т	ne Presidency: Dep	partment of Perfo	rmance Monitoring and Evalua	ation					Office of The P	remier:	Province		
	ontline Service De taff Questionnaire	livery Monitoring	: Transport (DLTC)						<del>'</del>		Visit Reference Number		
	Details of FSD Mo	nitoring Site											
	Name of Facility								Type of office	e (level)			
	District												
	Municipality												
	Street Address										,		
	GIS coordinates								Date of monitoring	visit	DD/MM/YYYY		
	Type visit	Baseline	Improvement		ing visit 1		Impr	ovements v	risit 2 🔲		Improvements monitoring visit 3		
	Details of Staff Me	mber	,				,		<u> </u>				
	First Name												
	Last Name									Telephone			
	Gender	Male		Female					Contact Details	E-mail			
	Designation (Leve	1)								Other			
	Race	African	Coloured		A:	sian	Wh	ite	Disability	Yes 🗆	No 🗆		
	Name of monitor				1					1			
	GENERIC PUBLIC SERVICE QUALITY								SERVICE PERFOR	MANCE AREA	as		
Α	A. Performance Ar						F SERVICE PERFORMANCE AREAS  Comments						
	A. Performance Areas  Location & Accessibility												
1.1			w long does it take the eas to get to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr					
1.2	According to your knowledge, how far do citizens from the surrounding areas generally have to travel to get to the facility?			1-5 km	6-10 km	11-16km	17-20 km	> 20 km					
1.3	According to you most citizens tak	r knowledge, wh	nat mode of transport do	Walk	Private	Public	Other						
			entrance of the building to										
1.4	assist citizens wi building?	th disabilities & t	the elderly to access the	Yes		No							
1.5	When inside the of movement for		e provisions to allow ease e disabled?	Yes		No							
	Location & Access	sibility		1 🗆	2 🗆	з 🗆	4 🗆		How would you rat Score: 1 - 4 (1 Poo		y and location of this facility ood, 4 Very good)		
2.	Visibility & Signag	je											
2.1	External signage paths leading to	e: Is there visible this facility?	e signage on the roads or	Yes		No							
2.2.	External signage the main gate/en	e: Is there facility trance of this fac	y identification signage at cility?	Yes		No							
2.3	External signage information on se	e: Does the outs ervices & costs?	side signboard contain	Yes		No							
2.4	accommodate cit	tizens that are ill		Yes		No							
2.5	Internal signage where to go & for	: Does the signar what service?	age inside direct citizens	Yes		No							
	Do facility staff w	-		Yes	Ш	No							
2.7	Are the contact displayed in the f	letails of the faci acility ?	ility management clearly	Yes		No							
	Visibility & Signag	je		1 🗆	2 🗆	3 🗆	4 🗆		How would you rat Score: 1 - 4 (1 Poo	e the visibility r, 2 Fair, 3 Go	y & signage of this facility ood, 4 Very good)		
	Queue Manageme												
3.1	Does this facility place? If yes, spe	have a queue mecify what kind o	nanagement system in of system.	Yes		No							
3.2	If you answered y	yes above, Is the	e queue management eues moving quickly)?	Yes		No							
3.3	Does the queue is elderly, citizens www.	management ma vith disabilities &	ake provision for the k sickly (including pregnant	Yes		No							
3.4		re a help desk to assist citizens in filling forms?				No		-					
	Queue Management & Waiting Times			1 🗆	2 🗆	3 🗆	4 🗆		How would you rat Score: 1 - 4 (1 Poo		agement & waiting times of this facility ood, 4 Very good)		
4. Dignified Treatment													
4.1	Do you treat citiz	ens with friendlin	ness, dignity and respect?	Yes		No							

