept safe through access controls and passwords. | | | | |
| | | | | | PA Score KPA Score | 1 | | | |
| | | | 1 | | | | | | |

| | Description | | | | Rating Scale - Staff | | |
|-------------------------------------|---|---|--|--|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 7: 0 | Dpening and closing tim | es/Service availability | and efficiency | • | • • • • • | | • |
| | KPA 7 | | | | | | |
| 7.1 | | The facility operates in line with the during these times, and has backup | operational hours prescribed in norm systems in place when utilities fail. | s and standards, ensures that servic | es are provided on an ongoing basis | | |
| | Are the opening times adhered to? | We never open on time. | We sometimes open on time. | We always open on time. | We open earlier than our advertised opening times. | | |
| នា | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | |
| onal ho | Are closing times adhered to? | We always close the doors before closing time. | We sometimes close the doors before closing time. | We only close the doors at closing time but don't stop serving users. | We often close the doors, and stop service after closing time. | | |
| Adherence to operational hours | Do you have a backup system to continue providing services when the electricity or water is interrupted? | There is no backup, we have to turn users away. | There is backup, but it doesn't always work or it doesn't last sufficiently long for the service to continue. | There is a good backup and it allows us to continue doing our work. | To be determined. | | |
| Adhe | If the facility's computers and networks are offline, are there alternative systems for staff to use? | There is no manual or alternative system to use so service delivery has to stop. | There is an alternative system but it is not implemented or followed. | There is an alternative system which allows the staff to continue providing services. | To be determined. | | |
| | | | PA Score | I | | | |
| 7.2 | | Government must ensure that users charter | receive services within the turnaroun | d times as defined in the sector-spec | ific standards or service delivery | | |
| | Was the service delivered within the turnaround time as described in the service standards while in the facility? | We never deliver within the timeframes specified in norms and standards. | We sometimes deliver within the timeframes specified in norms and standards. | We always deliver within the timeframes specified in norms and standards. | We deliver faster than the timeframes specified in norms and standards. | | |
| a vailability | As per the service charter, citizens at domestic violence & maintenance service points should not wait longer than 2hours in the queue without being attended to. Is this the practice in this facility? | We never adhere to this practice | We sometimes adhere to this practice | We always adhere to this practice | | | |
| Service efficiency and availability | For domestic violence, a protection order must to be issued within 1 day of it being granted. Is this practice adhered to? | We never adhere to this practice | We sometimes adhere to this practice | We always adhere to this practice | | | |
| Š | Does this court finalise maintenance orders within the specified 90 days? | We never finalize maintenance orders within 90 days | We sometimes finalize maintenance orders within 90 days | We always finalize maintenance orders within 90 days | | | |
| | Do you monitor the turnaround times for service delivery? | We never monitor service delivery turnaround times. | We sometimes monitor service delivery turnaround times. | We always monitor service delivery turnaround times. | We monitor service delivery turnaround times and regularly track our progress towards achieving the targets. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|--|--|--|--|-------|----------|
| A heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| PA 8: C | omplaints and complim | ents management | | | | | |
| | KPA 8 | • | Complaints and comp | liments management | | | |
| 8.1 | PA Statement | The facility displays the complaints | procedure in the waiting areas, public | spaces and close to the exits. | | | |
| Awareness of complaint-lodging mechanisms | Does the facility prominently display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure is displayed prominently. | The complaints, compliments and suggestion procedure is prominently displayed in waiting areas, public spaces and close to exits AND there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | | | PA Score | | |
| | | The facility and idea are with at | | antiment and the also the second list | | | |
| 8.2 | PA Statement | The facility provides users with the e | equipment to lodge a complaint or con | npliment and tracks these until they | are resolved | | |
| Complaint- and compliment-lodging systems | Is there a clearly marked complaints, compliments and suggestions box at this facility, with stationery available for users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| Complaint- and comp | Does the facility have an internal system of managing lodged complaints and compliments? | There is no internal system to manage lodged complaints and compliments. | There is an internal system to manage lodged complaints, but it is managed by one person (the facility manager). | There is a complaints register which documents: the date, nature and severity of the complaint and who is responsible for following up or resolving the complaint. | All complaints are logged onto an electronic system and referred to a dedicated case manager. | | |
| | Has the facility's frontline staff received training on how to record and resolve a complaint? | No training on how to record and resolve a complaint was received. | Some training on how to record but not resolve a complaint was received. | Regular training is received on how to record and resolve a complaint. | resolve a complaint. | | |
| | | | • • • | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |



HOME AFFAIRS Staff tool

| | Office of the premier: | | | |
|---|------------------------|----------------------------|--------|------------------|
| The Presidency: Department of Planning, Monitoring and Evaluation | | | | |
| | | | | Province: |
| Frontline Service Delivery Monitoring: Questionnaire | | | | Reference Number |
| | Deta | ils of FSD Monitoring Site | | |
| Name of Facility | | | | |
| District | | | | |
| Municipality | | | | |
| Street Address | | | | |
| Date of visit | | | | |
| | C | etails of Staff Member | | |
| First Name | | | | |
| Last Name | | | | |
| Gender | Male | | Female | |
| Race | African | Coloured | Asian | White |
| Designation (level) | | | | |
| | Email | | | |
| Contact Details | Telephone | | | |
| | Other | | | |
| Disability | | Yes | No | |
| | | Name of monitor | | |
| Name and Surname | | | | |
| | Email | | | |
| Contact Details | Telephone | | | |
| | Other | | | |

Signature of monitor

| | Description | | | | Rating Scale - Staff | | |
|-------------------------------|---|---|--|--|--|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 1: L | _ocation and Accessibi | lity | | | | | |
| | KPA 1 | | Location and | | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms se | t by national or provincial governme | nt. | | |
| Accessible distance | How far do most users travel to reach this facility? | Most users travel more than 30 kilometres. | Most users travel between 10 and 30 kilometres. | Most users travel between 5 and 10 kilometres. | Most users travel 5 kilometres or less. PA Score | | |
| 1.2 | PA Statement | The facility's buildings and premises | s are accessible to the disabled and t | he elderly. | TA OCOIC | / | |
| | To what extent is provision made to assist the disabled and the elderly to access the facility building(s)? | No provision is made to help the disabled or elderly gain access to the building and premises. | Some provision is made to help the disabled or elderly including either a handrail, a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly. | Adequate provision is made to help the disabled and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly. | There is a continuous path that enables the disabled and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non-slip material. | | |
| Physical access into facility | Is it easy for the disabled and the elderly to navigate their way inside the facility? | No provision is made to help the disabled or elderly navigate their way inside the building(s). | Some provision is made to help the disabled and elderly navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails. | ramps and nandralls at all points | To be determined. | | |
| | In a multi-storey facility, is provision made to help the disabled and the elderly access frontline services? | No provision is made, through the use of lifts or any other means, to help the disabled or elderly access services on the floors above ground level. | Some provision is made to help the disabled and elderly, but the lifts are not functional or other provisions put in place are not sufficient to enable easy access to frontline services on the floors above ground level. | Adequate provision is made to help the disabled and elderly access frontline services above ground level by means of functional lifts or other appropriate mechanisms. | Lifts are functional and disabled- friendly. Handrails and the operating panel are within easy reach of wheelchair users. Braille text or automated voice announcements assist visually-impaired users. PA Score | | |

| | Description | | | | Rating Scale - Staff | | |
|--|--|--|---|---|---|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 1.3 | PA Statement | The facility is fit for purpose, has su | ifficient space, resources and equipm | ent to provide the services in line with | the volume of users it receives. | | |
| | To what extent is this facility able to provide all the services it is meant to? | We are not able to provide most of the frontline services specified in terms of sector norms and standards. | | We are able to provide all the frontline services specified in terms of sector norms and standards. | We provide all services we are required to provide in terms of sector norms and standards, and have added additional services to meet the specific needs of the community. | | |
| | | | | | PA Score | 1 | |
| 1.4 | | The facility has the minimum equips users. | ment necessary for its staff to perform | their functions and deliver a reliable, | efficient and quality service to | | |
| Adequacy and availability of equipment and staff to provide services | To what extent are the facility's computers, telephones, and faxes functional? | None of the facility's computers, telephones and faxes are functional. | Some of the facility's computers, telephones and faxes are functional. | All the facility's computers, telephones and faxes are functional. | a reliable internet connection at the time of the visit. | | |
| | | • | | • | PA Score | 1 | |
| | | | | | KPA Score | 1 | L |
| KPA 2: V | isibility and Signage | - | | | | | |
| | KPA 2 | | Visibility a quickly and easily by following extern | nd Signage | | | |
| 2.1 | PA Statement | Users are able to locate the facility | quickly and easily by following extern | al signage. | | | |
| e facility | External signage: Is there visible signage on the roads or paths leading to the facility? | There is no signage leading to the facility. | There are some signage but they are not clear or they don't accurately show the distance and direction. | There is sufficient and clear signage showing directions leading to the facility. | There is a lot of signage that clearly shows the direction and distance to the facility from far away. | | |
| Signage to the facility | External signage: Is the facility identified on the external sign by the main gate/entrance? | There is no signage by the main entrance/gate to identify the facility. | There is a sign but it is not clear or visible (e.g. the sign is faded, letters are missing and it is too small). | There is clear and visible sign at the facility's entrance which describes the name of the facility. | There is clear sign at the facility's entrance and on the building which describes the name of the facility. | | |
| | | | | | PA Score | 1 | |
| 2.3 | | Users are helped to navigate their w local language of the community. | vay through the facility by signage tha | | | | |
| Signage for the Illiterate | Does the signage make provision for users that are illiterate to find the correct service points and waiting areas? | None of the signs have pictures and symbols. | Some of the signs are accompanied by icons, symbols, visualisations or pictures directing users to the main service points or waiting areas. | All of the signs contains icons, symbols, visualisations and pictures directing users to the main service points and waiting areas. | All of the signs contains icons, symbols, visualisations and pictures directing users to the main service points and waiting areas, and are colour-coded and illuminated for maximum visibility. | | |
| | | | | ļ | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--------------------------|--|--|---|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 2.4 | PA Statement | The facility provides users with infor | mation on its services, fees and man | agement's contact details. | | | |
| ice offering/information | Are the contact details of the facility's manager displayed within the facility? | There are no contact details available for the facility's manager. | There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed. | All the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility. | All the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management. | | |
| Service | Information: Is there signage that contains information on services offered at the facility? | There is no signposted information on services offered in the facility. | There are signs with some information on the services offered at the facility. | The signage describes all the services offered in the facility clearly. | The signage contains information about all the services, how they can be obtained and requirements for accessing those services. | | |
| | 1 | 1 | 1 | ļ. | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | | | | KPA SCOLE | 1 | |
|--|--|---|---|---|---|--|
| KPA 3: Queue management and | l waiting times | | | | | |
| KPA 3 | | | | | | |
| 3.1 PA Statement | The facility has in place a queue mar process. | nagement system to direct, manage a | nd control the flow of users quickly a | nd efficiently through the service | | |
| Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait , an electronic system or a numbering system). | There is no queue management system in place within the facility. | There is a queue management system (i.e. queue marshal, helpdesk), but it is not effective in directing, managing and controlling the flow of users throughout the facility. | There is a queue management system which works well and directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system). | | | |
| | | | | PA Score | 1 | |
| 3.2 PA Statement | The facility keeps users informed of | their target waiting times and how lo | ng users can be expected to wait befo | ore being attended to. | | |
| Does the facility display the target waiting times for users? | There are no target waiting times displayed. | The target waiting times are displayed but are not visible to the user or are not displayed at all relevant service points. | The target waiting times are visibly displayed in various waiting areas. | There are target waiting times displayed at all waiting areas and delays are communicated to users. | | |
| | | | | PA Score | 1 | |

| Description | | Rating Scale - Staff | | | | | | | |
|---------------------------------|--|---|---------------------------------------|--|-------------------------------------|-------|----------|--|--|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments | | |
| 3.3 | PA Statement | The facility's queue management sy times. | stem identifies users with special ne | eds, and makes provision to fast-track | service delivery and reduce waiting | | | | |
| Special provisions for users | Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times? | There is no designated queue(s) or provision(s) made for users with special needs. | | Users with special needs are identified promptly and directed towards clearly- marked queues and/or given preferential treatment. | | | | | |
| | | | PA Score | 1 | | | | | |
| | | | | | KPA Score | 1 | | | |

| | | | | NFA SCOLE | 1 | | | | | |
|---|---|--|--|--|---|--|--|--|--|--|
| KPA 4: Dignified treatment | PA 4: Dignified treatment | | | | | | | | | |
| KPA 4 | | | | | | | | | | |
| 4.1 PA Statement | The facility takes reasonable steps t | o communicate with users in the lang | uage of their choice or provide interp | retation services, if necessary. | | | | | | |
| Does the facility make provision to translate or interpret information in a language understood by users, i needed? | to There are no efforts made to translate | There are some efforts made to translate or interpret information for users, but it is incumbent on users to ask for or pre-arrange these services. | Provision is made to translate or interpret information in the facility without causing delays to users (e.g. staff members are designated to help translate or there is an interpreter on hand). | To be determined. | | | | | | |
| | | 1 | | | | | | | | |
| 4.2 PA Statement | The facility's staff is able to underst | and and respond appropriately to que | stions from users, and promptly prod | ess their service requests. | | | | | | |
| Do staff members process the service request quickly once the user has reached the counter or designated service point? | Services requests are processed very | Service requests are processed slowly, some staff are slower than others. | Service requests are processed quickly . | Service requests are processed very quickly , and the time taken is monitored by the facility. | | | | | | |
| | | PA Score | 1 | | | | | | | |
| 4.3 PA Statement | Users recognise the facility's staff b | y their name tags and/or distinguishir | | | | | | | | |
| eiq garages An escience of the second seco | all We never wear our name tags. | We sometimes wear our name tags or some staff wear them while others don't. | We wear our name tags at all times. | We wear our name tags at all times, and each tag has a photo of the staff member on it. | | | | | | |
| · · · · · · · · · · · · · · · · · · · | | · | · | PA Score | 1 | | | | | |

| | Description | | | | Rating Scale - Staff | | |
|--|--|--|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 4.4 | PA Statement | The facility provides users with infor process for following up on their ser | mation on how to apply for the servic vice request or application. | es including the types of documents | needed, the fees payable, and the | | |
| Information about application processes or service requests | To what extent does the facility provide information to users on what is needed to apply for a service and what fees are payable? | There is no information available in the facility (e.g. signboards or pamphlets) on the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | There is some information available in the facility (e.g. signboards or pamphlets) on one of the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | There is adequate information available in the facility (e.g. signboards or pamphlets) on all of the following: - application process; - documentary requirements; - the fees payable (if applicable); - process of following up (if applicable). | To de determined. | | |
| | | | | | PA Score | 1 | |
| 4.5 | PA Statement | The facility publicises its service sta | ndards and targets so that users kno | w and understand what to expect dur | ing their time at the facility. | | |
| e charters and ds | Is the service delivery charter prominently displayed and visible? | The service delivery charter is not displayed. | The facility displays a service delivery charter but it is not positioned prominently or visible to users. | The facility displays a service delivery charter and it is positioned prominently and visible to users. | The facility displays multiple service delivery charters at all key points across the facility. | | |
| Awareness of service c standards | Are sector-specific standards prominently displayed and visible? | The sector-specific standards are not displayed. | The facility displays sector-specific standards but these are not positioned prominently or visible to users. | The facility displays sector-specific standards and these are positioned prominently and visible to users. | The facility displays sector-specific standards at all key points across the facility. | | |
| | | | | | | | |
| | | | | | KPA Score | Ι | |

| | Description | | | | | | |
|--|---|--|---|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | Rating Scale - Staff 4 = Achieved beyond compliance | Score | Comments |
| KPA 5: CI | leanliness and Comfor | t | • | | • • • • • • | | |
| | KPA 5 | | Cleanliness | and Comfort | | | |
| 5.1 | | The facility has sufficient and comfo volumes of users it serves. | rtable waiting areas that are protecte | d from the elements and have enough | seating to accommodate the | | |
| Suitable waiting areas | Does the waiting area(s) have adequate seating to cater for the volumes of users? | There is no seating in the waiting area. | There is some seating but not enough to accommodate all users. | There is adequate seating to cater for all users. | To be determined. | | |
| | | | | | PA Score | 1 | |
| 5.2 | PA Statement | The facility provides clean and funct | ioning ablution facilities with the nec | essary toiletries to prevent the sprea | d of disease. | | |
| Ablution facilities are accessible, clean and in working order | Does the facility make available the necessary toiletries to users? | No amenities are supplied. | Only toilet paper is made available but only when asked for. | All toiletries (toilet paper, soap and hand-drying equipment /paper) are made available, and users are aware of how to access them (in the case of toilet paper). | To be determined. | | |
| - | | | 1 | | PA Score | 1 | |
| | • . | | | | KPA Score | 1 | |
| KPA 6: Sa | | | | | | | |
| | KPA 6 | | Sa | fety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff an | d their possessions from harm and th | neft. | | |
| _ | Do you feel safe in and around the facility with the current safety measures? | l don't feel safe. | I feel safe sometimes. | l always feel safe. | Best practice to be determined during implementation. | | |
| Safety and security measures | Is access to the facility controlled and monitored? | There is no access control at the facility. | There is some form of access control at the facility if one of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process. | There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV. | | |
| | Are the facility's restricted areas clearly marked to prevent or minimise the risk of unauthorised entry? | None of the restricted areas are marked. | Some of restricted areas are marked and others are not. | All restricted areas are clearly marked. | All restricted areas are clearly marked and there is electronic access control or guard services at these entrances. | | |
| | | 1 | | 1 | PA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|-------------------|--|---|--|---|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| 6.2 | PA Statement | Facilities have health and safety pro | cedures in place to handle emergend | ies or when dealing with sensitive us | er information. | | |
| | Does this facility have a fully-stocked first aid kit in a marked location? | There is no first aid kit. | There is a first aid kit but it is not well stocked. | There is a fully-stocked first aid kit in a marked location with a checklist. | There are several fully-stocked first aid kits in all key points, and several staff members are trained on how to use them to treat injuries. | | |
| Safety procedures | Are emergency procedures (e.g. evacuation plan, marked exits) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces? | Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces. | Emergency procedures are partially compliant with building regulations if one of the following criteria is not met - the evacuation plan is displayed at key points within the facility; - emergency exits are appropriately signposted; - fully-serviced fire extinguishers are available in the public spaces. | Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces. | All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans. | | |
| | | | • | | PA Score | 1 | |
| 6.3 | PA Statement | The facility stores all user records in unauthorised access and protect the | | an be retrieved quickly, and puts in p | lace safeguards to prevent loss and | | |
| Safety of records | Are user records stored securely, protected from unauthorised access, and classified for easy retrieval? | There is no secure place to store user records. | There is a records storage area but it doesn't appear secured or there is no restricted access to the area. | There is a restricted-access area where user documentation is stored and classified for easy retrieval. | All user records are stored electronically, easily retrieved and are kept safe through access controls and passwords. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--------------------------------|---|---|--|--|---|-------|----------|
| PA heading | | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| KPA 7: C | Dpening and closing tim | nes/Service availability | and efficiency Opening and closing times/Set | | | | |
| | KPA 7 | | | | | | |
| 7.1 | PA Statement | The facility operates in line with the during these times, and has backup | operational hours prescribed in norm systems in place when utilities fail. | s and standards, ensures that servic | | | |
| | Are the opening times adhered to? | We never open on time. | We sometimes open on time. | We always open on time. | We open earlier than our advertised opening times. | | |
| ŝ | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | |
| nal hou | Are closing times adhered to? | We always close the doors before closing time. | We sometimes close the doors before closing time. | We only close the doors at closing time but don't stop serving users. | We often close the doors, and stop service after closing time. | | |
| Adherence to operational hours | Do you have a backup system to continue providing services when the electricity or water is interrupted? | There is no backup, we have to turn users away. | There is backup, but it doesn't always work or it doesn't last sufficiently long for the service to continue. | There is a good backup and it allows us to continue doing our work. | To be determined. | | |
| Adhe | If the facility's computers and networks are offline, are there alternative systems for staff to use? | There is no manual or alternative system to use so service delivery has to stop. | There is an alternative system but it is not implemented or followed. | There is an alternative system which allows the staff to continue providing services. | To be determined. | | |
| 7.2 | PA Statement | Government must ensure that users charter | receive services within the turnarour | nd times as defined in the sector-spec | ific standards or service delivery | | |
| liity | Was the service delivered within the turnaround time as described in the service standards while in the facility? | We never deliver within the timeframes specified in norms and standards. | We sometimes deliver within the timeframes specified in norms and standards. | We always deliver within the timeframes specified in norms and standards. | We deliver faster than the timeframes specified in norms and standards. | | |
| efficiency and availability | Does this office adhere to the national standard of issuing ID documents within the prescribed timeframes? | We never achieve this standard | We sometimes achieve this standard | We always achieve this standard | | | |
| Service | Do you monitor the turnaround times for service delivery? | We never monitor service delivery turnaround times. | We sometimes monitor service delivery turnaround times. | We always monitor service delivery turnaround times. | We monitor service delivery turnaround times and regularly track our progress towards achieving the targets. | | |
| | | | 1 | I | PA Score | 1 | |
| | | | | | KPA Score | 1 | |

