

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	

	Description			Ratin	g Scale - Monitor		
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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	
L							

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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	

	Description			Ratin	g Scale - Monitor		
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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.		

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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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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

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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	

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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.			
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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	
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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.							
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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					
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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		
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:		
			Province:
			Reference Number
Deta	ils of FSD Monitoring Site		
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
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						
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
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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.		
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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.		
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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	
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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.			
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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		
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	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							