4.2 When attending to citizens, do you address them in the language of their choice?	Yes	No		
4.3 Are you knowledgeable in your respective areas of expertise?	Yes	No		
4.4 When attending to the citizens, are you efficient (i.e., did what they needed to do promptly)?	Yes 🗆	No		
Dignified Treatment	1 2 2	з 🗆	4 🗆	How would you rate dignified treatment in this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5. Cleanliness & Comfort				
5.1 Is the facility clean ?	Yes	No		
5.2 Is the facility well maintained?	Yes	No		
5.3 Does the facility have a waiting area?	Yes	No		
Is the office equipment (faves telephones computers air	Yes			
conditioning) in working condition?		No		
5.5 Are the ablution facilities/ toilets clean?	Yes	No		
5.6 Are the ablution facilities provided with the necessary toiletries?	Yes	No		
Cleanliness & Comfort	1 🗆 2 🗆	3 🗆	4 🗆	How would you rate cleanliness & comfort of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6. Safety			l	
6.1 Are there security guards at the facility?	Yes	No		
6.2 Do you feel safe in and around the facility?	res	No		
6.3 Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?	Yes	No		
Are there internal access control measures around places 6.4 such as the cashier work stations, filling rooms, server & strong rooms?	Yes 🗌	No [		
Safety	1 🗆 2 🗆	3 🗆	4 🔲	How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7. Opening & Closing Times				
7.1 Are there opening and closing times displayed on the main entrance of the facility?	Yes	No		
7.2 Are the opening & closing times adhered to?	Yes	No		
Are there disruptions (to services) as a result of staff 7.3 members taking tea breaks, lunch breaks or attending staff meetings?	Yes	No		
Opening & Closing Times	1 2 2	3 🗆	4 🗆	How would you rate opening & closing times of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
8. Complaints & Compliments Management System	<u>'</u>	,	,	
Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	Yes	No		
8.2 Are there guidelines displayed in a place where citizens can easily see or access them?	Yes 🗆	No		
8.3 Is there a complaints & compliments box/ register in the facility?	Yes	No		
8.4 Does the facility conduct citizen satisfaction surveys every six months?	Yes	No		
Complaints & Compliments Management System	1 2 2	3 🗆	4 🗆	How would you rate complaints & compliments system of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
B. Sector Specific Standards				
Service standards     Do you know about the national norms & standards for DLTC	Cs?			Tick the appropriate Comments  Yes No
1.2 If yes, are there adhered to?				Yes No
2 Turn around times for the issuing of licences				
2.2 Is the 10 days turn around time for processing applications o	n licenses achieva	ble/ realistic?	Yes No	
2.3 Is there a system for monitoring turnaround times on applica			Yes	

The	Presidency: Depar	tment of Performance Monitoring and Evaluation				Office o	f The Premier:	:	Province			
Fro		ery Monitoring: Transport (DLTC)									Visit Reference Number	
Details	of Citizen First Name								Telephone			
	Last Name							Contact Details	E-mail			
	Gender	Male	Female					Details	Other			
	Race	African Coloured			sian	White		Disability	Yes [	_	No □	
	Name of facility					Ш						
		Baseline Visit	Improvements monitoring visit1					Improveme	nts monitorin	g visit In	nprovements monitoring visit 3	
	Name of monitor					Date of monito			DD/MM/YYY		<u> </u>	
А	Performance Areas	<b>S</b>						Comments				
	Location & Access											
			<15 min	16-30 min	31-45 min		> 1 hr					
1.1	How long did it tal	ke you to get to this facility?	4.5.1	C 40 lum	41.45		20 1					
1.2	How far did you h	ave to travel to get to this facility?	1-5 km	6-10 km	11-15 km		20 km					
1.3	What mode of tra	nsport did you use to get to this facility?	Walk	Bus	Taxi	Other						
		ith rails at the entrance of the building to assist										
1.4	citizens with disal	pilities & the elderly to access the building?	Yes		No	_						
1.5		acility, are there internal ramps to allow for ease he elderly & the disabled?	Yes		No							
		Location & Accessibility	1 🗆	2 🗆	3 🗆	4 🗆					and location of this facility d, 4 Very good)	
2	Visibility & Signage	ē			<u>'</u>							
2.1	External signage	: Is there visible signage on the roads or paths ility?	Yes		No							
2.2		: Is there facility identification/ signboard at the	Yes		No							
2.3	External signage	: Does the outside signboard contain	Yes		No							
	Internal signage	: Does the signage make provision to	.,									
2.4	accommodate citi	zens that are illiterate?	Yes		No	_						
2.5	to go & for what s	: Does the signage inside direct citizens where ervice?	Yes		No							
2.6		ear name tags at all times?	Yes		No							
2.7	Are the contact de displayed in the fa	etails of the facility management clearly acility?	Yes		No							
		Visibility & Signage	1 □	2 🗆	3 🗆	4 🗆					ignage of this facility id, 4 Very good)	
3	Queue Managemei	nt & Waiting Times										
3.1	Does this facility h	nave a queue management system in place? If kind of system.	Yes		No							
3.2	If you answered y moving quickly)?	es above, Is this effective (e.g. are the queues	Yes		No							
3.3	Does the queue n	nanagement make provision for the elderly and bilities?	Yes		No							
3.4		ssistant assigned to assisting citizens in filling	Yes		No							
		ueue Management & Waiting Times	1 🗆	2 🗆	3 🗆	4 🗆					gement & waiting times in this facility	
4	Dignified Treatmer	ıt										
4.1	Do staff treat you	with friendliness, dignity & respect in this	Yes		No							
	facility?	her address you in the language of your chairs?	Yes		No							
		ber address you in the language of your choice? ber assisting you seem to be knowledgeable										
4.3	with the work they	were doing?	Yes									
4.4	what they needed	you, was the staff member efficient (i.e., did	Yes		No							