| | Description | | | | Rating Scale - Staff | | |
|--|---|---|--|--|--|-------|----------|
| PA heading | Questions | 1 = Not achieved | 2 = Partially Achieved | 3 = Fully Achieved | 4 = Achieved beyond compliance | Score | Comments |
| (PA 8: C | omplaints and complin | nents management | | | | | |
| | KPA 8 | | Complaints and comp | liments management | | | |
| 8.1 | PA Statement | The facility displays the complaints | procedure in the waiting areas, public | spaces and close to the exits. | | | |
| Awareness of complaint-lodging mechanisms | Does the facility prominently display the complaints procedure to its users? | The complaints, compliments and suggestion procedure is not displayed. | The complaints, compliments and suggestion procedure is displayed but not prominently. | The complaints, compliments and suggestion procedure is displayed prominently. | The complaints, compliments and suggestion procedure is prominently displayed in waiting areas, public spaces and close to exits AND there are pamphlets available at the helpdesk and a staff member is on hand to explain the procedure. | | |
| | | | | | PA Score | 1 | |
| 8.2 | PA Statement | The facility provides users with the | equipment to lodge a complaint or con | npliment and tracks these until they | | · · · | |
| Complaint- and compliment-lodging systems | Is there a clearly marked complaints, compliments and suggestions box at this facility, with stationery available for users? | There is no complaints, compliments and suggestions box at this facility. | There is a complaints, compliments and suggestions box at this facility, but it is not clearly marked. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. | There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also telephone with a list of hotline numbers as well as a complaints officer on hand to offer assistance. | | |
| Complaint- and comp | Does the facility have an internal system of managing lodged complaints and compliments? | There is no internal system to manage lodged complaints and compliments. | There is an internal system to manage lodged complaints, but it is managed by one person (the facility manager). | There is a complaints register which documents: the date, nature and severity of the complaint and who is responsible for following up or resolving the complaint. | All complaints are logged onto an electronic system and referred to a dedicated case manager. | | |
| | Has the facility's frontline staff received training on how to record and resolve a complaint? | No training on how to record and resolve a complaint was received. | Some training on how to record but not resolve a complaint was received. | Regular training is received on how to record and resolve a complaint. | Continuous and extensive training was received on how to record and resolve a complaint. | | |
| | | · · · · · · · · · · · · · · · · · · · | • | | PA Score | 1 | |
| | | | | | KPA Score | 1 | |



DLTC User tool

| | | | Office of th | e premier: | | Province: |
|--------------------------------------|---------------------------------|-----------|--------------|----------------|--------|-------------------|
| The Presidency: Department of Plan | ning, Monitoring and Evaluation | | | | | |
| | | | | | | Reference Number: |
| Frontline Service Delivery Monitorin | g: Questionnaire | | | | | |
| | | Details | of FSD M | onitoring Site | | |
| Name of Facility | | | | | | |
| Date of visit | | D/MM/YYYY | | | | |
| | | Deta | ails of use | r Member | | |
| First Name | | | | | | |
| Last Name | | | | | | |
| Gender | Ma | ale | | | Female | |
| Race | Af | frican | Coloured | | Asian | White |
| Designation (level) | | | | | | |
| | En | mail | | | | |
| Contact Details | Те | elephone | | | | |
| | Ot | ther | | | | |
| Disability | | | Yes | No | | |
| | | 1 | Name of m | onitor | | |
| Name and Surname | | | | | | |
| | Telepho | one | | | | |
| Contact Details | E-mai | | | | - | |
| | Other | r | | | | |

Signature of monitor

| | Description | | | | Rating Scale - User | | |
|------------------------------|--|---|--|------------------------------------|-----------------------------------|-------|----------|
| PA heading | | 1 | 2 | 3 | 4 | Score | Comments |
| | ocation and Accessibili | | | - | 1 <u>-</u> | | I |
| | | | Lesstler and a | | | | |
| | KPA 1 PA Statement | The facility is a second this to all second | Location and ac | | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms set by | national or provincial government. | | | |
| Accessible distance | How long did you travel to reach this facility from home? | I travelled for more than 1.5 hours. | I travelled for more than 1 but less than 1.5 hours. | I travelled for about 1 hour. | I travelled for less than 1 hour. | | |
| | | | · · · · | | PA Score | | |
| | | | | | KPA Score | | |
| KPA 2: Vis | sibility and Signage | | | | | | |
| | KPA 2 | | Visibility and | Signage | | | |
| 2.1 | | Users are able to locate the facility qu | lickly and easily by following external sig | | | | |
| | | | | | | | |
| Signage to the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to find the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | 1 | 1 | 1 | | PA Score | 1 | |
| 2.2 | PA Statement | Users are able to navigate their way t | hroughout the facility, by following interr | pints and waiting areas. | | | |
| Signage within the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it to find your way to the waiting areas and service points within the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | | | | PA Score | 1 | |
| 2.3 | PA Statement | The facility provides users with inform | nation on its services, fees and manager | ment's contact details. | | | |
| /information | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to contact the facility manager, if you ever need to? | Von difficult | Difficult. | Easy. | Very easy. | | |
| Service offering/information | On a scale of 1 to 4 where 1 is "I don't know" and 4 is "I know for sure", how well informed are you about the services provided by this facility and any fees payable (if applicable)? | l don't know. | l am not sure. | l know. | I know for sure. | | |
| | | | | | PA Score | | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|--------------------------|---|---|--|---|--|-------|--|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| KPA 3: Qı | ueue management and | waiting times | | | | | |
| | KPA 3 | | Queue Managemen | | | | |
| 3.1 | PA Statement | The facility has in place a queue ma process. | nagement system to direct, manage and | | | | |
| nt systems | Upon arriving at the facility, were you directed to the right queue? | I was not directed to a queue. | I was directed to the wrong queue. | I was directed to the right queue. | I was directed and led to the right queue. | | |
| Queue management systems | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it to get help when you arrived in the facility? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | l. | I | | | PA Score | 1 | |
| 3.2 | PA Statement | The facility keeps users informed of | their target waiting times and how long | users can be expected to wait before | being attended to. | | |
| | On a scale of 1 to 4 where 1 is "I don't know" and 4 is "I am very sure", how long did you expected to wait before being attended to? | l don't know. | I am not sure. | l know. | I know for sure. | | |
| times | How long did you wait in the queue? | | | | | | actual waiting time in minutes |
| Waiting times | Monitors to correlate the actual waiting time with displayed waiting times (where available). | Users waited for an exceptionally long time (2X or more than the target waiting time) e.g. <i>If the target waiting time is 30 minutes, then users waited for 60 minutes or more.</i> | time) e.g. If the target waiting time is | User waited in line with the target times e.g. If the target waiting time is 30 minutes, then users waited for about 30 minutes. | User waited less than half the target waiting time e.g. if the target waiting time is 30 minutes, then users waited for less than 15 minutes. | | if no waiting time displayed by the facility then the score is a "1" |
| | | 1 | · | | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|--|--|--|---|--|--|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| PA 4: Die | gnified treatment | | | | | | |
| | KPA 4 | | Dignified | d Treatment | | | |
| 4.1 | PA Statement | The facility's staff treats users with co | | | | | |
| | I A otatement | | surces, aighty and respect and pro- | | | | |
| Courteous, dignified and respectful service | On a scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? | Poor. | Fair. | Well. | Very well. | | |
| | | T | | | PA Score | | |
| 4.2 | PA Statement | The facility takes reasonable steps to | communicate with users in the lang | uage of their choice or provide interpre | | | |
| Language of choice | Did the staff speak to you in a language that you can easily understand? | They did not speak to me in a language that I am able to easily understand. | They tried to speak in my local language, but I only understood som of what they said. | They spoke to me in my local e language, and I understood all of what they said. | They could speak to me fluently in all the local language(s), and where appropriate explained the service process and translated the forms or instructions for me. | | |
| | | T | | | PA Score | 1 | |
| 4.3 | PA Statement | The facility's staff is able to understar | nd and respond appropriately to que | | | | |
| Efficient and responsive officials | On a scale of 1 to 4 where 1 is "very slow" and 4 is "very quick", how quickly were you served once you reached the counter or service point? | Very slow. | Slow. | Quick. | Very quick. | | |
| Efficient a | Did staff listen to you and respond to your questions correctly? | They did not listen to me or respond to my questions. | They listened to me, but did not respond to my question(s), or they gave me the wrong information. | They listened to me, and responded to all my questions. | They listened to me, and responded to all my questions, and offered additional information to help me. | | |
| | | T | | | PA Score | 1 | |
| 4.4 | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishin | ig uniforms. | | | |
| Easily recognisable staff | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to recognise staff by name? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | | | · · · · · · · · · · · · · · · · · · · | PA Score | 1 | |
| 4.5 | PA Statement | The facility provides users with inform process for following up on their serv | | es including the types of documents ne | eded, the fees payable, and the | | |
| Information about application processes or service requests | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to complete the forms needed for your application or the service request? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| - | | 1 | | 1 | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|--|--|--|--|------------------------------------|------------------------------------|-------|----------|
| PA heading | | 1 | 2 | 3 | 4 | Score | Comments |
| KPA 5: C | leanliness and Comfort | | | | | | |
| | KPA 5 | | Cleanliness and | | | | |
| 5.1 | | The facility is clean and maintained i services. | n a manner that enhances the user's expe | rience and ensures a safe enviror | ment for the delivery of frontline | | |
| Cleanliness and maintenance of facility | On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the facility's grounds and outside areas? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Cleanliness an fa | On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| | | | | | PA Score | 1 | |
| 5.2 | | The facility has sufficient and comfo of users it serves. | rtable waiting areas that are protected fron | n the elements and have enough | eating to accommodate the volumes | | |
| Suitable waiting areas | On a scale of 1 to 4 where 1 is "very uncomfortable" and 4 is "very comfortable", how comfortable were you in the waiting area? | Very uncomfortable. | Uncomfortable. | Comfortable. | Very comfortable. | | |
| | | | <u> </u> | | PA Score | 1 | |
| 5.3 | PA Statement | The facility provides clean and funct | ioning ablution facilities with the necessar | y toiletries to prevent the spread | of disease. | | |
| ible, clean and in sr | If you have used the toilets, on a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the toilets? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Ablution facilities are accessible, clean and in working order | If you have used the toilets, on a scale of 1 to 4 where 1 is "poor working order" and 4 is "excellent working order", to what extent were the toilets in working order? | Poor working order (broken and unusable). | Fair working order (broken but usable). | Good working order. | Excellent working order. | | |
| | I | | · · · · · · · · · · · · · · · · · · · | | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|---------------------------------|--|--|--|---|---|-------|----------|
| A heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| PA 6: Sa | afety | | | | | | |
| | KPA 6 | | Sa | afety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and | I their possessions from harm and thef | t. | | |
| Safety and security measures | On a scale of 1 to 4 where 1 is "very unsafe" and 4 is "very safe", how safe do you feel when you are at the facility? | Very unsafe. | Unsafe. | Safe. | Very safe. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |
| PA 7: Oi | pening and closing tim | es/Service availability a | nd efficiency | | | | |
| | KPA 7 | | - | ervice availability and efficiency | | | |
| 7.1 | | Governments must ensure that users | | , , | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | I did not see any opening and closing times displayed. | I did see something but the sign was not clear enough to read. | I did see the opening and closing time displayed clearly at the entrance or within the facility. | I saw opening and closing times displayed in multiple places outside and within the facility. | | |
| | 1 | 1 | 1 | | PA Score | 1 | |
| 7.2 | PA Statement | The facility operates in line with the o during these times, and has backup s | | and standards, ensures that services | are provided on an ongoing basis | | |
| sinor | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | |
| Adherence to operational hours | Are closing times adhered to? | The facility closes its doors much earlier than closing time. | The facility closes it doors before closing time. | The facility closes it doors at closing time, but continues to serve people who are already inside. | The facility closes it doors later than its closing time. | | |
| Adheren | Did you experience disruptions in service at the facility? | There were major disruptions. | There were minor disruptions. | There were no disruptions | There were no disruptions and service was very quick. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|------------------------------|--|--|--|--|---|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| (PA 8: Co | omplaints and complin | nents management | | | | | |
| | KPA 8 | | Complaints and comp | | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | paces and close to the exits. | | | |
| sws | Do you know how to complain in this facility? | I don't know how to complain about the service at this facility. | I am not sure how to complaint about the service at this facility. | I know how to complain about the service at this facility. | I know for certain how to complain about service at this facility, and will use the complaint system. | | |
| complaint-lodging mechanisms | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to complain within the facility? | Very difficult. | Not easy. | Easy. | Very easy. | | |
| Awareness of com | On a scale of 1 to 4 where 1 is "not very confident" and 4 is "very confident", how confident are you that your complaint will be addressed by the facility? | Not very confident. | Not confident. | Confident. | Very confident. | | |
| User satisfaction | On a scale of 1 to 4 where 1 is "poor" and 4 is "very good", how would you rate this facility? | Poor. | Fair. | Good. | Very good. | | |
| | 1 | 1 | | | PA Score | 1 | |
| | | | | | KPA Score | | |



SCHOOL User tool

| | | Office of the premier: | Province: |
|--------------------------------------|---------------------------------|-------------------------------|-------------------|
| The Presidency: Department of Plan | ning, Monitoring and Evaluation | | |
| | | | Reference Number: |
| Frontline Service Delivery Monitorin | ng: Questionnaire | | |
| | | Details of FSD Monitoring Sit | lite |
| Name of Facility | | | |
| Date of visit | DD/MM/YYYY | | |
| | | Details of user Member | |
| First Name | | | |
| Last Name | | | |
| Gender | Male | | Female |
| Race | African | Coloured | Asian White |
| Designation (level) | | | |
| | Email | | |
| Contact Details | Telephone | | |
| | Other | | |
| Disability | | Yes No | |
| | | Name of monitor | |
| Name and Surname | | | |
| | Telephone | | |
| Contact Details | E-mail | | |
| | Other | | |

Signature of monitor

| | Description | | | | Rating Scale - User | | |
|------------------------------|--|---|--|------------------------------------|-----------------------------------|-------|----------|
| PA heading | | 1 | 2 | 3 | 4 | Score | Comments |
| | ocation and Accessibili | | | - | 1 <u>-</u> | | I |
| | | | Lesstler and a | | | | |
| | KPA 1 PA Statement | The facility is a second this to all second | Location and ac | | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms set by | national or provincial government. | | | |
| Accessible distance | How long did you travel to reach this facility from home? | I travelled for more than 1.5 hours. | I travelled for more than 1 but less than 1.5 hours. | I travelled for about 1 hour. | I travelled for less than 1 hour. | | |
| | | | · · · · | | PA Score | | |
| | | | | | KPA Score | | |
| KPA 2: Vis | sibility and Signage | | | | | | |
| | KPA 2 | | Visibility and | Signage | | | |
| 2.1 | | Users are able to locate the facility qu | lickly and easily by following external sig | | | | |
| | | | | | | | |
| Signage to the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to find the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | 1 | 1 | 1 | | PA Score | 1 | |
| 2.2 | PA Statement | Users are able to navigate their way t | hroughout the facility, by following interr | pints and waiting areas. | | | |
| Signage within the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it to find your way to the waiting areas and service points within the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | | | | PA Score | 1 | |
| 2.3 | PA Statement | The facility provides users with inform | nation on its services, fees and manager | ment's contact details. | | | |
| /information | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to contact the facility manager, if you ever need to? | Von difficult | Difficult. | Easy. | Very easy. | | |
| Service offering/information | On a scale of 1 to 4 where 1 is "I don't know" and 4 is "I know for sure", how well informed are you about the services provided by this facility and any fees payable (if applicable)? | l don't know. | l am not sure. | l know. | I know for sure. | | |
| | | | | | PA Score | | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|---|--|---|--|--|--|-------|----------|
| A heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| 'A 3: Qu | ueue management and v | waiting times | | | | | |
| | KPA 3 | • | | | | | |
| 3.1 | The facility has in place a queue management system to direct manage and control the flow of years quickly and efficiently through the service | | | | | | |
| nt systems | Upon arriving at the facility, were you directed to the right queue? | I was not directed to a queue. | I was directed to the wrong queue. | I was directed to the right queue. | I was directed and led to the right queue. | | |
| Queue management systems | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it to get help when you arrived in the facility? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | | | | PA Score | 1 | |
| | | | | | | | |
| | - | | | | KPA Score | | |
| 'A 4: Diợ | gnified treatment | | | | | | |
| | KPA 4 | | 5 | Treatment | | | |
| 4.1 | PA Statement | The facility's staff treats users with o | courtesy, dignity and respect and provi | de services in a friendly manner. | | | |
| Courteous, dignified and respectful service | On a scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? | Poor. | Fair. | Well. | Very well. | | |
| I | | | _ | Į | PA Score | 1 | |
| 4.2 | PA Statement | The facility takes reasonable steps t | o communicate with users in the langu | age of their choice or provide interpret | ation services, if necessary. | | |
| of choice | Did the staff speak to you in a language that you can easily | They did not speak to me in a language that I am able to easily | They tried to speak in my local language, but I only understood some of what they said. | They spoke to me in my local language, and I understood all of what they said. | They could speak to me fluently in all the local language(s), and where appropriate explained the service process and translated the forms or | | |
| Language of choice | understand? | understand. | of what they said. | | instructions for me. | | |

| | Description | | | | Rating Scale - User | | |
|---|---|--|--|--|--|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| 4.3 | PA Statement | The facility's staff is able to understar | nd and respond appropriately to quest | tions from users, and promptly proces | their service requests. | | |
| and responsive officials | On a scale of 1 to 4 where 1 is "very slow" and 4 is "very quick", how quickly were you served once you reached the counter or service point? | Very slow. | Slow. | Quick. | Very quick. | | |
| Efficient a | Did staff listen to you and respond to your questions correctly? | They did not listen to me or respond to my questions. | They listened to me, but did not respond to my question(s), or they gave me the wrong information. | They listened to me, and responded to all my questions. | They listened to me, and responded to all my questions, and offered additional information to help me. | | |
| | l | <u> </u> | | | PA Score | 1 | |
| 4.4 | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishing | uniforms. | | | |
| Easily recognisable staff | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to recognise staff by name? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | 1 | I | | <u>+</u> | PA Score | 1 | |
| | | | | | KPA Score | | |
| KPA 5: Cl | eanliness and Comfort | | | | | | |
| | KPA 5 | | Cleanliness | and Comfort | | | |
| 5.1 | PA Statement | The facility is clean and maintained in services. | a manner that enhances the user's ex | xperience and ensures a safe environr | nent for the delivery of frontline | | |
| Cleanliness and maintenance of facility | On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the facility's grounds and outside areas? | | Dirty. | Clean. | Very clean. | | |
| Cleanliness and fao | On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility? | | Dirty. | Clean. | Very clean. | | |
| | 1 | 1 | | 1 | PA Score | 1 | |

| | Description | | | | Rating Scale - User | | |
|---|--|---|--|---|----------------------------------|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| 5.2 | PA Statement | The facility has sufficient and comfor of users it serves. | table waiting areas that are protected f | rom the elements and have enough se | ating to accommodate the volumes | | |
| Suitable waiting areas | On a scale of 1 to 4 where 1 is "very uncomfortable" and 4 is "very comfortable", how comfortable were you in the waiting area? | Very uncomfortable. | Uncomfortable. | Comfortable. | Very comfortable. | | |
| | I | I | | | PA Score | 1 | |
| 5.3 | PA Statement | The facility provides clean and functi | oning ablution facilities with the neces | sary toiletries to prevent the spread o | disease. | | |
| sible, clean and in er | If you have used the toilets, on a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the toilets? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Ablution facilities are accessible, clean and working order | If you have used the toilets, on a scale of 1 to 4 where 1 is "poor working order" and 4 is "excellent working order", to what extent were the toilets in working order? | Poor working order (broken and unusable). | Fair working order (broken but usable). | Good working order. | Excellent working order. | | |
| | | | 1 | | PA Score | 1 | |
| | | | | | KPA Score | | |
| KPA 6: Sa | ıfety | | | | | | |
| | KPA 6 | | | | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and t | | | | |
| Safety and security measures | On a scale of 1 to 4 where 1 is "very unsafe" and 4 is "very safe", how safe do you feel when you are at the facility? | Very unsafe. | Unsafe. | Safe. | Very safe. | | |