	Dignified Treatment		2 🗆	3 🗆	4 🗆	How would you rate dignified treatment of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5	Cleanliness & Comfort				•	
5.1	Is the facility clean?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
5.4	Is office equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes		No		
5.5	Are the facility's toilets clean and well maintained?	Yes		No		
5.6	Are the ablution facilities provided with the necessary toiletries?	Yes		No		
	Cleanliness & Comfort	₁ 🗆	2 🗆	3 🗆	4 🗆	How would you rate cleanliness & comfort of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety					
6.1	Are there security guards at the facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?	Yes		No		
6.4	Are there access control measures around places such as the cashier work stations?	Yes		No		
	Safety	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times	•	•	·	·	
7.1	Are the opening and closing times displayed outside the main gate or entrance of the facility?	Yes		No		
7.2	According to your knowledge, are the opening & closing times adhered to?	Yes		No		
7.3	Did you (now or in the past) experience any disruption to service due to tea breaks, lunch breaks or staff meetings?	Yes		No		
	Opening & Closing Times	₁ 🗆	2 🗆		4 🗆	How would you rate opening & closing times of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
8	Complaints & Compliments Management System					
8.1	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)	Yes		No		
8.2	Are there guidelines displayed in a place where you can easily see or access them?	Yes		No		
8.3	Is there a complaints & compliments box/ register in the facility?	Yes		No		
8.4	Have you ever been part of this facility's citizen satisfaction survey?	Yes		No		
	Complaints & Compliments Management System	1 🗆	2 🔲	3 🔲	4 🗆	How would you rate complaints & compliments system of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

The Presidency: Department of Performance Monitoring and Evaluation				Office of The Premier:Province  Visit Reference Number					
Frontline Service Delivery Monitoring: Transport (DLTC) Monitor Questionnaire				Transition removal					
Details of Monitor									
Name Department									
Persal Number									
Gender Male Female	Asia	an	White						
Race African Coloured Telephone	Asia		White	Disability Yes No					
Contact Details E-mail									
Other									
Name of Facility  Date of visit DD/MM/YYYY Baseline visit	Improvements monitoring vi	isit 1	1 Impi	rovements monitoring visit 2   Improvements monitoring visit 3					
A Performance Areas			,	Comments					
#### Location & Accessibility									
##### According to your knowledge, how long does it take the citizens from the surrounding	<15 min 16-30 min	31-45 min	46- 1 hr :	of the					
areas to get to this facility?  ##### According to your knowledge, how far do citizens from the surrounding areas generally	1-5 km 6-10 km	11-15 km		20 km					
have to travel to get to the facility?  According to your observations, what mode of transport do most citizens take to get to this	Walk Public	Private	Other						
tacinty?  Is there a ramp with rails at the entrance of the building to assist citizens with disabilities &	Yes	No							
the elderly to access the building?  When inside the facility, are there internal ramps to allow for ease of movement for the	Yes 🗆	No							
Location & Accessibility			4	How would you rate accessibility and location of this facility					
2 Visibility & Signage	3			Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)					
Visibility & Signage  2.1 External signage: Is there visible signage on the roads or paths leading to this facility?	Yes 🗆	No							
2.2 External signage: Is there facility identification signboard at the main gate/entrance to	Yes	No							
this facility?  2.3 External signage: Does the outside signboard contain information on services & costs	Yes	No							
	Yes								
2.4 Internal signage: Does the signage inside direct citizens where to go & for what service?  Internal signage: Does the signage make provisions to accommodate citizens that are		No							
2.5 illiterate?		No							
2.6 Are facility staff wearing name tags?	Yes	No							
2.7 Are the contact details of the facility management clearly displayed in the facility ?	Yes 🗆	No							
Visibility & Signage	1 2 3		4 🗆	How would you rate visibility & signage of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)					
3 Queue Management & Waiting Times									
3.1 Does this facility have a queue management system in place? If yes, specify what kind of system.	Yes	No							
3.2 If you answered yes above, Does it seem to be effective? (e.g. are the queues moving quickly, are people shown the right queues, etc.)	Yes	No							
3.3 Does the queue management make provision for the elderly and citizens with disabilities?	Yes 🗆	No							
3.4 Is there a help desk to assist citizens in filling forms?	Yes 🗆	No							
Queue Management & Waiting Times	1 2 2 3		4□	How would you rate queue management & waiting times in this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)					
4 Dignified Treatment				0000 1 4(1 00), 2 10), 0 000(4 10) good)					
4.1 According to your observation, do staff treat citizens with friendliness, dignity & respect in this facility?	Yes 🗆	No							
4.2 According to your observation, do staff members address citizens in the language of their	Yes 🗆	No							
A.3 According to your observation, do staff members seem to be knowledgeable with their work?	Yes 🗌	No							
4.4 When attending to citizens, are staff members efficient (i.e., did what they needed to do promptly)?	Yes 🗆	No							
Dignified Treatment	1 2 2 3		4	How would you rate dignified treatment of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)					
5 Cleanliness & Comfort									
5.1 Does the facility appear clean?	Yes 🗆	No							
5.2 Is the facility well maintained?	Yes 🗆	No							
5.3 Do the waiting areas have enough seating?	Yes 🗆	No							
5.4 Is office equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes 🗆	No							
5.5 Are the facility's toilets clean and well maintained?	Yes 🗆	No							
5.6 Are the toilets suitably resourced? (e.g. have toilet paper, soap, hand towels)	Yes 🗆	No							
Cleanliness & Comfort	1 2 2 3	. 🗆	4□	How would you rate cleanliness & comfort of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)					
6 Safety									
6.1 Are there security guards at the facility?	Yes	No							
6.2 Do you feel safe in and around the facility?	Yes 🗆	No							
Are there safety guidelines displayed at the facility, to assist citizens in an emergency situation?	Yes 🗆	No							
Are there access control measures around places such as the cashier work stations, filling rooms, server & strong rooms?	Yes 🗆	No							
Safety	1 2 2 3	, <del>-</del>	4	How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)					
7 Opening & Closing Times			T.						
7.1 Are the opening and closing times displayed outside the main gate or entrance of the facility?	Yes 🗆	No							
7.2 According to your observation at the time of the monitoring visit, were the opening &	Yes 🗆	No							
7.3 Type of the state of the st	Yes 🗆	No							
Opening & Closing Times	1 2 2 3	,	4	How would you rate opening & closing times of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)					
8 Complaints & Compliments Management System			<u> </u>						
Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc).	Yes 🗆	No							
	1								

8.2	Are there guidelines displayed in a place where citizens can easily see or access them?						
8.3	Is there a complaints & compliments box/ register in the facility?	Yes		No			
8.4	1.4 Are there records that this facility continuously undertakes citizen satisfaction surveys?						
	Complaints & Compliments Management System	2 🗆	3 🗆	4		complaints & compliments system of this facility 2 Fair, 3 Good, 4 Very good)	
C	Summary of Findings and Recommendations ( For completion during de-briefing)						
	Performance Areas		Key Findin	gs			Recommendations
1	Location and Accessibility						
2	Visibility & Signage						
3	3 Queue Management & Waiting Times						
4	Dignified Treatment						
5	Cleanliness & Comfort						
6	Safety						
7	P Opening & Closing Times						
8	Complaints & Compliments Management System			·	·		
10	Are there any good practises / procedures to be noted?						