PA Score

KPA Score

1

| | Description | Rating Scale - User | | | | | | | |
|----------------------|---|--|---|--|---|-------|----------|--|--|
| A heading | Question | 1 | 2 | 3 | 4 | Score | Comments | | |
| PA 7: O | pening and closing tim | es/Service availability a | and efficiency | | | | _ | | |
| | KPA 7 | | | rvice availability and efficiency | | | | | |
| 7.1 | PA Statement | The facility operates in line with the o during these times, and has backup s | perational hours prescribed in norms systems in place when utilities fail. | and standards, ensures that services | are provided on an ongoing basis | | | | |
| ailability | Have you recieved the workbooks for all your subjects? | I've received none / very few of my workbooks | I've received most of my workbooks | I've received all of my workbooks | | | | | |
| Service av | Did you experience disruptions in service at the facility? | There were major disruptions. | There were minor disruptions. | There were no disruptions | There were no disruptions and service was very quick. | | | | |
| | I | | ł | | PA Score | 1 | | | |
| | | | | | KPA Score | | | | |
| (PA 8: C | omplaints and complim | ents management | | | | | | | |
| | KPA 8 | | Complaints and com | pliments management | | | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | spaces and close to the exits. | | | | | |
| nisms | Do you know how to complain in this facility? | I don't know how to complain about the service at this facility. | I am not sure how to complaint about the service at this facility. | I know how to complain about the service at this facility. | I know for certain how to complain about service at this facility, and will use the complaint system. | | | | |
| aint-lodging mechani | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to complain within the facility? | Very difficult. | Not easy. | Easy. | Very easy. | | | | |

| plaint-lodging | easy is it for you to complain within the facility? | Very difficult. | Not easy. | Easy. | Very easy. | |
|-------------------|---|---------------------|----------------|------------|-----------------|--|
| Awareness of com | On a scale of 1 to 4 where 1 is "not very confident" and 4 is "very confident", how confident are you that your complaint will be addressed by the facility? | Not very confident. | Not confident. | Confident. | Very confident. | |
| User satisfaction | On a scale of 1 to 4 where 1 is "poor" and 4 is "very good", how would you rate this facility? | Poor. | Fair. | Good. | Very good. | |
| | | | 1 | L | PA Score | |
| | | | | | | |



SASSA User tool

| | | Office of the premier: | Province: |
|--------------------------------------|---------------------------------|------------------------------|-------------------|
| The Presidency: Department of Plan | ning, Monitoring and Evaluation | | |
| | | | Reference Number: |
| Frontline Service Delivery Monitorin | g: Questionnaire | | |
| | | Details of FSD Monitoring Si | ite |
| Name of Facility | | | |
| Date of visit | DD/MM/YYYY | | |
| | | Details of user Member | |
| First Name | | | |
| Last Name | | | |
| Gender | Male | | Female |
| Race | African | Coloured | Asian White |
| Designation (level) | | | |
| | Email | | |
| Contact Details | Telephone | | |
| | Other | | |
| Disability | | Yes No | |
| | | Name of monitor | |
| | | | |
| Name and Surname | | | |
| | Telephone | | |
| Contact Details | E-mail | | |
| | Other | | |

Signature of monitor

| PA heating CPA 1: Location and AccessibilityOne modelCommentsCommentsPA 1: Location and AccessibilityFXA.1Location and AccessibilityImage: AccessibilityImage: AccessibilityPA 1: Location and AccessibilityFXA.1Location and AccessibilityImage: AccessibilityImage: AccessibilityAccessibilityImage: AccessibilityImage: AccessibilityImage: AccessibilityImage: AccessibilityAccessibilityImage: AccessibilityImage: AccessibilityImage: AccessibilityImage: AccessibilityAccessibilityAccessibilityImage: AccessibilityImage: AccessibilityImage: AccessibilityAccessibilityAccessibility <td< th=""><th></th><th>Description</th><th></th><th colspan="7">Rating Scale - User</th></td<> | | Description | | Rating Scale - User | | | | | | |
|--|-----------------------------|--|--|--|--|-----------------------------------|-------|----------|--|--|
| KPA 1: Location and Accessibility SA1 Location and accessibility SA1 Location and accessibility SA1 Location and accessibility Kack for the form one from 1.5 kors Tabulaty from home? Kack for the form one from 1.5 kors Tabulaty from home? KA Some J CPL 2: Similar and Signage Similar Signage CPL 2: Similar and Signage Similar Similar Signage CPL 2: Similar and Signage Similar Simi | PA heading | | 1 | 2 | 3 | | Score | Comments | | |
| KPA 1 Image: Control of the second of the seco | | | - | L L | v | | 00010 | | | |
| Bit of the bit of gif you tared to reach this bit of the one than 15 hours. I travelet for more than 15 hours. PAGe toring dif you tared to reach this bit is the bit of travelet for more than 15 hours. I travelet for hou | | | | | | | | | | |
| PA Store PA Store CPA 2: Visibility and Signage Very difficult Very difficult Very difficult Very difficult PA Store 21 PA Store Very difficult Difficult Easy, Very easy, Image: Control of the store of the s | | KPA 1 | | Location and ac | cessibility | | | | | |
| KPA 2: Visibility and Signage Visibility and Signage 2.1 KPA 2: Visibility and Signage 2.1 KPA 2: Visibility and Signage Query are due to locate the facility quickly and easily by following external signage. PA Statement Very difficult and is three graph, how difficult and is three graph, how are guide to navigate their way throughout the facility, by following internal signage to the correct service points and walting areas. PA Statement PA Statement Very difficult the facility provides users with information on its services, frees and management's contact details. PA Statement Very difficult. PA Statement Very difficult. Easy, Very eas | Accessible distance | | I travelled for more than 1.5 hours. | | I travelled for about 1 hour. | I travelled for less than 1 hour. | | | | |
| KPA 2: Visibility and Signage Visibility and Signage 2.1 KPA 2: Visibility and Signage 2.1 KPA 2: Visibility and Signage Query are due to locate the facility quickly and easily by following external signage. PA Statement Very difficult and is three graph, how difficult and is three graph, how are guide to navigate their way throughout the facility, by following internal signage to the correct service points and walting areas. PA Statement PA Statement Very difficult the facility provides users with information on its services, frees and management's contact details. PA Statement Very difficult. PA Statement Very difficult. Easy, Very eas | | 4 | ł | P/A Score | 1 | | | | | |
| We be interval Visibility and Signage Image: Signage 1 Name: Signage A Sittement Very difficult. Difficult Easy. Very easy. P A Sittement Users are able to navigate their way throughout the facility. Up (fillouit). Difficult Easy. Very easy. Of a scale of 1 to 4 where 1 is "very difficult. Difficult Easy. Very easy. Of a scale of 1 to 4 where 1 is "very difficult. Difficult Easy. Very easy. Of a scale of 1 to 4 where 1 is "very difficult. Difficult Easy. Very easy. Of a scale of 1 to 4 where 1 is "very difficult. Difficult Easy. Very easy. Of a scale of 1 to 4 where 1 is "very difficult. Difficult Easy. Very easy. Of a scale of 1 to 4 where 1 is "very difficult. Difficult Easy. Very easy. Of a scale of 1 to 4 where 1 is "very diffi | | | | | | | | | | |
| 2.1 PA Statement Users are able to locate the facility uvide asily by following external signage. Image: Constraint of the work is a signage of the text is a signage of | KPA 2: Vi | isibility and Signage | | | | | | | | |
| 9 0 n a scale of 1 to 4 where 1 is Very difficult. Very difficult. Difficult. Easy. Very easy. PA Score / 2.2 PA Statement Users are able to navigate their way throughout the facility, by following internal signage to the correct service points and wailing areas. PA Score / 10/10 a scale of 1 to 4 where 1 is Very easy was 10 for 10 for 10 ur way to the wethin the facility using the signage? Very difficult. Difficult. Easy. Very easy. / 2.2 PA Statement Users are able to navigate their way throughout the facility, by following internal signage to the correct service points and wailing areas. // /// 9/00 On a scale of 1 to 4 where 1 is Very easy was 10 for 10 ur way to the wethin the facility using the signage? Very dificult. Difficult. Easy. Very easy. ///// 2.3 PA Statement The facility provides users with information on its services, fees and management's contact details. ///// ////// //////// 0 for a scale of 1 to 4 where 1 is Very efficit? Or a scale of 1 to 4 where 1 is Very efficit? Very difficult. Difficult. Easy. Very easy. //////////////////////////////////// | | KPA 2 | | Visibility and | Signage | | | | | |
| Group and is very easy. how is very construct the facility wery difficult. Deficult. Easy. Very easy. PA Score / / 2.2 PA Statement Users are able to navigate their way throughout the facility, by following internal signage to the correct service points and waiting areas. 0 // 0 on a scale of 1 to 4 where 1 is "very easy." how of the signage? Very difficult. Difficult. Difficult. Easy. Very easy. // 2.3 PA Statement Very difficult. Difficult. Difficult. Easy. Very easy. // 2.3 PA Statement To facility provides users with information on its services, fees and management's contact details. PA Statement Very easy. // 0 na scale of 1 to 4 where 1 is "very easy." how of difficult. Difficult. Difficult. Easy. Very easy. // 0 na scale of 1 to 4 where 1 is "very easy." how of difficult. Difficult. Easy. Very easy. // 0 na scale of 1 to 4 where 1 is "very easy." how of difficult. Difficult. Easy. Very easy. // 0 na scale of 1 to 4 where 1 is "very easy." how of difficult. Difficult. Easy. Very easy. // 0 na scale of 1 to 4 where 1 is "very ea | 2.1 | PA Statement | Users are able to locate the facility qu | uickly and easily by following external sig | jnage. | | | | | |
| 2.2 PA Statement Users are able to navigate their way throughout the facility, by following internal signage to the correct service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and waiting areas. Image: Control of the service points and service points and service points and waiting areas. Image: Control of the service points and service point and service poi | Signage to the facility | difficult" and 4 is "very easy", how easy was it for you to find the facility | | Difficult. | Easy. | | | | | |
| Open a scale of 1 to 4 where 1 is 'very difficult. Difficult. Easy. Very easy. Image: Control of the facility or way to the waiting areas and service points within the facility using the signage? Very difficult and is 'very easy', how easy the facility and is 'very easy', how easy in the facility using the signage? Image: Control of the facility provides users with information on its services, fees and management's contact details. Very easy. Image: Contact details. 0 n a scale of 1 to 4 where 1 is 'very easy', how easy is for you contact the facility manager, if you ever need to? Very difficult. Difficult. Easy. Very easy. Image: Contact the facility contact the facility manager, if you ever need to? 0 no a scale of 1 to 4 where 1 is 'lery easy is for you contact the facility manager, if you ever need to? Very difficult. Difficult. Easy. Very easy. Image: Contact the facility for you for you filtow the end to? 0 no a scale of 1 to 4 where 1 is 'lery easy is for you contact the facility manager, if you ever need to? Image: Contact the facility for you for you filtow the sure. Image: Contact the facility for you for you filtow the sure. Image: Contact the facility for you for you filtow the sure. Image: Contact the facility for you for you filtow the sure. Image: Contact the facility for you for you filtow the sure. Image: Contact the facility for you for you filtow the sure. Image: Contact the facility for you for you filtow the sure. Image: Contact the facility for you for you filtow the sure. <td></td> <td></td> <td>-</td> <td></td> <td></td> <td>PA Score</td> <td>1</td> <td></td> | | | - | | | PA Score | 1 | | | |
| Very easy. Very difficult I don't know. I don't know. I am not sure. I know. I know for sure. I know for sure. 0 > U don't know. > U don't kn | 2.2 | PA Statement | Users are able to navigate their way t | throughout the facility, by following intern | al signage to the correct service p | points and waiting areas. | | | | |
| 2.3 PA Statement The facility provides users with information on its services, fees and management's contact details. b On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to contact the facility manager, if you ever need to? Very difficult. Difficult. Easy. Very easy. 0 On a scale of 1 to 4 where 1 is "legges", how easy is it for you to contact the facility manager, if you ever need to? Very difficult. Difficult. Easy. Very easy. 0 On a scale of 1 to 4 where 1 is "legges", how easy is it for you be contact the facility manager, if you ever need to? Very difficult. Difficult. Easy. Very easy. 0 On a scale of 1 to 4 where 1 is "legges", invow and 4 is "lenow for sure", how well informed are you about the services provided by this facility and any fees payable (if applicable)? I don't know. I am not sure. I know. I know. I know for sure. PA Score I | Signage within the facility | difficult" and 4 is "very easy", how easy was it to find your way to the waiting areas and service points | | Difficult. | Easy. | | | | | |
| Use On a scale of 1 to 4 where 1 is "very difficult. Very difficult. Difficult. Easy. Very easy. 0 m a scale of 1 to 4 where 1 is "low or soure the facility manager, if you ever need to? Very difficult. Difficult. Easy. Very easy. 0 n a scale of 1 to 4 where 1 is "low of new" and 4 is "I know for sure. I don't know" and 4 is "l know for sure. I don't know. I am not sure. I know. | | | | | | PA Score | 1 | | | |
| opposite difficult" and 4 is "very easy", how easy is it for you to contact the facility manager, if you ever need to? Very difficult. Difficult. Easy. Very easy. On a scale of 1 to 4 where 1 is "I don't know." and 4 is " know for sure", how well informed are you about the services provided by this facility and any fees payable (if applicable)? I don't know. I am not sure. I know. I know. I know for sure. I know for sure. | 2.3 | PA Statement | The facility provides users with inform | mation on its services, fees and managen | nent's contact details. | | | | | |
| services provided by this facility and any fees payable (if applicable)? PA Score / | y/information | difficult" and 4 is "very easy", how easy is it for you to contact the facility | Von difficult | Difficult. | Easy. | Very easy. | | | | |
| | Service offering | don't know" and 4 is "I know for sure", how well informed are you about the services provided by this facility and | l don't know. | I am not sure. | l know. | I know for sure. | | | | |
| KPA Score | | | | , L | | PA Score | 1 | | | |
| | | | | | | KPA Score | | | | |

| | Description | | | | Rating Scale - User | | |
|--------------------------|---|---|--|---|--|-------|--|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| KPA 3: Qı | ueue management and | waiting times | | | | | |
| | KPA 3 | | Queue Managemen | | | | |
| 3.1 | PA Statement | The facility has in place a queue ma process. | nagement system to direct, manage and | I control the flow of users quickly and | efficiently through the service | | |
| nt systems | Upon arriving at the facility, were you directed to the right queue? | I was not directed to a queue. | I was directed to the wrong queue. | I was directed to the right queue. | I was directed and led to the right queue. | | |
| Queue management systems | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it to get help when you arrived in the facility? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | l. | I | | | PA Score | 1 | |
| 3.2 | PA Statement | The facility keeps users informed of | their target waiting times and how long | users can be expected to wait before | being attended to. | | |
| | On a scale of 1 to 4 where 1 is "I don't know" and 4 is "I am very sure", how long did you expected to wait before being attended to? | l don't know. | I am not sure. | l know. | I know for sure. | | |
| times | How long did you wait in the queue? | | | | | | actual waiting time in minutes |
| Waiting times | Monitors to correlate the actual waiting time with displayed waiting times (where available). | Users waited for an exceptionally long time (2X or more than the target waiting time) e.g. <i>If the target waiting time is 30 minutes, then users waited for 60 minutes or more.</i> | time) e.g. If the target waiting time is | User waited in line with the target times e.g. If the target waiting time is 30 minutes, then users waited for about 30 minutes. | User waited less than half the target waiting time e.g. if the target waiting time is 30 minutes, then users waited for less than 15 minutes. | | if no waiting time displayed by the facility then the score is a "1" |
| | | 1 | 1 | | | | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|---|---|--|--|--|--|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| (PA 4: Di | ignified treatment | | | | | | |
| | KPA 4 | | Dianified | Treatment | | | |
| 4.1 | | The facility's staff treats users with co | | | | | |
| Courteous, dignified and respectful service | On a scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? | Poor. | Fair. | Weil. | Very well. | | |
| E | | | | | | | |
| | 1 | 1 | | | PA Score | 1 | |
| 4.2 | PA Statement | The facility takes reasonable steps to | communicate with users in the langu | age of their choice or provide interpret | ation services, if necessary. | | |
| Language of choice | Did the staff speak to you in a language that you can easily understand? | They did not speak to me in a language that I am able to easily understand. | They tried to speak in my local language, but I only understood some of what they said. | They spoke to me in my local language, and I understood all of what they said. | They could speak to me fluently in all the local language(s), and where appropriate explained the service process and translated the forms or instructions for me. | | |
| | | + | <u>.</u> | | PA Score | 1 | |
| 4.3 | PA Statement | The facility's staff is able to understa | nd and respond appropriately to quest | ions from users, and promptly proces | s their service requests. | | |
| Efficient and responsive officials | On a scale of 1 to 4 where 1 is "very slow" and 4 is "very quick", how quickly were you served once you reached the counter or service point? | Very slow. | Slow. | Quick. | Very quick. | | |
| Efficient a | Did staff listen to you and respond to your questions correctly? | They did not listen to me or respond to my questions. | They listened to me, but did not respond to my question(s), or they gave me the wrong information. | They listened to me, and responded to all my questions. | They listened to me, and responded to all my questions, and offered additional information to help me. | | |
| | | · | | | PA Score | 1 | |
| 4.4 | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishing | uniforms. | | | |
| Easily recognisable staff | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to recognise staff by name? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | 1 | 1 | 1 | 1 | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|--|--|---|--|---------------------------------------|------------------------------------|-------|----------|
| PA heading | | 1 | 2 | 3 | 4 | Score | Comments |
| KPA 5: C | leanliness and Comfort | | | | | | |
| | KPA 5 | | Cleanliness a | and Comfort | | | |
| 5.1 | | The facility is clean and maintained services. | in a manner that enhances the user's ex | perience and ensures a safe environ | ment for the delivery of frontline | | |
| and maintenance of facility | On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the facility's grounds and outside areas? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Cleanliness and fai | On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| | | | | | PA Score | 1 | |
| 5.2 | | The facility has sufficient and comform of users it serves. | ortable waiting areas that are protected f | rom the elements and have enough | seating to accommodate the volumes | | |
| Suitable waiting areas | On a scale of 1 to 4 where 1 is "very uncomfortable" and 4 is "very comfortable", how comfortable were you in the waiting area? | Very uncomfortable. | Uncomfortable. | Comfortable. | Very comfortable. | | |
| | | | · · · · · · · · · · · · · · · · · · · | | PA Score | 1 | |
| 5.3 | PA Statement | The facility provides clean and fund | tioning ablution facilities with the neces | sary toiletries to prevent the spread | of disease. | | |
| ible, clean and in ar | If you have used the toilets, on a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the toilets? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Ablution facilities are accessible, working order | If you have used the toilets, on a scale of 1 to 4 where 1 is "poor working order" and 4 is "excellent working order", to what extent were the toilets in working order? | Poor working order (broken and unusable). | Fair working order (broken but usable). | Good working order. | Excellent working order. | | |
| | · · · · · · | | • • • • | | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|---------------------------------|--|--|--|--|---|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| PA 6: Sa | afety | | | | | | |
| | KPA 6 | | Sa | afety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and | I their possessions from harm and thef | t. | | |
| Safety and security measures | On a scale of 1 to 4 where 1 is "very unsafe" and 4 is "very safe", how safe do you feel when you are at the facility? | Very unsafe. | Unsafe. | Safe. | Very safe. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |
| PA 7: OI | pening and closing tim | es/Service availability a | nd efficiency | | | | · |
| | KPA 7 | , | | ervice availability and efficiency | | | |
| 7.1 | | Governments must ensure that users | | | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | I did not see any opening and closing times displayed. | I did see something but the sign was not clear enough to read. | I did see the opening and closing time displayed clearly at the entrance or within the facility. | I saw opening and closing times displayed in multiple places outside and within the facility. | | |
| | 1 | I | l | IL. | PA Score | 1 | |
| 7.2 | PA Statement | The facility operates in line with the o during these times, and has backup s | | and standards, ensures that services | are provided on an ongoing basis | | |
| | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | |
| ce to operational hours | Are closing times adhered to? | The facility closes its doors much earlier than closing time. | The facility closes it doors before closing time. | The facility closes it doors at closing time, but continues to serve people who are already inside. | The facility closes it doors later than its closing time. | | |
| Adherence | Did you experience disruptions in service at the facility? | There were major disruptions. | There were minor disruptions. | There were no disruptions | There were no disruptions and service was very quick. | | |
| | · | · | · | <u> </u> | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | Rating Scale - User | | | | |
|------------------------------|--|--|--|--|---|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| (PA 8: Co | omplaints and complin | nents management | | | | | |
| | KPA 8 | | Complaints and comp | | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | paces and close to the exits. | | | |
| su | Do you know how to complain in this facility? | I don't know how to complain about the service at this facility. | I am not sure how to complaint about the service at this facility. | I know how to complain about the service at this facility. | I know for certain how to complain about service at this facility, and will use the complaint system. | | |
| complaint-lodging mechanisms | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to complain within the facility? | Very difficult. | Not easy. | Easy. | Very easy. | | |
| Awareness of comp | On a scale of 1 to 4 where 1 is "not very confident" and 4 is "very confident", how confident are you that your complaint will be addressed by the facility? | Not very confident. | Not confident. | Confident. | Very confident. | | |
| User satisfaction | On a scale of 1 to 4 where 1 is "poor" and 4 is "very good", how would you rate this facility? | Poor. | Fair. | Good. | Very good. | | |
| | 1 | 1 | | | PA Score | 1 | |
| | | | | | KPA Score | | |