The Pr	esidency: Departmen	t of Performance Mo	onitoring and Evaluation				Offic	e of The Premier:	Pro	ovince			
Fronti	ine Service Delivery M	onitoring: Education	(School)				*			Visit Reference Number			
Staff C	ine Service Delivery M Questionnaire	•	,										
	Details of FSD Monito	oring Site											
	Name of School												
	District												
	Municipality												
	Street Address												
	GIS coordinates												
	Type of visit	Baseline visit	Improvement	s monitoring visit 1	In	mprovements me	onitoring visit 2		Improvements	s monitoring visit 3			
	Date of visit	DD/MM/YYY											
	Type of school		Primary school	Secondary School	Combined	School	Other	Other					
	Number of registered learners				- 1								
	Details of Staff Memb	er											
	First Name												
	Last Name								Telephone				
	Gender	Male						Contact Details	E-mail				
	Designation (Level)								Other				
	Race	African Coloured Asian White					Disa	Disability Yes No					
	Name of Monitor												

A	Performance Areas						Comments
1	Location & Accessibility						
1.	According to your knowledge, how long does it take the learners from the surrounding areas to get to this school?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr	
1.	According to your knowledge how far do most learners reside?	<3km	4-10km	11-20km	>20km		
1.	According to your knowledge, what mode of transport do most learners take to get to this school?	Walk	Private	Public	Other		
1.	Is there a ramp with rails at entrances to the building to assist learners/ parents (in cases where there is a need) to access the school building?	Yes		No			
1.	When inside the school, are there provisions to allow ease of movement for learners/ parents with disability?	Yes		No			
	Location & Accessibility	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate accessibility and location of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
	Visibility & Signage						
2.	External signage: Is there visible signage on the roads or paths leading to this school?	Yes		No			
2.	External signage: Is there visible signboard at the main gate/entrance of this school?	Yes		No			
2.	language(s) of the surrounding area?	Yes		No			
2.	Internal signage: Does the signage inside direct learners/ parents to where teaching or the administrative block areas are?	Yes		No			
2.	Do teachers & administrative staff wear name tags at all times?	Yes		No			
2.	Are the contact details of the principal/ management displayed in the administrative block?	Yes		No			
	Visibility & Signage	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate visibility & signage of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
3.	Waiting areas						
3.	Is there an assembly point/s in the school?	Yes		No			
3.	Do learners have a designated seating area for lunch breaks?	Yes		No			
	Waiting areas	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate waiting areas of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

4	Dignified Treatment				
4.1	Does staff treat learners/parents with friendliness, dignity & respect at this school?	Yes	No		
	Is the medium of instruction in the school in line with that of the region?	Yes 🗆	No		
4.3	Are the teachers knowledgeable in their respective subject areas?	Yes 🗆	No		
	Dignified Treatment	1 🗆 2 🗆	3 🗆	4 🗆	How would you rate dignified treatment in this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5	Cleanliness & Comfort				
5.1	Does the school appear clean ?	Yes	No		
5.2	Is the school well maintained?	Yes	No		
5.3	Are there enough desks & chairs in the class rooms?	Yes	No		
5.4	Are the desks & chairs in good condition?	Yes	No		
	Are the ablution facilities/ toilets clean?	Yes	No		
5.6	Are the ablution facilities provided with the necessary toiletries?	Yes	No		
5.7	Are there adequate toilets for learners (girls & boys) in this school?	Yes	No		
	Cleanliness & Comfort	1 🗆 2 🗆	3 🗆	4 🗆	How would you rate cleanliness & comfort of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety		·		
6.1	Are there security guards at the school?	Yes	No		
6.2	Do you feel safe in and around the school?	Yes	No		
6.3	Are there health & safety guidelines displayed at the school, to assist learners in an emergency situation?	Yes	No		
6.4	Is there perimeter fencing in the school?	Yes 🗆	No		
	Safety	1 🗆 2 🗆	3 🗆	4 🗆	How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