SAPS User tool

| | | (| Office of the premier: | | Province: |
|--------------------------------------|---------------------------------|------------|------------------------|--------|-------------------|
| The Presidency: Department of Plan | ning, Monitoring and Evaluation | | | | |
| | | | | | Reference Number: |
| Frontline Service Delivery Monitorin | g: Questionnaire | | | | |
| | | Details of | of FSD Monitoring Site | | |
| Name of Facility | | | | | |
| Date of visit | DD/MI | M/YYYY | | | |
| | | Deta | ils of user Member | | |
| First Name | | | | | |
| Last Name | | | | | |
| Gender | Male | | | Female | |
| Race | Africa | in (| Coloured | Asian | White |
| Designation (level) | | | | | |
| | Email | | | | |
| Contact Details | Telepi | | | | |
| | Other | | | | |
| Disability | | | Yes No | | |
| | | N | lame of monitor | | |
| Name and Surname | | | | | |
| | Telephone | | | | |
| Contact Details | E-mail | | | | |
| | Other | | | | |

Signature of monitor

| | Description | Rating Scale - User | | | | | | |
|------------------------------|--|---|--|--|-----------------------------------|-------|----------|--|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments | |
| | cation and Accessibili | | | | - | | I | |
| | | (y | Lesster and | | | | | |
| | KPA 1 | - | Location and | | | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms set b | y national or provincial government. | | | | |
| Accessible distance | How long did you travel to reach this facility from home? | I travelled for more than 1.5 hours. | I travelled for more than 1 but less than 1.5 hours. | I travelled for about 1 hour. | I travelled for less than 1 hour. | | | |
| | | | | | PA Score | 1 | | |
| | | | | | KPA Score | | | |
| (PA 2: Vis | sibility and Signage | | | | | | | |
| | KPA 2 | | Visibility ar | nd Signage | | | | |
| 2.1 | | Users are able to locate the facility q | uickly and easily by following external | | | | | |
| | | | | | | | | |
| Signage to the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to find the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | | |
| 1 | | | | | PA Score | 1 | | |
| 2.2 | PA Statement | Users are able to navigate their way | throughout the facility, by following into | ernal signage to the correct service p | bints and waiting areas. | | | |
| Signage within the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it to find your way to the waiting areas and service points within the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | | |
| | | | | | PA Score | 1 | | |
| 2.3 | PA Statement | The facility provides users with infor | mation on its services, fees and manag | ement's contact details. | | | | |
| | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to contact the facility manager, if you ever need to? | Very difficult. | Difficult. | Easy. | Very easy. | | | |
| Service offering/information | On a scale of 1 to 4 where 1 is "I don't know" and 4 is "I know for sure", how well informed are you about the services provided by this facility and any fees payable (if applicable)? | l don't know. | I am not sure. | l know. | I know for sure. | | | |
| | | | | | PA Score | 1 | | |
| | | | | | KPA Score | | | |

| Description Rating Scale - User | | | | | | | | | |
|---|--|---|--------------------------------------|------------------------------------|--|-------|----------|--|--|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments | | |
| (PA 3: Queue management and waiting times | | | | | | | | | |
| | KPA 3 | | Queue Managemen | t and Waiting times | | | | | |
| 3.1 | PA Statement | The facility has in place a queue man process. | agement system to direct, manage and | efficiently through the service | | | | | |
| nt systems | Upon arriving at the facility, were you directed to the right queue? | I was not directed to a queue. | I was directed to the wrong queue. | I was directed to the right queue. | I was directed and led to the right queue. | | | | |
| Queue manageme | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it to get help when you arrived in the facility? | Very difficult. | Difficult. | Easy. | Very easy. | | | | |
| | | | 1 | | | | | | |
| KPA 4: Dignified treatment | | | | | | | | | |
| | KPA 4 | | Dignified | Treatment | | | | | |
| 4.1 | PA Statement The facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. | | | | | | | | |
| | | | | - | | | | | |

| | NIA 4 | | Diginica | reatment | | | 4 |
|--------------------|--|---|--|--|--|--|---|
| 4.1 | PA Statement | The facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. | | | | | |
| | On a scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? | Poor. | Fair. | Well. | Very well. | | |
| | | | 1 | | | | |
| 4.2 | 4.2 PA Statement The facility takes reasonable steps to communicate with users in the language of their choice or provide interpretation services, if necessary. | | | | | | |
| Language of choice | Did the staff speak to you in a language that you can easily understand? | They did not speak to me in a language that I am able to easily understand. | They tried to speak in my local language, but I only understood some of what they said. | They spoke to me in my local language, and I understood all of what they said. | They could speak to me fluently in all the local language(s), and where appropriate explained the service process and translated the forms or instructions for me. PA Score | | |
| | | | 1 | | | | |

| | Description | Rating Scale - User | | | | | | | |
|------------------------------------|---|--|--|--|--|-------|----------|--|--|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments | | |
| 4.3 | PA Statement | The facility's staff is able to understand and respond appropriately to questions from users, and promptly process their service requests. | | | | | | | |
| Efficient and responsive officials | On a scale of 1 to 4 where 1 is "very slow" and 4 is "very quick", how quickly were you served once you reached the counter or service point? | Very slow. | Slow. | Quick. | Very quick. | | | | |
| | Did staff listen to you and respond to your questions correctly? | They did not listen to me or respond to my questions. | They listened to me, but did not respond to my question(s), or they gave me the wrong information. | They listened to me, and responded t all my questions. | They listened to me, and responded to all my questions, and offered additional information to help me. | | | | |
| | • | | | | PA Score | 1 | | | |
| 4.4 | PA Statement | Users recognise the facility's staff by their name tags and/or distinguishing uniforms. | | | | | | | |
| Easily recognisable staff | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to recognise staff by name? | Very difficult. | Difficult. | Easy. | Very easy. | | | | |
| | 1 | <u> </u> | | 1 | | | | | |
| KPA Scor | | | | | | | | | |

| | Description | | | | Rating Scale - User | | |
|--|---|---|--|---------------------------------------|------------------------------------|-------|----------|
| PA heading | | 1 | 2 | 3 | 4 | Score | Comments |
| KPA 5: C | leanliness and Comfort | | | | | | |
| | KPA 5 | | Cleanliness a | and Comfort | | | |
| 5.1 | | The facility is clean and maintained services. | in a manner that enhances the user's ex | perience and ensures a safe environ | ment for the delivery of frontline | | |
| and maintenance of facility | On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the facility's grounds and outside areas? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Cleanliness and fa | On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| | 1 | | | | PA Score | 1 | |
| 5.2 | | The facility has sufficient and comfort of users it serves. | ortable waiting areas that are protected f | rom the elements and have enough | seating to accommodate the volumes | | |
| Suitable waiting areas | On a scale of 1 to 4 where 1 is "very uncomfortable" and 4 is "very comfortable", how comfortable were you in the waiting area? | Very uncomfortable. | Uncomfortable. | Comfortable. | Very comfortable. | | |
| | · · · · · · · · · · · · · · · · · · · | | | | PA Score | 1 | |
| 5.4 | PA Statement | The facility provides clean and func | tioning ablution facilities with the neces | sary toiletries to prevent the spread | of disease. | | |
| ible, clean and in ar | If you have used the toilets, on a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the toilets? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Ablution facilities are accessible, working order | If you have used the toilets, on a scale of 1 to 4 where 1 is "poor working order" and 4 is "excellent working order", to what extent were the toilets in working order? | Poor working order (broken and unusable). | Fair working order (broken but usable). | Good working order. | Excellent working order. | | |
| | <u> </u> | | _, | | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | Г е (|
|---|---|--|--|--|---|-------|--------------|
| PA heading | | 1 | 2 | 3 | 4 | Score | Comments |
| KPA 6: Sa | afety | | | | | | |
| | KPA 6 | | Saf | ety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and t | their possessions from harm and the | t. | | |
| Safety and security measures | On a scale of 1 to 4 where 1 is "very unsafe" and 4 is "very safe", how safe do you feel when you are at the facility? | Varyunaafa | Unsafe. | Safe. | Very safe. | | |
| | | | | | PA Score | | |
| | | | | | KPA Score | | |
| KPA 7: 0 | pening and closing tim | nes/Service availability a | and efficiency | | | | |
| | KPA 7 | | Opening and closing times/Ser | vice availability and efficiency | | | |
| 7.0 | | The facility operates in line with the o | operational hours prescribed in norms | | are provided on an ongoing basis | | |
| 7.2 | PA Statement | during these times, and has backup | | | | | |
| | Did you experience disruptions in service at the facility? | There were major disruptions. | There were minor disruptions. | There were no disruptions | There were no disruptions and service was very quick. | | |
| | | · | • | | PA Score | 1 | |
| | | | | | KPA Score | | |
| KPA 8: C | omplaints and complin | nents management | | | | | |
| | KPA 8 | <u> </u> | Complaints and comp | pliments management | | | |
| 8.1 | PA Statement | The facility displays the complaints | procedure in the waiting areas, public s | paces and close to the exits. | | | |
| sms | Do you know how to complain in this facility? | I don't know how to complain about the service at this facility. | I am not sure how to complaint about the service at this facility. | I know how to complain about the service at this facility. | I know for certain how to complain about service at this facility, and will use the complaint system. | | |
| Awareness of complaint-lodging mechanisms | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to complain within the facility? | Vopr difficult | Not easy. | Easy. | Very easy. | | |
| Awareness of comp | On a scale of 1 to 4 where 1 is "not very confident" and 4 is "very confident", how confident are you that your complaint will be addressed by the facility? | Not very confident. | Not confident. | Confident. | Very confident. | | |
| User satisfaction | On a scale of 1 to 4 where 1 is "poor" and 4 is "very good", how would you rate this facility? | Poor. | Fair. | Good. | Very good. | | |
| | | 1 | 1 | | | | |

PA Score KPA Score

1



NYDA User tool

| | | Office of the premier: | | Province: |
|---|---------------------------|--------------------------------|--------|-------------------|
| The Presidency: Department of Planning, | Monitoring and Evaluation | | | |
| | | | | Reference Number: |
| Frontline Service Delivery Monitoring: Qu | uestionnaire | | | |
| | | Details of FSD Monitoring Site | e | |
| Name of Facility | | | | |
| Date of visit | DD/MM/YYYY | | | |
| | | Details of user Member | | |
| First Name | | | | |
| Last Name | | | | |
| Gender | Male | | Female | |
| Race | African | Coloured | Asian | White |
| Designation (level) | | | | |
| | Email | | | |
| Contact Details | Telephone | | | |
| | Other | | | |
| Disability | | Yes No | | |
| | | Name of monitor | | |
| Name and Surname | | | | |
| | Telephone | | | |
| Contact Details | E-mail | | | |
| | Other | | | |

Signature of monitor

| | Description | | | | Rating Scale - User | | |
|------------------------------|--|--|--|--------------------------------------|-----------------------------------|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| | ocation and Accessibili | | | - | <u>.</u> | | l |
| | | | Lessting and a | | | | |
| | KPA 1 PA Statement | The factility is a second this to all second | Location and ac | | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms set by | national or provincial government. | | | |
| Accessible distance | How long did you travel to reach this facility from home? | I travelled for more than 1.5 hours. | I travelled for more than 1 but less than 1.5 hours. | I travelled for about 1 hour. | I travelled for less than 1 hour. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |
| KPA 2: Vi | sibility and Signage | | | | | | |
| | KPA 2 | | Visibility and | Signage | | | |
| 2.1 | | Users are able to locate the facility qu | lickly and easily by following external sig | | | | |
| | | | | | | | |
| Signage to the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to find the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | 1 | 1 | | | PA Score | 1 | |
| 2.2 | PA Statement | Users are able to navigate their way t | hroughout the facility, by following inter | nal signage to the correct service p | pints and waiting areas. | | |
| Signage within the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it to find your way to the waiting areas and service points within the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | | | | PA Score | 1 | |
| 2.4 | PA Statement | The facility provides users with infor | nation on its services, fees and manager | nent's contact details. | | | |
| /information | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to contact the facility manager, if you ever need to? | Vorv difficult | Difficult. | Easy. | Very easy. | | |
| Service offering/information | On a scale of 1 to 4 where 1 is "I don't know" and 4 is "I know for sure", how well informed are you about the services provided by this facility and any fees payable (if applicable)? | l don't know. | l am not sure. | l know. | I know for sure. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |

| Network QuestionQuestionQuestionQQQPARefConsentionNS A Cuerrent NS A Cuerrent Cuerrent | | Description | | | | Rating Scale - User | | |
|---|--|--|---|--|--|---|-------|--|
| No.A.1 Image: Constraint of the second | heading | Question | 1 | 2 | Î. | | Score | Comments |
| NPA 1NPA 2Concerning large and concerning large and concer | | Jeue management and | waiting times | | | | | |
| 1 PA Subtenet The facility is a piece a quote management system to direct, manage and output the field by the optimization of the facility. Way yet field to be end of the stand part of the facility way yet field to be end of the stand part of the facility way yet field to be end of the stand part of the facility way yet field to be end of the stand part of the facility way yet field to be end of the stand part of the facility way yet field to be end of the stand part of the facility way yet of the facility way way way yet of the facility way way way yet of the facility way way way yet of the facility way yet of the facility way yet of the facility way way way way way way way way way wa | | • | | Queue Managemen | t and Waiting times | | | |
| All Process | | | The facility has in place a queue man | · | | efficiently through the service | | |
| Index <th< td=""><td>3.1</td><td>PA Statement</td><td></td><td>agement system to uncet, manage and</td><td>a control the new of users quickly and</td><td>emelently through the service</td><td></td><td></td></th<> | 3.1 | PA Statement | | agement system to uncet, manage and | a control the new of users quickly and | emelently through the service | | |
| Index <th< td=""><td>int systems</td><td></td><td>I was not directed to a queue.</td><td>I was directed to the wrong queue.</td><td>I was directed to the right queue.</td><td>Ū.</td><td></td><td></td></th<> | int systems | | I was not directed to a queue. | I was directed to the wrong queue. | I was directed to the right queue. | Ū. | | |
| 3.2 PA Statement The facility seeps users informed of their target waiting times and how lowg users can be expected to wait betwee lowg attended to. Image: Content of the facility seeps users informed of their target waiting times and how lowg users can be expected to wait betwee lowg attended to. Image: Content of the facility seeps users informed of their target waiting times and how lowg users can be expected to wait betwee lowg attended to. Image: Content of the facility seeps users informed of their target waiting times and how lowg users can be expected to wait betwee lowg attended to. Image: Content of the facility seeps users informed of their target waiting time in the target waiting time in | Queue manageme | difficult" and 4 is "very easy", how easy was it to get help when you | Very difficult. | Difficult. | Easy. | Very easy. | | |
| Monitors Consistent of a data is an very sure, how king dd you expected to wait before being attended to? Left of the most sure. Left now. Left now. Left now. Monitors to comelete the extual waiting time with displayed waiting times (where available). Users waited for an exceptional yon time (ZX r more time the target waiting time e g. / The target waiting times (where available). Users waited for an exceptional yon time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the e g. / The target waiting time (ZX r more time the g. / The target waiting time is 30 minutes waited for about time is 30 minutes mark waited to r less than 15 minutes. If no waiting time displayed by the facility then the score is a "1". X 4 : Dignified treatment time (XPA 4) Yen (XA 4) Yen (XA 4) Yen (XA 4) Yen (XA 4) Yen (XA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (Y | | I | 1 | L | L | PA Score | 1 | |
| Monitors Consistent of a data is an very sure, how king dd you expected to wait before being attended to? Left of the most sure. Left now. Left now. Left now. Monitors to comelete the extual waiting time with displayed waiting times (where available). Users waited for an exceptional yon time (ZX r more time the target waiting time e g. / The target waiting times (where available). Users waited for an exceptional yon time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the target waiting time e g. / The target waiting time (ZX r more time the e g. / The target waiting time (ZX r more time the g. / The target waiting time is 30 minutes waited for about time is 30 minutes mark waited to r less than 15 minutes. If no waiting time displayed by the facility then the score is a "1". X 4 : Dignified treatment time (XPA 4) Yen (XA 4) Yen (XA 4) Yen (XA 4) Yen (XA 4) Yen (XA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (YA 4) Yen (Y | 3.2 | PA Statement | The facility keeps users informed of t | heir target waiting times and how long | users can be expected to wait before | being attended to | | |
| Mon Mon I ann nd sure. I know. I know for sure. I know for sure. <td>5.2</td> <td>r A Statement</td> <td></td> <td>inclinating times and now long</td> <td></td> <td>being attended to.</td> <td></td> <td></td> | 5.2 | r A Statement | | inclinating times and now long | | being attended to. | | |
| Image: bit is a state of 1 to 4 where 1 is Very using for gene pure pure pure poor poor poor poor poor poor poor po | | don't know" and 4 is "I am very sure", how long did you expected to wait | l don't know. | l am not sure. | l know. | I know for sure. | | |
| Image: bit is a state of 1 to 4 where 1 is Very using for gene pure pure pure poor poor poor poor poor poor poor po | times | How long did you wait in the queue? | | | | | | actual waiting time in minutes |
| KPA 4: Dignified treatment KPA 4 Dignified Treatment KPA 4 KPA 4 Name The facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and facility a | Waiting | waiting time with displayed waiting | time (2X or more than the target waiting time) e.g. <i>If the target waiting</i> <i>time is 30 minutes, then users waited</i> | 1X and less than 2X the target waiting time) e.g. If the target waiting time is 30 minutes, then users waited for more than 30 minutes and less than 60 | User waited in line with the target times e.g. If the target waiting time is 30 minutes, then users waited for about | waiting time e.g. if the target waiting time is 30 minutes, then users waited for less than 15 minutes. | | if no waiting time displayed by the facility then the score is a "1" |
| A 4: Dignified treatment KPA 4 KPA 4 Dignified Treatment Image: Colspan="5">Image: Colspan="5" Image: Colspan="5" Image | | | | | | | 1 | |
| KPA 4 Dignified Treatment Dignified Treatment Method 4.1 PA Statement The facility's staff treats users with outersy, dignity and respect and provide services in a friendly manner. Method Method yn per ge | | | | | | KPA Score | | <u> </u> |
| 4.1 PA Statement The facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy is staff treatsy is staff treats users with courtesy is staff treats u | A 4: Di | - | | | | | | |
| Single of a scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? Poor. Fair. Well. Very well. | | | | · | | | | |
| | | | The facility's staff treats users with c | ourtesy, dignity and respect and provi | de services in a friendly manner. | | | |
| | Courteous, dignified and espectful service | On a scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? | Poor. | Fair. | Well. | Very well. | | |
| | <u>د</u> | 1 | 1 | 1 | 1 | PA Score | 1 | |