7	Opening & Closing Times										
7.1	Does the school adhere to the school hours?	Yes		No							
7.2	Are there disruptions to teaching time (i.e. staff meetings, etc)	Yes No									
	Opening & Closing Times 1 2 3 4 4					Howy	How would you rate opening & closing times of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)				
8	8 Complaints & Compliments Management System										
	Does this school have the complaints & compliments  8.1 procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?  Yes No										
	Are there guidelines displayed in a place where parents/ learners can easily see or access them?	Yes		No							
	le there a compleinte 8 compliments hav/register in the										
	Complaints & Compliments Management System 1 2 3 4 4							ou rate co 1 Poor, 2	omplaints & cor Fair, 3 Good, 4	mpliments of this school Very good)	
В	B Sector Specific Standards										
1	Teacher attendance						Tick	the appr	opriate	Comments	
1.1	Is teacher attendance recorded?					Yes		No			
1.1	Does the school achieve the departmental norm for teachers t	o be at s	chool teachi	ng for 7 h	ours per day?	Yes		No			
2	Workbook, textbook & stationery										
2.1	Did the school order the textbooks & workbooks on time?					Yes		No			
2.2	Were the orders for textbooks & workbooks received on time?	,				Yes		No			
2.3	2.3 Did the school order adequate stationery for the year?							No			
3	3 Teaching support										
3.1	3.1 Does the school have the necessary support material (faxes, computers, telephones, internet etc)?							No			
3.2	32 Does this school have a sports ground/s?							No			
3.4	3.4 Does this school have a library/ science lab?							No			

Th	e Presidency: De	epartment of Pe	rformance Monitoring and Evalua		Office o	Office of The Premier: Province							
			itoring: Education (Schools)									Visit F	Reference Number
Ci	tizen Question	naire											
Details	of Citizen												
	First Name									Telephone			
	Last Name	Name							Contact Details	Email			
	Gender	Male		Female						Other	Ather		
	Race	African	Coloured		As [	ian	W	hite	Disability		Yes 🗌	No 🗌	
	Name of Facility					Name of Monito	or						
	Type of visit Baseline visit Improvements monitoring visit 1 Improvements monitoring visit 1								ing visit 2		Improveme	nts monitoring visit 3	
	Date of monitoring visit	DD/MM/YYY											
A	Performance Areas								Comments				
1	Location & Accessib	ility											
	How long did it to	ake you to get to	this school?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr					
0	How far did you have to travel to get to this school?				4-10km	11-20km	>20km						
	What mode of tra	ansport did you ι	use to get to this school?	Walk	Private	Public	Other						
	Is there a ramp v learners/ parents school building?	Yes		No									
	When inside the movement for lea	Yes		No									
		1 🗆	2 🗆	3 🗆	4 🗆					and location of this school I, 4 Very good)			

2	Visibility & Signage					
2.1	External signage: Is there visible signage on the roads or paths leading to this school?	Yes		No		
2.2	External signage: Is there visible signboard at the main gate/entrance of this school?	Yes		No		
2.3	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No		
2.4	<b>Internal signage:</b> Does the signage inside direct learners/ parents to where the classes or administrative block areas are?	Yes		No		
2.5	Do teachers & administrative staff wear name tags at all times?	Yes		No		
2.6	Are contact details of the principal/ management displayed in the administrative block?	Yes		No		
	Visibility & Signage	1 🗆	2 🗆	з 🗆	4 🗆	How would you rate visibility & signage of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
3.	Waiting areas					
3.1	Is there an assembly point/s in the school?	Yes		No		
3.2	Do learners have a designated seating area for lunch breaks?	Yes		No		
	Waiting areas	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate waiting areas of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4.	Dignified Treatment					
4.1	Does staff treat learners/parents with friendliness, dignity & respect at this school?	Yes		No		
4.2	Is the medium of instruction in the school in line with that of the region?	Yes		No		
4.3	Are teachers knowledgeable in their respective subject areas?	Yes		No		
	Dignified Treatment	1 □	2 🗆	3 🗆	4 🗆	How would you rate dignified treatment in this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

5.	Cleanliness & Comfort					
5.1	Is the school clean?	Yes		No		
5.2	Is the school well maintained?	Yes		No		
5.3	Are there enough desks & chairs in the class rooms?	Yes		No		
5.4	Are the desks & chairs in good condition?	Yes		No		
5.5	Are the ablution facilities/ toilets clean?	Yes		No		
5.6	Are the ablution facilities provided with the necessary toiletries?	Yes		No		
5.7	Are there adequate toilets for learners in this school?	Yes		No		
	Cleanliness & Comfort	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate cleanliness & comfort of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6.	Safety					
6.1	Are there security guards at the school?	Yes		No		
6.2	Do you feel safe in and around the school?	Yes		No		
6.3	Are there health & safety guidelines displayed at the school, to assist learners in an emergency situation?	Yes		No		
6.4	Is there perimeter fencing in the school?	Yes		No		
	Safety	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate safety of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times					
7.1	Does the school adhere to the school hours?	Yes		No		
7.2	Are there disruptions to teaching time (i.e staff meetings, etc)	Yes		No		
	Opening & Closing Times	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate opening & closing times of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
8.	Complaints & Compliments Management System		·	·		
8.1	Does this school have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	Yes		No		
8.2	Are there guidelines displayed in a place where parents/ learners can easily see or access them?	Yes		No		
8.3	Is there a complaints & compliments box/ register in the school?	Yes		No		
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate complaints & compliments of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