| | Description | | | | Rating Scale - User | | |
|---|---|--|--|--|--|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| 4.2 | PA Statement | The facility takes reasonable steps to | communicate with users in the langu | age of their choice or provide interpret | ation services, if necessary, | | |
| Language of choice | Did the staff speak to you in a language that you can easily understand? | They did not speak to me in a language that I am able to easily understand. | They tried to speak in my local | They spoke to me in my local language, and I understood all of what they said. | They could speak to me fluently in all the local language(s), and where appropriate explained the service process and translated the forms or instructions for me. | | |
| | | | | | PA Score | | |
| 4.3 | PA Statement | The facility's staff is able to understa | nd and respond appropriately to quest | tions from users, and promptly proces | | , | |
| Efficient and responsive officials | On a scale of 1 to 4 where 1 is "very slow" and 4 is "very quick", how quickly were you served once you reached the counter or service point? | Very slow. | Slow. | Quick. | Very quick. | | |
| Efficient a | Did staff listen to you and respond to your questions correctly? | They did not listen to me or respond to my questions. | They listened to me, but did not respond to my question(s), or they gave me the wrong information. | They listened to me, and responded to all my questions. | They listened to me, and responded to all my questions, and offered additional information to help me. | | |
| | | | l | | PA Score | 1 | |
| 4.4 | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishing | uniforms. | | | |
| Easily recognisable staff | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to recognise staff by name? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | | | | PA Score | 1 | |
| 4.5 | PA Statement | The facility provides users with inform process for following up on their serve | | s including the types of documents ne | eded, the fees payable, and the | | |
| Information about application processes or service requests | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to complete the forms needed for your application or the service request? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|--|--|---|--|---------------------------------------|------------------------------------|-------|----------|
| PA heading | | 1 | 2 | 3 | 4 | Score | Comments |
| KPA 5: C | leanliness and Comfort | | | | | | |
| | KPA 5 | | Cleanliness a | and Comfort | | | |
| 5.1 | | The facility is clean and maintained services. | in a manner that enhances the user's ex | perience and ensures a safe environ | ment for the delivery of frontline | | |
| and maintenance of facility | On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the facility's grounds and outside areas? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Cleanliness and fa | On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| | 1 | | | | PA Score | 1 | |
| 5.2 | | The facility has sufficient and comfort of users it serves. | ortable waiting areas that are protected f | rom the elements and have enough | seating to accommodate the volumes | | |
| Suitable waiting areas | On a scale of 1 to 4 where 1 is "very uncomfortable" and 4 is "very comfortable", how comfortable were you in the waiting area? | Very uncomfortable. | Uncomfortable. | Comfortable. | Very comfortable. | | |
| | · · · · · · · · · · · · · · · · · · · | | | | PA Score | 1 | |
| 5.4 | PA Statement | The facility provides clean and func | tioning ablution facilities with the neces | sary toiletries to prevent the spread | of disease. | | |
| ible, clean and in ar | If you have used the toilets, on a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the toilets? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Ablution facilities are accessible, working order | If you have used the toilets, on a scale of 1 to 4 where 1 is "poor working order" and 4 is "excellent working order", to what extent were the toilets in working order? | Poor working order (broken and unusable). | Fair working order (broken but usable). | Good working order. | Excellent working order. | | |
| | <u> </u> | | _, | | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|---------------------------------|--|--|--|---|---|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| PA 6: Sa | afety | | | | | | |
| | KPA 6 | | Sa | afety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and | I their possessions from harm and thef | t. | | |
| Safety and security measures | On a scale of 1 to 4 where 1 is "very unsafe" and 4 is "very safe", how safe do you feel when you are at the facility? | Very unsafe. | Unsafe. | Safe. | Very safe. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |
| PA 7: OI | pening and closing tim | es/Service availability a | nd efficiency | | | | · |
| | KPA 7 | , | | ervice availability and efficiency | | | |
| 7.1 | | Governments must ensure that users | | | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | I did not see any opening and closing times displayed. | I did see something but the sign was not clear enough to read. | I did see the opening and closing time displayed clearly at the entrance or within the facility. | I saw opening and closing times displayed in multiple places outside and within the facility. | | |
| | 1 | I | l | IL. | PA Score | 1 | |
| 7.2 | PA Statement | The facility operates in line with the o during these times, and has backup s | | | | | |
| | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | |
| ice to operational hours | Are closing times adhered to? | The facility closes its doors much earlier than closing time. | The facility closes it doors before closing time. | The facility closes it doors at closing time, but continues to serve people who are already inside. | The facility closes it doors later than its closing time. | | |
| Adherence | Did you experience disruptions in service at the facility? | There were major disruptions. | There were minor disruptions. | There were no disruptions | There were no disruptions and service was very quick. | | |
| | · | · | · | <u> </u> | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|------------------------------|--|--|--|--|---|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| (PA 8: Co | omplaints and complin | nents management | | | | | |
| | KPA 8 | | Complaints and comp | | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | paces and close to the exits. | | | |
| sws | Do you know how to complain in this facility? | I don't know how to complain about the service at this facility. | I am not sure how to complaint about the service at this facility. | I know how to complain about the service at this facility. | I know for certain how to complain about service at this facility, and will use the complaint system. | | |
| complaint-lodging mechanisms | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to complain within the facility? | Very difficult. | Not easy. | Easy. | Very easy. | | |
| Awareness of com | On a scale of 1 to 4 where 1 is "not very confident" and 4 is "very confident", how confident are you that your complaint will be addressed by the facility? | Not very confident. | Not confident. | Confident. | Very confident. | | |
| User satisfaction | On a scale of 1 to 4 where 1 is "poor" and 4 is "very good", how would you rate this facility? | Poor. | Fair. | Good. | Very good. | | |
| | 1 | 1 | | | PA Score | 1 | |
| | | | | | KPA Score | | |



MCCC User tool

| | | | Office of the premier: | | Province: |
|--------------------------------------|---------------------------------|------------|------------------------|--------|-------------------|
| The Presidency: Department of Plan | ning, Monitoring and Evaluation | | | | |
| | | | | | Reference Number: |
| Frontline Service Delivery Monitorin | g: Questionnaire | | | | |
| | | Details | of FSD Monitoring Site | | |
| Name of Facility | | | | | |
| Date of visit | | DD/MM/YYYY | | | |
| | | Det | ails of user Member | | |
| First Name | | | | | |
| Last Name | | | | | |
| Gender | | Male | | Female | |
| Race | | African | Coloured | Asian | White |
| Designation (level) | | | | | |
| | | Email | | | |
| Contact Details | | Telephone | | | |
| | | Other | | | |
| Disability | | | Yes No | | |
| | | | Name of monitor | | |
| Name and Surname | | | | | |
| Tel | | hone | | | |
| Contact Details | E-n | nail | | | |
| | Otl | ner | | | |

Signature of monitor

| | Description | | | | Rating Scale - User | | |
|------------------------------|--|--|--|--------------------------------------|-----------------------------------|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| | ocation and Accessibili | | | - | <u>.</u> | | l |
| | | | Lessting and a | | | | |
| | KPA 1 PA Statement | The factility is a second this to all second | Location and ac | | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms set by | national or provincial government. | | | |
| Accessible distance | How long did you travel to reach this facility from home? | I travelled for more than 1.5 hours. | I travelled for more than 1 but less than 1.5 hours. | I travelled for about 1 hour. | I travelled for less than 1 hour. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |
| KPA 2: Vi | sibility and Signage | | | | | | |
| | KPA 2 | | Visibility and | Signage | | | |
| 2.1 | | Users are able to locate the facility qu | lickly and easily by following external sig | | | | |
| | | | | | | | |
| Signage to the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to find the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | 1 | 1 | | | PA Score | 1 | |
| 2.2 | PA Statement | Users are able to navigate their way t | hroughout the facility, by following inter | nal signage to the correct service p | pints and waiting areas. | | |
| Signage within the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it to find your way to the waiting areas and service points within the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | | | | PA Score | 1 | |
| 2.4 | PA Statement | The facility provides users with infor | nation on its services, fees and manager | nent's contact details. | | | |
| /information | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to contact the facility manager, if you ever need to? | Vorv difficult | Difficult. | Easy. | Very easy. | | |
| Service offering/information | On a scale of 1 to 4 where 1 is "I don't know" and 4 is "I know for sure", how well informed are you about the services provided by this facility and any fees payable (if applicable)? | l don't know. | l am not sure. | l know. | I know for sure. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |

| Indexing the design to summary ent and within the summary ent and within the summary ent and with the sum | | Description | | | | Rating Scale - User | | | |
|---|--|--|---|--|--|---|------------|--|--|
| KPA 3 Concession and a product of a significant service of the s | heading | | 1 | 2 | | | Score | Comments | |
| NA3No. ConstructNo. Construct Management and M | A 3: Qi | leue management and | waiting times | | | | | | |
| 1.1 Ph Soltement The for lay is a jubble a queue management system to direct, manage and control the flow of users quickly and the fully ware year direct is a first operation. I has directed to the right queue. I has directed to tha has right queue. I has directed to ha has right que | | - | | Queue Managemen | t and Waiting times | | | | |
| Image: Contract of the state of the stat | 3.1 | PA Statement | | | | efficiently through the service | | | |
| Image: Contract of the state of the stat | nt systems | | I was not directed to a queue. | I was directed to the wrong queue. | I was directed to the right queue. | | | | |
| 3.2 PA Statement The facility keeps users informed of twick traget waiting times and how low users can be expected to wait before box Image of the facility keeps users informed of twick traget waiting times and how low users can be expected to wait before box Image of the facility keeps users informed of twick traget waiting times and how low users can be expected to wait before box Image of the facility keeps users informed of twick traget waiting times and how low users can be expected to wait before box Image of the facility keeps users informed of twick traget waiting times and how low users can be expected to wait before box Image of the facility keeps users informed of twick traget waiting times and how low users can be expected to wait before suce. Image of the facility keeps users informed of twick traget waiting time in the larget waiting time in the users waited for a long time (nore than be target waiting time in and these and box how et al. The users waited for a long time (nore than the target waiting time in a long time (nore than the target waiting time in a long time (nore than the target waiting time is a) and these and box how et al. The users waited for nones then users waited for nones time of of the target waiting time in a link users waited for nones. Image of the target waiting time in a link users waited for nones than all the target waiting time is a) annuals. Here users waited for nones the so annuals and the target waiting time is a link target waiting time is an instance. Image of the target waiting time is a link target waiting time is a link target waiting time is an instance. Image of the target waiting time is an instance. Image of the target waiting time is an instance. Image of the target waiting time is an instance. <td colsp<="" td=""><td>Queue manageme</td><td>difficult" and 4 is "very easy", how easy was it to get help when you</td><td>Very difficult.</td><td>Difficult.</td><td>Easy.</td><td>Very easy.</td><td></td><td></td></td> | <td>Queue manageme</td> <td>difficult" and 4 is "very easy", how easy was it to get help when you</td> <td>Very difficult.</td> <td>Difficult.</td> <td>Easy.</td> <td>Very easy.</td> <td></td> <td></td> | Queue manageme | difficult" and 4 is "very easy", how easy was it to get help when you | Very difficult. | Difficult. | Easy. | Very easy. | | |
| Nome | | | 1 | | | PA Score | 1 | | |
| Nome | 3.2 | PA Statement | The facility keeps users informed of t | heir target waiting times and how long | users can be expected to wait before | being attended to. | | | |
| Member of out its and any eys surger of the know. I am not sure. I know. I know for sure. | 0.2 | | | ····· ··· | | g | | | |
| Image: bit is a state of the actual waiting time actual to correlate the actual waiting time (2X or more than the target waiting time is a) the target | | don't know" and 4 is "I am very sure", how long did you expected to wait | l don't know. | I am not sure. | l know. | I know for sure. | | | |
| Image: bit is a state of the actual waiting time actual to correlate the actual waiting time (2X or more than the target waiting time is a) the target | times | How long did you wait in the queue? | | | | | | actual waiting time in minutes | |
| KPA Score KPA 4 Dignified treatment A 4: Dignified treatment KPA 4 Dignified Treatment A Mark Score A KPA 4 Dignified Treatment A Statement The facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. A scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? Poor. Fair. Well. Very well. Image: Colspan="5" Staff treats users with courtesy dignity and respect and provide services in a friendly manner. Staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Staff treats Poor. Fair. Well. Very well. Image: Colspan="5" Staff treats Staff treats< | Waiting | waiting time with displayed waiting | time (2X or more than the target waiting time) e.g. <i>If the target waiting</i> <i>time is 30 minutes, then users waited</i> | 1X and less than 2X the target waiting time) e.g. If the target waiting time is 30 minutes, then users waited for more than 30 minutes and less than 60 | e.g. If the target waiting time is 30 minutes, then users waited for about | waiting time e.g. if the target waiting time is 30 minutes, then users waited for less than 15 minutes. | | if no waiting time displayed by the facility then the score is a "1" | |
| A 4: Dignified treatment KPA 4 Dignified Treatment Dignified Treatment Method 4.1 PA Statement The facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Method Method sr pup of the goal of 1 to 4 where 1 is "very well", how well were you treated by staff at the facility? Poor. Fair. Well. Very well. Very well. | | | | | | | 1 | | |
| KPA 4 Dignified Treatment Dignified Treatment <th< td=""><td>A 4. D'</td><td></td><td></td><td></td><td></td><td>KPA Score</td><td></td><td></td></th<> | A 4. D' | | | | | KPA Score | | | |
| 4.1PA StatementThe facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff at the f | 'A 4: Di | - | | | | | | | |
| SP UP S | | | | | | | | | |
| | | | The facility's staff treats users with c | ourtesy, dignity and respect and provid | de services in a friendly manner. | | | | |
| | Courteous, dignified and espectful service | On a scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? | Poor. | Fair. | Well. | Very well. | | | |
| | 2 | | 1 | | | PA Score | 1 | | |

| PA Mode 4.2 Outcome 1 2 3 Counce of A Series Counce of A 4.2 PA Statement The facility takes mean reasonable shaps to communicate with wine in the stangang of take's choice or provide interpretation services, in the provide interpretation services, interpretation, interpretation services, interpretation services, inte | | Description | | | | Rating Scale - User | | |
|---|------------------------------|---|---|--------------------------------------|--|--|-------|----------|
| 4.2 PA Blainment The facility takes mascable depide communicative with users in the language of their choice or provide interpretation services. If measures, if mascable depide communicative with users in the language of their choice or provide interpretation services. If measures, if may use their the language of their choice or provide interpretation services. If measures, if may use their the language of their choice or provide interpretation services. If measures, if may use their the language of their choice or provide interpretation services. If measures, if may use their the language of their choice or provide interpretation services. If measures, if may use their the language of their choice of the language of the language of the language of their choice of the language of the langu | PA heading | | 1 | 2 | | - | Score | Comments |
| Product Droppop that is make it working if it is able to usery unpropriet by solution of inductions of all of work in the solution of inductions of all of work inductions of all of | • | | | | | | 00010 | |
| 4.3 PA Sutament The facility's staff is able to understand and respond appropriately to quastions from users, and promptly process their service requests. Image: Control of Co | 5 | language that you can easily | language that I am able to easily | language, but I only understood som | e language, and I understood all of what | the local language(s), and where appropriate explained the service process and translated the forms or | | |
| No. 1 0 Drive select of 16 a where 1 is very specify were you reaction to you specify were you reaction to you specify to you reaction to you specify were you reaction to you specify to you specify were you reaction to you specify were you reactio | | + | 1 | | + | PA Score | 1 | |
| and bit difficient of service point residence residence residence index difficient of service point response to r | 4.3 | PA Statement | The facility's staff is able to understand | nd and respond appropriately to que | stions from users, and promptly process | s their service requests. | | |
| your questions. give me the wrong information. all my questions. all my questions. PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniform. PA Score // 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniform. PA Score // 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniform. PA Score // 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniform. PA Score // easy was if for you to recognise staff Very difficult. Difficult. Easy. Very easy. KPA 5: Cleanliness and Comfort FPA Score / KPA 5 Cleanliness and Comfort Score / S.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline give give give give give give give give | and responsive officials | slow" and 4 is "very quick", how quickly were you served once you | Very slow. | Slow. | Quick. | Very quick. | | |
| 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniforms. | Efficient | | | respond to my question(s), or they | | all my questions, and offered additional | | |
| Mark Mark Mark Mark Mark | | | | <u> </u> | | PA Score | 1 | |
| PA Score / KPA 5: Cleanliness and Comfort KPA 5: Cleanliness and Comfort KPA 5 Cleanliness and Comfort 5.1 PA Statement Cleanliness and Comfort 5.1 PA Statement Cleanliness and Comfort 5.1 On a scale of 1 to 4 where 1 is "very dirty. Dirty. Clean. Very clean. Very clean. Very clean. Very clean. On a scale of 1 to 4 where 1 is "very dirty. Dirty. Clean. Very clean. On a scale of 1 to 4 where 1 is "very dirty. Dirty. Clean. Very clean. Wery dirty" and 4 is "very clean", how clean was the inside of the facility? Very dirty. Dirty. Clean. Very clean. | | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishin | ng uniforms. | | | |
| KPA Score KPA Score KPA Score KPA SCORE KPA SCORE KPA S KPA S Cleanliness and Comfort S.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline On a scale of 1 to 4 where 1 is 'very dirty. Dirty. Clean. Very clean. On a scale of 1 to 4 where 1 is 'very dirty. Dirty. Clean. Very clean. On a scale of 1 to 4 where 1 is 'very dirty. Dirty. Clean. Very clean. Wery dirty' and 4 is 'very clean", how clean was the inside of the facility? Very dirty. Dirty. Clean. Very clean. | Easily recognisable staff | difficult" and 4 is "very easy", how easy was it for you to recognise staff | Vor difficult | Difficult. | Easy. | Very easy. | | |
| KPA 5: Cleanliness and Comfot KPA 5: Cleanliness and Comfot S.1 KPA 5 Cleanliness and Comfot 5.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline Image: Colspan="5">On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean outside areas? Very dirty. Dirty. Clean. Very clean. Image: Colspan="5">On a scale of 1 to 4 where 1 is "very dirty." and 4 is "very clean", how clean outside areas? Very dirty. Dirty. Clean. Very clean. Image: Colspan="5">On a scale of 1 to 4 where 1 is "very dirty. Dirty. Clean. Very clean. Image: Colspan="5">Wery dirty, and 4 is "very clean", how clean was the inside of the facility? Very dirty. Dirty. Clean. Very clean. | | | | | | | 1 | |
| KPA 5 Cleanliness and Comfort Image: Cleanliness and Comfort Image: Cleanliness and Comfort 5.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline Image: Cleanliness and Comfort Image: Cleanliness and Com | | | | | | KPA Score | | |
| 5.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline jo On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean outside areas? Very dirty. Dirty. Clean. Very clean. On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility? Very dirty. Dirty. Clean. Very clean. | KPA 5: CI | | t in the second s | | | 10 | | |
| S.1PA Statementservices.image: services.outside of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean outside areas?Very dirty.Dirty.Clean.Very clean.image: services.On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean outside areas?Very dirty.Dirty.Clean.Very clean.image: services.On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility?Very dirty.Dirty.Clean.Very clean.image: services.Very dirty.Dirty.Clean.Very clean.Very clean. | | KPA 5 | The facture is a second state of the | | | and for the delivery of the th | | |
| | 5.1 | PA Statement | | a manner that enhances the user's | experience and ensures a safe environn | ient for the delivery of frontline | | |
| | l maintenance of sility | dirty" and 4 is "very clean", how clean were the facility's grounds and | | Dirty. | Clean. | Very clean. | | |
| PA Score / | Cleanliness and fac | dirty" and 4 is "very clean", how clean | | Dirty. | Clean. | Very clean. | | |
| | | <u> </u> | ļ | | | PA Score | 1 | |

| | Description | | | | Rating Scale - User | | |
|--|--|---|--|---|-----------------------------------|---|--|
| PA heading | Question | 1 | 4 | Score | Comments | | |
| 5.2 | PA Statement | The facility has sufficient and comfor of users it serves. | table waiting areas that are protected f | rom the elements and have enough se | eating to accommodate the volumes | | |
| Suitable waiting areas | On a scale of 1 to 4 where 1 is "very uncomfortable" and 4 is "very comfortable", how comfortable were you in the waiting area? | Very uncomfortable. | Uncomfortable. | | | | |
| | | | | | PA Score | 1 | |
| 5.4 | PA Statement | The facility provides clean and function | oning ablution facilities with the neces | sary toiletries to prevent the spread o | f disease. | | |
| sear | If you have used the toilets, on a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the toilets? | | Dirty. | Clean. | Very clean. | | |
| Ablution facilities are accessible, c working order | If you have used the toilets, on a scale of 1 to 4 where 1 is "poor working order" and 4 is "excellent working order", to what extent were the toilets in working order? | Poor working order (broken and unusable). | Fair working order (broken but usable). | Good working order. | Excellent working order. | | |
| | | | | | PA Score | 1 | |
| | | | | | | | |

| | Description | | | | Rating Scale - User | | |
|---------------------------------|--|--|--|---|---|-------|----------|
| A heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| PA 6: Sa | afety | | | | | | |
| | KPA 6 | | Sa | afety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and | I their possessions from harm and thef | t. | | |
| Safety and security measures | On a scale of 1 to 4 where 1 is "very unsafe" and 4 is "very safe", how safe do you feel when you are at the facility? | Very unsafe. | Unsafe. | Safe. | Very safe. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |
| PA 7: Oi | pening and closing tim | es/Service availability a | nd efficiency | | | | |
| | KPA 7 | | - | ervice availability and efficiency | | | |
| 7.1 | | Governments must ensure that users | | · · · · · | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | I did not see any opening and closing times displayed. | I did see something but the sign was not clear enough to read. | I did see the opening and closing time displayed clearly at the entrance or within the facility. | I saw opening and closing times displayed in multiple places outside and within the facility. | | |
| | 1 | 1 | 1 | 1 | | | |
| 7.2 | PA Statement | The facility operates in line with the o during these times, and has backup s | | and standards, ensures that services | are provided on an ongoing basis | | |
| sinor | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | |
| Adherence to operational hours | Are closing times adhered to? | The facility closes its doors much earlier than closing time. | The facility closes it doors before closing time. | The facility closes it doors at closing time, but continues to serve people who are already inside. | The facility closes it doors later than its closing time. | | |
| Adheren | Did you experience disruptions in service at the facility? | There were major disruptions. | There were minor disruptions. | There were no disruptions | There were no disruptions and service was very quick. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|------------------------------|--|--|--|--|---|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| (PA 8: Co | omplaints and complin | nents management | | | | | |
| | KPA 8 | | | | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | paces and close to the exits. | | | |
| sws | Do you know how to complain in this facility? | I don't know how to complain about the service at this facility. | I am not sure how to complaint about the service at this facility. | I know how to complain about the service at this facility. | I know for certain how to complain about service at this facility, and will use the complaint system. | | |
| complaint-lodging mechanisms | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to complain within the facility? | Very difficult. | Not easy. | Easy. | Very easy. | | |
| Awareness of com | On a scale of 1 to 4 where 1 is "not very confident" and 4 is "very confident", how confident are you that your complaint will be addressed by the facility? | Not very confident. | Not confident. | Confident. | Very confident. | | |
| User satisfaction | On a scale of 1 to 4 where 1 is "poor" and 4 is "very good", how would you rate this facility? | Poor. | Fair. | Good. | Very good. | | |
| | 1 | 1 | | | PA Score | 1 | |
| | | | | | KPA Score | | |



HEALTH User tool

| | | (| Office of the | premier: | | Province: |
|---------------------------------------|---------------------------------|----------|---------------|--------------|--------|-------------------|
| The Presidency: Department of Plan | ning, Monitoring and Evaluation | | | | | |
| | | | | | | Reference Number: |
| Frontline Service Delivery Monitoring | | | | | | |
| | | Details | of FSD Mor | itoring Site | | |
| Name of Facility | | | | | | |
| Date of visit | DD | /MM/YYYY | | | | |
| | | Deta | ails of user | Member | | |
| First Name | | | | | | |
| Last Name | | | | | | |
| Gender | Ma | | | | Female | |
| Race | Afr | rican | Coloured | | Asian | White |
| Designation (level) | | | | | | |
| | Em | nail | | | | |
| Contact Details | | lephone | | | | |
| | Oth | | | | | |
| Disability | | | Yes N | | | |
| | | N | Name of mo | nitor | | |
| Name and Surname | | | | | | |
| | Telephor | | | | | |
| Contact Details | E-mail | | | | | |
| | Other | | | | | |

Signature of monitor

| | Description | | | | Rating Scale - User | | |
|------------------------------|--|--|--|--------------------------------------|-----------------------------------|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| | ocation and Accessibili | | | - | <u>.</u> | | l |
| | | | Lessting and a | | | | |
| | KPA 1 PA Statement | The factility is a second this to all second | Location and ac | | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms set by | national or provincial government. | | | |
| Accessible distance | How long did you travel to reach this facility from home? | I travelled for more than 1.5 hours. | I travelled for more than 1 but less than 1.5 hours. | I travelled for about 1 hour. | I travelled for less than 1 hour. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |
| KPA 2: Vi | sibility and Signage | | | | | | |
| | KPA 2 | | Visibility and | Signage | | | |
| 2.1 | | Users are able to locate the facility qu | lickly and easily by following external sig | | | | |
| | | | | | | | |
| Signage to the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to find the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | 1 | 1 | | | PA Score | 1 | |
| 2.2 | PA Statement | Users are able to navigate their way t | hroughout the facility, by following inter | nal signage to the correct service p | pints and waiting areas. | | |
| Signage within the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it to find your way to the waiting areas and service points within the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | | | | PA Score | 1 | |
| 2.4 | PA Statement | The facility provides users with infor | nation on its services, fees and manager | nent's contact details. | | | |
| /information | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to contact the facility manager, if you ever need to? | Vorv difficult | Difficult. | Easy. | Very easy. | | |
| Service offering/information | On a scale of 1 to 4 where 1 is "I don't know" and 4 is "I know for sure", how well informed are you about the services provided by this facility and any fees payable (if applicable)? | l don't know. | l am not sure. | l know. | I know for sure. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |

| Network QuestionQuestionQuestionQQQPARefConsentionNS A Cuerrent NS A Cuerrent Cuerrent | | Description | | | | Rating Scale - User | | |
|---|--|--|---|--|--|---|--------------------------------|--|
| No.A.1 Image: Constraint of the second | heading | Question | 1 | 2 | Î. | | Score | Comments |
| NPA 1NPA 2Concerning large and concerning large and concer | | Jeue management and | waiting times | | | | | |
| 1 PA Subtenet The facility is a piece a quote management system to direct, manage and output the field by the optimization of the facility way output the facility. Way official is a facility of the facility way official is a quote management system to direct, manage and output the facility state a way and the facility. Way official is a quote management system to direct, manage and output the facility state a way and the facility. Way official is a quote management system to direct, manage and output the facility state a way and the facility. Way official is a quote management system to direct, manage and output the facility. I was directed to the right quote. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait being wait before being attanded to. <thi directed="" td="" to<="" was=""><td></td><td>•</td><td></td><td>Queue Managemen</td><td>t and Waiting times</td><td></td><td></td><td></td></thi> | | • | | Queue Managemen | t and Waiting times | | | |
| All Process | | | The facility has in place a queue man | · | | efficiently through the service | | |
| Index <th< td=""><td>3.1</td><td>PA Statement</td><td></td><td>agement system to uncet, manage and</td><td>a control the new of users quickly and</td><td>emelently through the service</td><td></td><td></td></th<> | 3.1 | PA Statement | | agement system to uncet, manage and | a control the new of users quickly and | emelently through the service | | |
| Index <th< td=""><td>int systems</td><td></td><td>I was not directed to a queue.</td><td>I was directed to the wrong queue.</td><td>I was directed to the right queue.</td><td>Ū.</td><td></td><td></td></th<> | int systems | | I was not directed to a queue. | I was directed to the wrong queue. | I was directed to the right queue. | Ū. | | |
| 3.2 PA Statement The facility seeps users informed of their target waiting times and how lowg users can be expected to wait betwee lowg attended to. Image: Content of the facility seeps users informed of their target waiting times and how lowg users can be expected to wait betwee lowg attended to. Image: Content of the facility seeps users informed of their target waiting times and how lowg users can be expected to wait betwee lowg attended to. Image: Content of the facility seeps users informed of their target waiting times and how lowg users can be expected to wait betwee lowg attended to. Image: Content of the facility seeps users informed of their target waiting time in the target waiting time in | Queue manageme | difficult" and 4 is "very easy", how easy was it to get help when you | Very difficult. | Difficult. | Easy. | Very easy. | | |
| Monitors Consistent of a data is an very sure, how king dd you expected to wait before being attended to? Learn not sure. Lam not sure. Liknow. Liknow. Liknow for sure. Monitors to correlate the actual waiting time with displayed waiting times (where available). Users waited for an exceptional yon time (ZX or nove time the target waiting time a g. // the target waiting times (where available). Users waited for an exceptional yon time (ZX or nove time the target waiting time a g. // the target waiting time is 30 minutes. User waited for a long time (nov time time (ZX or nove time the target waiting time a g. // the target waiting time is 30 minutes. Is waited in line with the target waiting time a g. // the target waiting time is 30 minutes. Is waited in line with the target waiting time a g. // the target waiting time is 30 minutes. If we target waited time (X or nove time the score is a *1*. A 4: Dignified treatment time (X PA 4 If the facily the target waited time (X PA 4 If the facily time or the target waited in the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 | | I | 1 | L | L | PA Score | 1 | |
| Monitors Consistent of a data is an very sure, how king dd you expected to wait before being attended to? Learn not sure. Lam not sure. Liknow. Liknow. Liknow for sure. Monitors to correlate the actual waiting time with displayed waiting times (where available). Users waited for an exceptional yon time (ZX or nove time the target waiting time a g. // the target waiting times (where available). Users waited for an exceptional yon time (ZX or nove time the target waiting time a g. // the target waiting time is 30 minutes. User waited for a long time (nov time time (ZX or nove time the target waiting time a g. // the target waiting time is 30 minutes. Is waited in line with the target waiting time a g. // the target waiting time is 30 minutes. Is waited in line with the target waiting time a g. // the target waiting time is 30 minutes. If we target waited time (X or nove time the score is a *1*. A 4: Dignified treatment time (X PA 4 If the facily the target waited time (X PA 4 If the facily time or the target waited in the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 If the facily time or the target time (X PA 4 | 3.2 | PA Statement | The facility keeps users informed of t | heir target waiting times and how long | users can be expected to wait before | being attended to | | |
| Mon Mon I ann nd sure. I know. I know for sure. I know for sure. <td>5.2</td> <td>r A Statement</td> <td></td> <td>inclinating times and now long</td> <td></td> <td>being attended to.</td> <td></td> <td></td> | 5.2 | r A Statement | | inclinating times and now long | | being attended to. | | |
| Image: bit is a state of 1 to 4 where 1 is Very using for gene pure pure pure poor poor poor poor poor poor poor po | | don't know" and 4 is "I am very sure", how long did you expected to wait | l don't know. | l am not sure. | l know. | I know for sure. | | |
| Image: bit is a state of 1 to 4 where 1 is Very using for gene pure pure pure poor poor poor poor poor poor poor po | times | How long did you wait in the queue? | | | | | actual waiting time in minutes | |
| KPA 4: Dignified treatment KPA 4 Dignified Treatment KPA 4 KPA 4 Name The facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constant and the facility's staff treats users with courtesy, dignity and facility a | Waiting | waiting time with displayed waiting | time (2X or more than the target waiting time) e.g. <i>If the target waiting</i> <i>time is 30 minutes, then users waited</i> | 1X and less than 2X the target waiting time) e.g. If the target waiting time is 30 minutes, then users waited for more than 30 minutes and less than 60 | User waited in line with the target times e.g. If the target waiting time is 30 minutes, then users waited for about | waiting time e.g. if the target waiting time is 30 minutes, then users waited for less than 15 minutes. | | if no waiting time displayed by the facility then the score is a "1" |
| A 4: Dignified treatment KPA 4 KPA 4 Dignified Treatment Image: Colspan="5">Image: Colspan="5" Image: Colspan="5" Image | | | | | | | 1 | |
| KPA 4 Dignified Treatment Dignified Treatment Method 4.1 PA Statement The facility's staff treats users with outersy, dignity and respect and provide services in a friendly manner. Method Method yn per ge | | | | | | KPA Score | | <u> </u> |
| 4.1 PA Statement The facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy is staff treatsy is staff treats users with courtesy is staff treats u | A 4: Di | - | | | | | | |
| Single of a scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? Poor. Fair. Well. Very well. | | | | · | | | | |
| | | | The facility's staff treats users with c | ourtesy, dignity and respect and provi | de services in a friendly manner. | | | |
| | Courteous, dignified and espectful service | On a scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? | Poor. | Fair. | Well. | Very well. | | |
| | <u>د</u> | 1 | 1 | 1 | 1 | PA Score | 1 | |

| PA Mode 4.2 Outcome 1 2 3 Counce of A Series Counce of A 4.2 PA Statement The facility takes mean reasonable shaps to communicate with wine in the stangang of take's choice or provide interpretation services, in the provide interpretation services, interpretation, interpretation services, interpretation services, inte | | Description | | | | Rating Scale - User | | |
|---|------------------------------|---|---|--------------------------------------|--|--|-------|----------|
| 4.2 PA Blainment The facility takes mascable depide communicative with users in the language of their choice or provide interpretation services. If measures, if mascable depide communicative with users in the language of their choice or provide interpretation services. If measures, if may use their the language of their choice or provide interpretation services. If measures, if may use their the language of their choice or provide interpretation services. If measures, if may use their the language of their choice or provide interpretation services. If measures, if may use their the language of their choice or provide interpretation services. If measures, if may use their the language of their choice of the language of the language of the language of their choice of the language of the langu | PA heading | | 1 | 2 | | - | Score | Comments |
| Product Droppop that is make it working if it is able to usery unpropriet by solution of inductions of all of work in the solution of inductions of all of work inductions of all of | • | | | | | | 00010 | |
| 4.3 PA Sutament The facility's staff is able to understand and respond appropriately to quastions from users, and promptly process their service requests. Image: Control of Co | 5 | language that you can easily | language that I am able to easily | language, but I only understood som | e language, and I understood all of what | the local language(s), and where appropriate explained the service process and translated the forms or | | |
| No. 1 0 Drive select of 16 a where 1 is very specify were you reaction to you specify were you reaction to you specify to you reaction to you specify were you reaction to you specify to you specify were you reaction to you specify were you reactio | | + | 1 | | + | PA Score | 1 | |
| and bit difficient of service point residence residence residence index difficient of service point response to r | 4.3 | PA Statement | The facility's staff is able to understand | nd and respond appropriately to que | stions from users, and promptly process | s their service requests. | | |
| your questions. give me the wrong information. all my questions. all my questions. PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniform. PA Score // 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniform. PA Score // 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniform. PA Score // 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniform. PA Score // easy was if for you to recognise staff Very difficult. Difficult. Easy. Very easy. KPA 5: Cleanliness and Comfort FPA Score / KPA 5 Cleanliness and Comfort Score / S.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline give give give give give give give give | and responsive officials | slow" and 4 is "very quick", how quickly were you served once you | Very slow. | Slow. | Quick. | Very quick. | | |
| 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniforms. | Efficient | | | respond to my question(s), or they | | all my questions, and offered additional | | |
| Mark Mark Mark Mark Mark | | | | <u> </u> | | PA Score | 1 | |
| PA Score / KPA 5: Cleanliness and Comfort KPA 5: Cleanliness and Comfort KPA 5 Cleanliness and Comfort 5.1 PA Statement Cleanliness and Comfort 5.1 PA Statement Cleanliness and Comfort 5.1 On a scale of 1 to 4 where 1 is "very dirty. Dirty. Clean. Very clean. Very clean. Very clean. Very clean. On a scale of 1 to 4 where 1 is "very dirty. Dirty. Clean. Very clean. On a scale of 1 to 4 where 1 is "very dirty. Dirty. Clean. Very clean. Wery dirty" and 4 is "very clean", how clean was the inside of the facility? Very dirty. Dirty. Clean. Very clean. | | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishin | ng uniforms. | | | |
| KPA Score KPA Score KPA Score KPA SCORE KPA SCORE KPA S KPA S Cleanliness and Comfort S.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline On a scale of 1 to 4 where 1 is 'very dirty. Dirty. Clean. Very clean. On a scale of 1 to 4 where 1 is 'very dirty. Dirty. Clean. Very clean. On a scale of 1 to 4 where 1 is 'very dirty. Dirty. Clean. Very clean. Wery dirty' and 4 is 'very clean", how clean was the inside of the facility? Very dirty. Dirty. Clean. Very clean. | Easily recognisable staff | difficult" and 4 is "very easy", how easy was it for you to recognise staff | Vor difficult | Difficult. | Easy. | Very easy. | | |
| KPA 5: Cleanliness and Comfot KPA 5: Cleanliness and Comfot S.1 KPA 5 Cleanliness and Comfot 5.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline Image: Colspan="5">On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean outside areas? Very dirty. Dirty. Clean. Very clean. Image: Colspan="5">On a scale of 1 to 4 where 1 is "very dirty." and 4 is "very clean", how clean outside areas? Very dirty. Dirty. Clean. Very clean. Image: Colspan="5">On a scale of 1 to 4 where 1 is "very dirty. Dirty. Clean. Very clean. Image: Colspan="5">Wery dirty, and 4 is "very clean", how clean was the inside of the facility? Very dirty. Dirty. Clean. Very clean. | | | | | | | 1 | |
| KPA 5 Cleanliness and Comfort Image: Cleanliness and Comfort Image: Cleanliness and Comfort 5.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline Image: Cleanliness and Comfort Image: Cleanliness and Com | | | | | | KPA Score | | |
| 5.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline jo On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean outside areas? Very dirty. Dirty. Clean. Very clean. On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility? Very dirty. Dirty. Clean. Very clean. | KPA 5: CI | | t in the second s | | | 10 | | |
| S.1PA Statementservices.image: services.outside of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean outside areas?Very dirty.Dirty.Clean.Very clean.image: services.On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean outside areas?Very dirty.Dirty.Clean.Very clean.image: services.On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility?Very dirty.Dirty.Clean.Very clean.image: services.Very dirty.Dirty.Clean.Very clean.Very clean. | | KPA 5 | The facture is a second state of the | | | and for the delivery of the th | | |
| | 5.1 | PA Statement | | a manner that enhances the user's | experience and ensures a safe environn | ient for the delivery of frontline | | |
| | l maintenance of sility | dirty" and 4 is "very clean", how clean were the facility's grounds and | | Dirty. | Clean. | Very clean. | | |
| PA Score / | Cleanliness and fac | dirty" and 4 is "very clean", how clean | | Dirty. | Clean. | Very clean. | | |
| | | <u> </u> | ļ | | | PA Score | 1 | |

| | Description | | | | Rating Scale - User | | |
|--|--|---|--|--|--------------------------|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| 5.2 | PA Statement | The facility has sufficient and comfor of users it serves. | table waiting areas that are protected f | | | | |
| Suitable waiting areas | On a scale of 1 to 4 where 1 is "very uncomfortable" and 4 is "very comfortable", how comfortable were you in the waiting area? | Very uncomfortable. | Uncomfortable. | Comfortable. | Very comfortable. | | |
| | | | | | PA Score | 1 | |
| 5.4 | PA Statement | The facility provides clean and functi | oning ablution facilities with the neces | sary toiletries to prevent the spread of | disease. | | |
| Sear | If you have used the toilets, on a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the toilets? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Ablution facilities are accessible, c working order | If you have used the toilets, on a scale of 1 to 4 where 1 is "poor working order" and 4 is "excellent working order", to what extent were the toilets in working order? | Poor working order (broken and unusable). | Fair working order (broken but usable). | Good working order. | Excellent working order. | | |
| | Į | Į | | | PA Score | 1 | |
| | | | | | KPA Score | | |
| KPA 6: Sa | ıfety | | | | | | |
| | KPA 6 | | Saf | ety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and t | | | | |
| Safety and security measures | On a scale of 1 to 4 where 1 is "very unsafe" and 4 is "very safe", how safe do you feel when you are at the facility? | Very unsafe. | Unsafe. | Safe. | Very safe. | | |

PA Score

KPA Score

1

| | Description | | | | Rating Scale - User | | |
|-----------------------|--|--|--|---|---|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| KPA 7: 0 | pening and closing tim | es/Service availability a | | | | | |
| | KPA 7 | | Opening and closing times/Se | rvice availability and efficiency | | | |
| 7.1 | PA Statement | Governments must ensure that users | know the operational hours of the se | rvice point in order to access it | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | I did not see any opening and closing times displayed. | I did see something but the sign was not clear enough to read. | I did see the opening and closing time displayed clearly at the entrance or within the facility. | I saw opening and closing times displayed in multiple places outside and within the facility. | | |
| | | | | | PA Score | 1 | |
| 7.2 | PA Statement | The facility operates in line with the o during these times, and has backup s | | and standards, ensures that services | are provided on an ongoing basis | | |
| hours | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | |
| to operational | Are closing times adhered to? | The facility closes its doors much earlier than closing time. | The facility closes it doors before closing time. | The facility closes it doors at closing time, but continues to serve people who are already inside. | The facility closes it doors later than its closing time. | | |
| Adherence | Did you experience disruptions in service at the facility? | There were major disruptions. | There were minor disruptions. | There were no disruptions | There were no disruptions and service was very quick. | | |
| | | · | | · | PA Score | 1 | |
| 7.3 | PA Statement | Government must ensure that users r charter | | | | | |
| Service efficiency | How often do you receive your medicine on the day of your visit? | Never. | Sometimes. | Always. | To be determined. | | |
| | | · | PA Score | 1 | | | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|------------------------------|--|--|--|--|---|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| (PA 8: Co | omplaints and complin | nents management | | | | | |
| | KPA 8 | | | | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | paces and close to the exits. | | | |
| sws | Do you know how to complain in this facility? | I don't know how to complain about the service at this facility. | I am not sure how to complaint about the service at this facility. | I know how to complain about the service at this facility. | I know for certain how to complain about service at this facility, and will use the complaint system. | | |
| complaint-lodging mechanisms | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to complain within the facility? | Very difficult. | Not easy. | Easy. | Very easy. | | |
| Awareness of com | On a scale of 1 to 4 where 1 is "not very confident" and 4 is "very confident", how confident are you that your complaint will be addressed by the facility? | Not very confident. | Not confident. | Confident. | Very confident. | | |
| User satisfaction | On a scale of 1 to 4 where 1 is "poor" and 4 is "very good", how would you rate this facility? | Poor. | Fair. | Good. | Very good. | | |
| | 1 | 1 | | | PA Score | 1 | |
| | | | | | KPA Score | | |



COURTS User tool

| | | (| Office of the | premier: | | Province: |
|---------------------------------------|---------------------------------|----------|---------------|--------------|--------|-------------------|
| The Presidency: Department of Plan | ning, Monitoring and Evaluation | | | | | |
| | | | | | | Reference Number: |
| Frontline Service Delivery Monitoring | | | | | | |
| | | Details | of FSD Mor | itoring Site | | |
| Name of Facility | | | | | | |
| Date of visit | DD | /MM/YYYY | | | | |
| | | Deta | ails of user | Member | | |
| First Name | | | | | | |
| Last Name | | | | | | |
| Gender | Ma | | | | Female | |
| Race | Afr | rican | Coloured | | Asian | White |
| Designation (level) | | | | | | |
| | Em | nail | | | | |
| Contact Details | | lephone | | | | |
| | Oth | | | | | |
| Disability | | | Yes N | | | |
| | | N | Name of mo | nitor | | |
| Name and Surname | | | | | | |
| | Telephor | | | | | |
| Contact Details | E-mail | | | | | |
| | Other | | | | | |

Signature of monitor

| | Description | | | | Rating Scale - User | | |
|------------------------------|--|---|--|--------------------------------------|-----------------------------------|-------|----------|
| PA heading | | 1 | 2 | 3 | 4 | Score | Comments |
| | ocation and Accessibili | | | - | 1 <u>-</u> | | I |
| | | | Lesstler and a | | | | |
| | KPA 1 PA Statement | The facility is a second this to all second | Location and ac | | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms set by | national or provincial government. | | | |
| Accessible distance | How long did you travel to reach this facility from home? | I travelled for more than 1.5 hours. | I travelled for more than 1 but less than 1.5 hours. | I travelled for about 1 hour. | I travelled for less than 1 hour. | | |
| | | | · · · · | | PA Score | | |
| | | | | | KPA Score | | |
| KPA 2: Vis | sibility and Signage | | | | | | |
| | KPA 2 | | Visibility and | Signage | | | |
| 2.1 | | Users are able to locate the facility qu | lickly and easily by following external sig | | | | |
| | | | | | | | |
| Signage to the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to find the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | 1 | 1 | 1 | | PA Score | 1 | |
| 2.2 | PA Statement | Users are able to navigate their way t | hroughout the facility, by following interr | nal signage to the correct service p | pints and waiting areas. | | |
| Signage within the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it to find your way to the waiting areas and service points within the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | | | | PA Score | 1 | |
| 2.3 | PA Statement | The facility provides users with inform | nation on its services, fees and manager | ment's contact details. | | | |
| /information | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to contact the facility manager, if you ever need to? | Von difficult | Difficult. | Easy. | Very easy. | | |
| Service offering/information | On a scale of 1 to 4 where 1 is "I don't know" and 4 is "I know for sure", how well informed are you about the services provided by this facility and any fees payable (if applicable)? | l don't know. | l am not sure. | l know. | I know for sure. | | |
| | | | | | PA Score | | |
| | | | | | KPA Score | | |

| Network QuestionQuestionQuestionQQQPAReferConsentionNS A Cuerrent NS A Cuerrent Cuerrent | | Description | | | | Rating Scale - User | | |
|--|--|--|---|--|--|---|--------------------------------|--|
| No.A.1 Image: Constraint of the second | heading | Question | 1 | 2 | Î. | | Score | Comments |
| NPA 1NPA 2Concerning large and concerning large and concer | | Jeue management and | waiting times | | | | | |
| 1 PA Subtenet The facility is a piece a quote management system to direct, manage and output the field by the optimization of the facility way output the facility. Way official is a facility of the facility way official is a quote management system to direct, manage and output the facility state a way and the facility. Way official is a quote management system to direct, manage and output the facility state a way and the facility. Way official is a quote management system to direct, manage and output the facility state a way and the facility. Way official is a quote management system to direct, manage and output the facility. I was directed to the right quote. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait before being attanded to. I was directed to wait being wait before being attanded to. <thi directed="" td="" to<="" was=""><td></td><td>•</td><td></td><td>Queue Managemen</td><td>t and Waiting times</td><td></td><td></td><td></td></thi> | | • | | Queue Managemen | t and Waiting times | | | |
| All Process | | | The facility has in place a queue man | · | | efficiently through the service | | |
| Index <th< td=""><td>3.1</td><td>PA Statement</td><td></td><td>agement system to uncet, manage and</td><td>emelently through the service</td><td></td><td></td></th<> | 3.1 | PA Statement | | agement system to uncet, manage and | emelently through the service | | | |
| Index <th< td=""><td>int systems</td><td></td><td>I was not directed to a queue.</td><td>I was directed to the wrong queue.</td><td>I was directed to the right queue.</td><td>Ū.</td><td></td><td></td></th<> | int systems | | I was not directed to a queue. | I was directed to the wrong queue. | I was directed to the right queue. | Ū. | | |
| 3.2 PA Statement The facility seeps users informed of their target waiting times and how lowg users can be expected to wait betwee lowg attended to. Image: Content of the facility seeps users informed of their target waiting times and how lowg users can be expected to wait betwee lowg attended to. Image: Content of the facility seeps users informed of their target waiting times and how lowg users can be expected to wait betwee lowg attended to. Image: Content of the facility seeps users informed of their target waiting times and how lowg users can be expected to wait betwee lowg attended to. Image: Content of the facility seeps users informed of their target waiting time in the target waiting time in | Queue manageme | difficult" and 4 is "very easy", how easy was it to get help when you | Very difficult. | Difficult. | Easy. | Very easy. | | |
| Monitors Consistent of a data is an very sure, how long did you expected to wait before being attended to? Left on throw. Lam not sure. Liknow. Liknow. Liknow for sure. Monitors to correlate the actual waiting time with displayed waiting time actual waiti | | I | 1 | L | L | PA Score | 1 | |
| Monitors Consistent of a data is an very sure, how long did you expected to wait before being attended to? Left on throw. Lam not sure. Liknow. Liknow. Liknow for sure. Monitors to correlate the actual waiting time with displayed waiting time actual waiti | 3.2 | PA Statement | The facility keeps users informed of t | heir target waiting times and how long | users can be expected to wait before | being attended to | | |
| Mon Mon I ann nd sure. I know. I know for sure. I know for sure. <td>5.2</td> <td>r A Statement</td> <td></td> <td>inclinating times and now long</td> <td></td> <td>being attended to.</td> <td></td> <td></td> | 5.2 | r A Statement | | inclinating times and now long | | being attended to. | | |
| Image: bit is a state of the actual waiting time is a state of the actual waiting tis a state of the actual waiting time is a stat | | don't know" and 4 is "I am very sure", how long did you expected to wait | l don't know. | l am not sure. | l know. | I know for sure. | | |
| Image: bit is a state of the actual waiting time is a state of the actual waiting tis a state of the actual waiting time is a stat | times | How long did you wait in the queue? | | | | | actual waiting time in minutes | |
| KPA 4: Dignified treatment KPA 4 Dignified Treatment KPA 4 Dignified Treatment Image: Comparison of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Mell. Very well. Mell. Very well. Image: Second of the scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? Poor. Fair. Well. Very well. Very well. Very well. Image: Second of the scale of the s | Waiting | waiting time with displayed waiting | time (2X or more than the target waiting time) e.g. <i>If the target waiting</i> <i>time is 30 minutes, then users waited</i> | 1X and less than 2X the target waiting time) e.g. If the target waiting time is 30 minutes, then users waited for more than 30 minutes and less than 60 | User waited in line with the target times e.g. If the target waiting time is 30 minutes, then users waited for about | waiting time e.g. if the target waiting time is 30 minutes, then users waited for less than 15 minutes. | | if no waiting time displayed by the facility then the score is a "1" |
| A 4: Dignified treatment KPA 4 KPA 4 Dignified Treatment Image: Colspan="5">Image: Colspan="5" Image: Colspan="5" Image | | | | | | | 1 | |
| KPA 4 Dignified Treatment Dignified Treatment Method 4.1 PA Statement The facility's staff treats users with outersy, dignity and respect and provide services in a friendly manner. Method Method yn per ge | | | | | | KPA Score | | <u> </u> |
| 4.1 PA Statement The facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Image: Constraint of the facility is staff treats users with courtesy is staff treatsy is staff treats users with courtesy is staff treats u | A 4: Di | - | | | | | | |
| Single of a scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? Poor. Fair. Well. Very well. | | | | · | | | | |
| | | | The facility's staff treats users with c | ourtesy, dignity and respect and provi | de services in a friendly manner. | | | |
| | Courteous, dignified and espectful service | On a scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? | Poor. | Fair. | Well. | Very well. | | |
| | <u>د</u> | 1 | 1 | 1 | 1 | PA Score | 1 | |

| PA Media Denotion 1 2 3 Denote of the provide state of the provide st | | Description | | | | Rating Scale - User | | |
|---|------------------------------|---|--|---|--|--|-------|----------|
| 4.2 PA Statement The field takes reasonable step to communicate with users in the lenguage of their choice or poorder interpretation services. If necessary Image of tags to boy to a point of tags to tag | PA heading | | 1 | 2 | | - | Score | Comments |
| Product of the status of th | • | | | | | • | 00010 | Comments |
| 4.3 PA Subment The facility's staff is able to understand and respond appropriately to questions from users, and promptly process their service requests. Image: Constraint of the service requests. 4.3 On a scale of 16 4 where 18 "way day and 28 is wry quest;" from excited the counter or service pair? Very day. Stor. Outo. Very quest. Very quest. 0 Did suff listen by ou and respond by your questions correctly? They facilitated for output or service pair? They facilitated for output or service pair? They facilitated for output or my questions. They facilitated for output or my questions. They facilitate by output or my questions. They faci | đ | language that you can easily | language that I am able to easily | language, but I only understood som | e language, and I understood all of what | the local language(s), and where appropriate explained the service process and translated the forms or | | |
| No. is seed of 16 is where 1 is how adder and first is how adder | | | ł | | | PA Score | 1 | |
| and by the point served on the you response to point response to point response to point response to point bit self the contery bit self testen to you and respond to point They lettened to ne. and responde to all my questions. They lettened to ne. and responde to all my questions. They lettened to ne. and responde to all my questions. content They self the contery They define to you and respond to point any questions. They lettened to ne. and responde to all my questions. They lettened to ne. and responde to all my questions. content They self the you and respond to point any questions. They lettened to ne. and responde to all my questions. They lettened to ne. and responde to all my questions. They lettened to ne. and responde to all my questions. content They self to to all they are you are self or to a vane my self to you for the additional all my questions. They lettened to ne. and responde to all my questions. They lettened to ne. and responde to all my questions. content They self to to all they are you for the additional to all my questions. They lettened to ne. and responde to all my questions. They lettened to ne. and responde to all my questions. They lettened to ne. and responde to all my questions. content They self to all they are you for the additional to all they are recognise the facility's defined additional all my questions. They responde to all they are genome. They responde to all they are genome. content They responde to all they are yo | 4.3 | PA Statement | The facility's staff is able to understand | nd and respond appropriately to que | estions from users, and promptly process | their service requests. | | |
| your questions. give me the wrong information. all my questions. information to help me. 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniformat. PA Socie 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniformat. PA Socie 4.4 PA Statement Users recognise staff by their name tags and/or distinguishing uniformat. Pa Socie 4.4 PA Statement Users recognise staff by their name tags and/or distinguishing uniformat. Pa Socie 4.4 PA Statement Users recognise staff by their name tags and/or distinguishing uniformat. Pa Socie 4.4 PA Statement Users recognise staff by their name tags and/or distinguishing uniformat. Pa Socie 5.1 PA Socie Image: Cleantiness and Comfort Pa Socie 5.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline environment for the delivery of frontline environment for the delivery of frontline disting and is "socied and not be and "socied and the facility" and is "socied and "socied and "socied and | and responsive officials | slow" and 4 is "very quick", how quickly were you served once you | Very slow. | Slow. | Quick. | Very quick. | | |
| 4.4 PA Statement Users recognise the facility's staff by their name tags and/or distinguishing uniforms. | Efficient | | | respond to my question(s), or they | They listened to me, and responded to | all my questions, and offered additional | | |
| Image: Second | | | | | | PA Score | | |
| PA Score / KPA 5: Cleanliness and Comfort KPA 5: Cleanliness and Comfort Statement Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline vergender Very dirty. Dirty. Clean. Very clean. Very clean. Very clean. Very clean. vergender Very dirty. Dirty. Clean. Very clean. very clean. Very clean. Very clean. Very clean. | | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishing the standard structure to the standard structure to the standard structure to the standard structure to the structure to | ng uniforms. | | | |
| KPA Score KPA Score KPA Score KPA Stement Score Score Score KPA Score Mit Score Mit Score On a scale of 1 to 4 where 1 is "very dirty. Dirty. Clean. Very clean. On a scale of 1 to 4 where 1 is "very dirty. Dirty. Clean. Very clean. Wery dirty. Dirty. Clean. Very clean. Wery clean. Very clean. Wery dirty. | Easily recognisable staff | difficult" and 4 is "very easy", how easy was it for you to recognise staff | Vor difficult | Difficult. | Easy. | Very easy. | | |
| KPA 5: Cleanliness and Comfort KPA 5: Cleanliness and Comfort KPA 5 Cleanliness and Comfort S.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline Image: Second colspan="5">On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the facility signals and outside areas? Very dirty. Dirty. Clean. Very clean. Very clean. Image: Second colspan="5">On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility? Very dirty. Dirty. Clean. Very clean. Very clean. Image: Second colspan="5">On a scale of 1 to 4 where 1 is "very dirty. Very dirty. Dirty. Clean. Very clean. Very clean. Image: Second colspan="5">Wery dirty. Dirty. Clean. Very clean. Very clean. | | | | | | | 1 | |
| KPA 5 Cleanliness and Comfort 5.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline On a scale of 1 to 4 where 1 is "very clean", how clean were the facility's grounds and outside areas? Very dirty. Dirty. Clean. Very clean. On a scale of 1 to 4 where 1 is "very clean", how clean were the facility? Very dirty. Dirty. Clean. Very clean. New State ment was the inside of the facility? Very dirty. Dirty. Clean. Very clean. Very clean. | | | 4 | | | KPA Score | | |
| 5.1 PA Statement The facility is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline 10 On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean outside areas? Very dirty. Dirty. Clean. Very clean. 0 n a scale of 1 to 4 where 1 is "very dirty". Dirty. Clean. Very clean. Very clean. 0 n a scale of 1 to 4 where 1 is "very dirty". Dirty. Clean. Very clean. Very clean. 0 n a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility? Very dirty. Dirty. Clean. Very clean. | KPA 5: CI | | [| | | | | |
| S.1PA Statementservices.Image: Services.On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean outside areas?Very dirty.Dirty.Clean.Very clean.Image: Services.On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean outside areas?Very dirty.Dirty.Clean.Very clean.Image: Services.On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility?Very dirty.Dirty.Clean.Very clean.Image: Services.Very dirty.Dirty.Clean.Very clean.Very clean. | | KPA 5 | | | | and families de l'anne af famille | | |
| | 5.1 | PA Statement | | a manner that enhances the user's | experience and ensures a safe environn | ent for the delivery of frontline | | |
| | t maintenance of sility | dirty" and 4 is "very clean", how clean were the facility's grounds and | | Dirty. | Clean. | Very clean. | | |
| PA Score / | Cleanliness and fac | dirty" and 4 is "very clean", how clean | | Dirty. | Clean. | Very clean. | | |
| | | ļ | ļ | | | PA Score | 1 | |

| | Description | | | | Rating Scale - User | | |
|--|--|---|--|--------------------------------------|-----------------------------------|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| 5.2 | PA Statement | The facility has sufficient and comfor of users it serves. | table waiting areas that are protected fron | n the elements and have enough s | eating to accommodate the volumes | | |
| Suitable waiting areas | On a scale of 1 to 4 where 1 is "very uncomfortable" and 4 is "very comfortable", how comfortable were you in the waiting area? | Very uncomfortable. | Uncomfortable. | Comfortable. | Very comfortable. | | |
| | | | 1 | | | | |
| 5.4 | PA Statement | The facility provides clean and functi | oning ablution facilities with the necessar | y toiletries to prevent the spread o | f disease. | | |
| slear | If you have used the toilets, on a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the toilets? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Ablution facilities are accessible, c working order | If you have used the toilets, on a scale of 1 to 4 where 1 is "poor working order" and 4 is "excellent working order", to what extent were the toilets in working order? | Poor working order (broken and unusable). | Fair working order (broken but usable). | Good working order. | Excellent working order. | | |
| | ł | ł | 1 | | PA Score | 1 | |
| | | | | | KPA Score | | |
| KPA 6: Sa | ifety | | | | | | |
| | KPA 6 | | Safety | | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and their | | t. | | |
| Safety and security measures | On a scale of 1 to 4 where 1 is "very unsafe" and 4 is "very safe", how safe do you feel when you are at the facility? | Very unsafe. | Unsafe. | Safe. | Very safe. | | |
| | 1 | | · · | | PA Score | 1 | |
| | | | | | KPA Score | | |

KPA 7: Opening and closing times/Service availability and efficiency

| | Description | | Rating Scale - User | | | | | | | |
|----------------------|--|--|--|--|---|-------|----------|--|--|--|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments | | | |
| | KPA 7 | | Opening and closing times/Se | rvice availability and efficiency | | | | | | |
| 7.1 | PA Statement | Governments must ensure that users | know the operational hours of the set | rvice point in order to access it | | | | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | I did not see any opening and closing times displayed. | I did see something but the sign was not clear enough to read. | I did see the opening and closing time displayed clearly at the entrance or within the facility. | I saw opening and closing times displayed in multiple places outside and within the facility. | | | | | |
| | | | | | PA Score | 1 | | | | |
| 7.2 | PA Statement | The facility operates in line with the o during these times, and has backup s | | and standards, ensures that services | are provided on an ongoing basis | | | | | |
| hours | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | | | | |
| nce to operational | Are closing times adhered to? | The facility closes its doors much earlier than closing time. | The facility closes it doors before closing time. | The facility closes it doors at closing time, but continues to serve people who are already inside. | The facility closes it doors later than its closing time. | | | | | |
| Adheren | Did you experience disruptions in service at the facility? | There were major disruptions. | There were minor disruptions. | There were no disruptions | There were no disruptions and service was very quick. | | | | | |
| | | | | · · · | PA Score | 1 | | | | |
| | | | | | KPA Score | | | | | |

| | Description | | | | Rating Scale - User | | |
|------------------------------|--|--|--|--|---|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| (PA 8: Co | omplaints and complin | nents management | | | | | |
| | KPA 8 | | Complaints and comp | | | | |
| 8.1 | PA Statement | The facility displays the complaints p | rocedure in the waiting areas, public s | paces and close to the exits. | | | |
| sws | Do you know how to complain in this facility? | I don't know how to complain about the service at this facility. | I am not sure how to complaint about the service at this facility. | I know how to complain about the service at this facility. | I know for certain how to complain about service at this facility, and will use the complaint system. | | |
| complaint-lodging mechanisms | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to complain within the facility? | Very difficult. | Not easy. | Easy. | Very easy. | | |
| Awareness of com | On a scale of 1 to 4 where 1 is "not very confident" and 4 is "very confident", how confident are you that your complaint will be addressed by the facility? | Not very confident. | Not confident. | Confident. | Very confident. | | |
| User satisfaction | On a scale of 1 to 4 where 1 is "poor" and 4 is "very good", how would you rate this facility? | Poor. | Fair. | Good. | Very good. | | |
| | 1 | 1 | | | PA Score | 1 | |
| | | | | | KPA Score | | |



HOME AFFAIRS User tool

| | | Office of t | ne premier: | Province: | |
|--------------------------------------|---------------------------------|------------------|----------------|-------------------|--|
| The Presidency: Department of Plan | ning, Monitoring and Evaluation | | | | |
| | | | | Reference Number: | |
| Frontline Service Delivery Monitorin | ng: Questionnaire | | | | |
| | | Details of FSD M | onitoring Site | | |
| Name of Facility | | | | | |
| Date of visit | DD/MM/YYYY | | | | |
| | | Details of us | er Member | | |
| First Name | | | | | |
| Last Name | | | | | |
| Gender | Male | | Female | | |
| Race | African | Coloured | Asian | White | |
| Designation (level) | | | | | |
| | Email | | | | |
| Contact Details | Telephone | | | | |
| | Other | | | | |
| Disability | | Yes | No | | |
| | | Name of r | nonitor | | |
| Name and Surname | | | | | |
| | Telephone | | | | |
| Contact Details | E-mail | | | | |
| | Other | | | | |

Signature of monitor

| | Description | | | | Rating Scale - User | | |
|------------------------------|---|--|--|---|-----------------------------------|-------|----------|
| PA heading | | 1 | 2 | 3 | 4 | Score | Comments |
| | ocation and Accessibili | | | - | 1 | | I |
| | | (y | Lesstler and a | | | | |
| | KPA 1 | The feetlike is seen with the set of the | Location and ac | | | | |
| 1.1 | PA Statement | The facility is accessible to all users | in line with travel distance norms set by | national or provincial government. | | | |
| Accessible distance | How long did you travel to reach this facility from home? | I travelled for more than 1.5 hours. | I travelled for more than 1 but less than 1.5 hours. | I travelled for about 1 hour. | I travelled for less than 1 hour. | | |
| | | | | | PA Score | | |
| | | | | | KPA Score | | |
| KPA 2: Vi | sibility and Signage | | | | | | |
| | KPA 2 | | Visibility and | Signage | | | |
| 2.1 | | Users are able to locate the facility or | uickly and easily by following external sig | | | | |
| | | · · · · · · · · · · · · · · · · · · · | | | | | |
| Signage to the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to find the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | L | 1 1 | | PA Score | 1 | |
| 2.2 | PA Statement | Users are able to navigate their way t | hroughout the facility, by following interr | nal signage to the correct service p | oints and waiting areas. | | |
| Signage within the facility | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it to find your way to the waiting areas and service points within the facility using the signage? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | | | | PA Score | 1 | |
| 2.3 | PA Statement | The facility provides users with inform | mation on its services, fees and manager | nent's contact details. | | | |
| /information | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to contact the facility manager, if you ever need to? | Voordifficult | Difficult. | Easy. | Very easy. | | |
| Service offering/information | On a scale of 1 to 4 where 1 is "I don't know" and 4 is "I know for sure", how well informed are you about the services provided by this facility and any fees payable (if applicable)? | l don't know. | I am not sure. | l know. | I know for sure. | | |
| | | | · . | | PA Score | 1 | |
| | | | | | KPA Score | | |

| Indexing the descent of to service of the | | Description | | | | Rating Scale - User | | |
|--|--|--|---|--|--|---|-------|--|
| KPA 3 Concession and a product of a significant service of the s | heading | | 1 | 2 | | | Score | Comments |
| NA3No. ConstructNo. Construct Management and M | A 3: Qi | leue management and | waiting times | | | | | |
| 1.1 Ph Soltement The for lay is a jubble a queue management system to direct, manage and control the flow of users quickly and the fully ware year direct is a first operation. I has directed to the right queue. I has directed to tha has right queue. I has directed to ha has right que | | - | | Queue Managemen | t and Waiting times | | | |
| Image: Contract of the state of the stat | 3.1 | PA Statement | | | | efficiently through the service | | |
| Image: Contract of the state of the stat | nt systems | | I was not directed to a queue. | I was directed to the wrong queue. | I was directed to the right queue. | | | |
| 3.2 PA Statement The facility keeps users informed of twick traget waiting times and how low users can be expected to wait before box Media Image: Constraint of the facility face box Image: Constraint of the face box <thimage: box<="" constraint="" face="" of="" th="" the=""></thimage:> | Queue manageme | difficult" and 4 is "very easy", how easy was it to get help when you | Very difficult. | Difficult. | Easy. | Very easy. | | |
| Nome | | | 1 | | | PA Score | 1 | |
| Nome | 3.2 | PA Statement | The facility keeps users informed of t | heir target waiting times and how long | users can be expected to wait before | being attended to. | | |
| Member of the farst and very surger of the very | 0.2 | | | ····· ··· | | g | | |
| Image: bit is a state of the actual waiting time actual to correlate the actual waiting time (2X or more than the target waiting time is a) the target | | don't know" and 4 is "I am very sure", how long did you expected to wait | l don't know. | I am not sure. | l know. | I know for sure. | | |
| Image: bit is a state of the actual waiting time actual to correlate the actual waiting time (2X or more than the target waiting time is a) the target | times | How long did you wait in the queue? | 3? | | | | | actual waiting time in minutes |
| KPA Score KPA 4 Dignified treatment A 4: Dignified treatment KPA 4 Dignified Treatment A Mark Score A figure field treatment A KPA 4 Dignified Treatment A Mark Score A KPA 4 Dignified Treatment A Statement The facility's staff treats users with courtes, dignity and respect and provide services in a friendly manner. On a scale of 1 to 4 where 1 is "very well", how well by daff at the is "very well", how well were you treated by staff at the facility? Poor. Fair. Well. Very well. Statement The facility's staff treats users with courtes, dignity and respect and provide services in a friendly manner. Colspan="5">Colspan="5">Colspan="5">Colspan="5">Colspan= 5"Colspan="5">Colspan= 5"Colspan= 5"Colspan="5">Colspan= 5"Colspan= 5"Colspan | Waiting | waiting time with displayed waiting | time (2X or more than the target waiting time) e.g. <i>If the target waiting</i> <i>time is 30 minutes, then users waited</i> | 1X and less than 2X the target waiting time) e.g. If the target waiting time is 30 minutes, then users waited for more than 30 minutes and less than 60 | e.g. If the target waiting time is 30 minutes, then users waited for about | waiting time e.g. if the target waiting time is 30 minutes, then users waited for less than 15 minutes. | | if no waiting time displayed by the facility then the score is a "1" |
| A 4: Dignified treatment KPA 4 Dignified Treatment Dignified Treatment Method 4.1 PA Statement The facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner. Method Method sr pup of the goal of 1 to 4 where 1 is "very well", how well were you treated by staff at the facility? Poor. Fair. Well. Very well. Very well. | | | | | | | 1 | |
| KPA 4 Dignified Treatment Dignified Treatment <th< td=""><td>A 4. D'</td><td>······································</td><td></td><td></td><td></td><td>KPA Score</td><td></td><td></td></th<> | A 4. D' | ······································ | | | | KPA Score | | |
| 4.1PA StatementThe facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.Image: Constraint of the facility's staff at the f | 'A 4: Di | - | | | | | | |
| SP UP S | | | | | | | | |
| | | | The facility's staff treats users with c | ourtesy, dignity and respect and provid | de services in a friendly manner. | | | |
| | Courteous, dignified and espectful service | On a scale of 1 to 4 where 1 is "very badly" and 4 is "very well", how well were you treated by staff at the facility? | Poor. | Fair. | Well. | Very well. | | |
| | 2 | | 1 | | | PA Score | 1 | |

| | Description | | | | Rating Scale - User | | |
|------------------------------|---|--|--|--|--|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| 4.2 | PA Statement | The facility takes reasonable steps to | | age of their choice or provide interpret | • | 00010 | Commente |
| 4.2 | PA Statement | The facility takes reasonable steps to | | | | | |
| Language of choice | Did the staff speak to you in a language that you can easily understand? | They did not speak to me in a language that I am able to easily understand. | They tried to speak in my local language, but I only understood some of what they said. | They spoke to me in my local language, and I understood all of what they said. | They could speak to me fluently in all the local language(s), and where appropriate explained the service process and translated the forms or instructions for me. | | |
| | | I | | | PA Score | 1 | |
| 4.3 | PA Statement | The facility's staff is able to understan | nd and respond appropriately to quest | tions from users, and promptly proces | s their service requests. | | |
| ive offic | On a scale of 1 to 4 where 1 is "very slow" and 4 is "very quick", how quickly were you served once you reached the counter or service point? | Very slow. | Slow. | Quick. | Very quick. | | |
| Efficient a | Did staff listen to you and respond to your questions correctly? | They did not listen to me or respond to my questions. | They listened to me, but did not respond to my question(s), or they gave me the wrong information. | They listened to me, and responded to all my questions. | They listened to me, and responded to all my questions, and offered additional information to help me. | | |
| | | - | | 1 | | | |
| 4.4 | PA Statement | Users recognise the facility's staff by | their name tags and/or distinguishing | uniforms. | | | |
| Easily recognisable staff | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to recognise staff by name? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| 1 | | T | | | PA Score | 1 | |
| 4.5 | PA Statement | The facility provides users with inform process for following up on their serve | | s including the types of documents ne | eded, the fees payable, and the | | |
| tion ab proces | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy was it for you to complete the forms needed for your application or the service request? | Very difficult. | Difficult. | Easy. | Very easy. | | |
| | | I. | I. | 1 | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|--|--|---|--|---------------------------------------|------------------------------------|-------|----------|
| PA heading | | 1 | 2 | 3 | 4 | Score | Comments |
| KPA 5: C | leanliness and Comfort | | | | | | |
| | KPA 5 | | Cleanliness a | and Comfort | | | |
| 5.1 | | The facility is clean and maintained services. | in a manner that enhances the user's ex | perience and ensures a safe environ | ment for the delivery of frontline | | |
| and maintenance of facility | On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the facility's grounds and outside areas? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Cleanliness and fa | On a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean was the inside of the facility? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| | 1 | | | | PA Score | 1 | |
| 5.2 | | The facility has sufficient and comfort of users it serves. | ortable waiting areas that are protected f | rom the elements and have enough | seating to accommodate the volumes | | |
| Suitable waiting areas | On a scale of 1 to 4 where 1 is "very uncomfortable" and 4 is "very comfortable", how comfortable were you in the waiting area? | Very uncomfortable. | Uncomfortable. | Comfortable. | Very comfortable. | | |
| | · · · · · · · · · · · · · · · · · · · | | | | PA Score | 1 | |
| 5.4 | PA Statement | The facility provides clean and func | tioning ablution facilities with the neces | sary toiletries to prevent the spread | of disease. | | |
| ible, clean and in ar | If you have used the toilets, on a scale of 1 to 4 where 1 is "very dirty" and 4 is "very clean", how clean were the toilets? | Very dirty. | Dirty. | Clean. | Very clean. | | |
| Ablution facilities are accessible, working order | If you have used the toilets, on a scale of 1 to 4 where 1 is "poor working order" and 4 is "excellent working order", to what extent were the toilets in working order? | Poor working order (broken and unusable). | Fair working order (broken but usable). | Good working order. | Excellent working order. | | |
| | <u> </u> | | _, | | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | | | | Rating Scale - User | | |
|---------------------------------|--|--|--|---|---|-------|----------|
| A heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| PA 6: Sa | afety | | | | | | |
| | KPA 6 | | Sa | afety | | | |
| 6.1 | PA Statement | The facility has in place appropriate | safeguards to protect users, staff and | I their possessions from harm and thef | t. | | |
| Safety and security measures | On a scale of 1 to 4 where 1 is "very unsafe" and 4 is "very safe", how safe do you feel when you are at the facility? | Very unsafe. | Unsafe. | Safe. | Very safe. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |
| PA 7: Oi | pening and closing tim | es/Service availability a | nd efficiency | | | | |
| | KPA 7 | | - | ervice availability and efficiency | | | |
| 7.1 | | Governments must ensure that users | | · · · · · | | | |
| Operational hours | Are the opening and closing times displayed at the main entrance or within the facility? | I did not see any opening and closing times displayed. | I did see something but the sign was not clear enough to read. | I did see the opening and closing time displayed clearly at the entrance or within the facility. | I saw opening and closing times displayed in multiple places outside and within the facility. | | |
| | 1 | 1 | 1 | | PA Score | 1 | |
| 7.2 | PA Statement | The facility operates in line with the o during these times, and has backup s | | and standards, ensures that services | are provided on an ongoing basis | | |
| sinor | Does service start on time as soon as the facility opens? | Service never starts on time. | Service sometimes starts on time. | Service always starts on time. | Service always starts earlier than our opening times. | | |
| Adherence to operational hours | Are closing times adhered to? | The facility closes its doors much earlier than closing time. | The facility closes it doors before closing time. | The facility closes it doors at closing time, but continues to serve people who are already inside. | The facility closes it doors later than its closing time. | | |
| Adheren | Did you experience disruptions in service at the facility? | There were major disruptions. | There were minor disruptions. | There were no disruptions | There were no disruptions and service was very quick. | | |
| | | | | | PA Score | 1 | |
| | | | | | KPA Score | | |

| | Description | tion Rating Scale - User | | | | | |
|---|--|--|---|--|---|-------|----------|
| PA heading | Question | 1 | 2 | 3 | 4 | Score | Comments |
| PA 8: Co | omplaints and complin | nents management | | | | | |
| | KPA 8 | Complaints and compliments management | | | | | |
| 8.1 | PA Statement | The facility displays the complaints p | nts procedure in the waiting areas, public spaces and close to the exits. | | | | |
| Awareness of complaint-lodging mechanisms | Do you know how to complain in this facility? | I don't know how to complain about the service at this facility. | I am not sure how to complaint about the service at this facility. | I know how to complain about the service at this facility. | I know for certain how to complain about service at this facility, and will use the complaint system. | | |
| | On a scale of 1 to 4 where 1 is "very difficult" and 4 is "very easy", how easy is it for you to complain within the facility? | Very difficult. | Not easy. | Easy. | Very easy. | | |
| | On a scale of 1 to 4 where 1 is "not very confident" and 4 is "very confident", how confident are you that your complaint will be addressed by the facility? | Not very confident. | Not confident. | Confident. | Very confident. | | |
| User satisfaction | On a scale of 1 to 4 where 1 is "poor" and 4 is "very good", how would you rate this facility? | Poor. | Fair. | Good. | Very good. | | |
| PA Score | | | | | | 1 | |
| KPA Score | | | | | | | |