т	he Presidency	: Department of P	erformance Monitoring and Evaluation					Office of The Premier:Prov	ince						
F	rontline Service	e Delivery Monito	oring: Education (School) Monitor Questionnaire						Visit Reference Number						
	Details of Mo	nitor													
	Name														
	Department					1									
	Persal Numb	er	African Coloured	G	Sender	Male Asian	Female White								
	Race	ı						Disability Yes	No						
	Contact	Telephone													
	Details	E-mail													
		Other													
	Name of Fac	ility	DD/MM/YYYY Baseline visit	I.				2 Improvements monitorin							
	Date of visit		DD/MM/YYYY Baseline visit	Improvemen	ts monitoring vis	it1 🗆	Improvements monitoring visit		g visit 3						
А	Performano	e Areas						Comments							
####	Location &	Accessibility													
####		your observation to this facility?	i, how long does it take learners from the surrounding	<15 min	16-30 min	31-45 min	46-1 hr >1 hr								
	According to	your observation	how far do most learners travel to get to this school?	<3km	4-10km	11-20km	>20km								
	According to this facility?		, what mode of transport do most citizens take to get to	Walk	Bus	Taxi	Other								
	Is there a ra cases where	mp with rails at ea there is a need)	ntrances to the building to assist learners/ parents (in to access the school building?	Yes		No									
####	When inside with disabilit		here provisions to allow ease of movement for learners	Yes		No									
			Location & Accessibility	1 🗆	2 🗆	₃□	4	How would you rate accessibility and location of this Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)	school						
2	Visibility &	Signage													
2.1	External si	gnage: Is there vi	isible signage on the roads or paths leading to this school?	Yes		No									
2.2	External sig	gnage: Is there vi	isible signboard at the main gate/entrance of this school?	Yes		No									
2.3	Internal sig surrounding		signage reflect the dominant language(s) of the	Yes		No									
2.4	Internal sig administrativ	nage: Does the s ve block areas are	signage inside direct learners where the classes/ s?	Yes		No									
2.5	Do teachers	& administrative	staff wear name tags at all times?	Yes		No									
2.6	Are contact	details of the prin	ncipal/ management displayed in the administrative block?	Yes		No									
			Visibility & Signage	1□	2 🗆	₃□	4□	How would you rate visibility & signage of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)							

3	Waiting areas					
3.1	Is there an assembly point/s in the school?	Yes		No		
3.2	Do learners have a designated seating area for lunch breaks?	Yes		No		
	Waiting areas	1 🗆	2 🗆	з 🗆	4 🗆	How would you rate waiting areas of this school Score: 1-4 if Poor, 2 Fair, 3 Good, 4 Very good)
4	Dignified treatment	1			<u> </u>	
4.1	Does staff treat learners/parents with friendliness, dignity & respect at this school?	Yes		No		
4.2	Is the medium of instruction in the school in line with that of the region?	Yes		No		
4.3	According to your observations, do teachers seem knowledgeable in their respective subject areas?	Yes		No		
	Dignified treatment	1 🗆	2 🗆	₃□	4	How would you rate dignified treatment in this school Score: 1-4 (f Poor, 2 Fair, 3 Good, 4 Very good)
5	Cleanliness & Comfort	I				
5.1	Is the school clean?	Yes		No		
5.2	Is the school well maintained?	Yes		No		
5.3	Are there enough desks & chairs in the class rooms?	Yes		No		
5.4	Are the desks & chairs in good condition?	Yes		No		
5.5	Are the ablution facilities/ toilets clean?	Yes		No		
5.€	Are the ablution facilities provided with the necessary toiletries?	Yes		No		
5.7	Are there adequate toilets (for girls & boys) for learners in this school?	Yes		No		
	Cleanliness & Comfort	1 🗆	2 🗆	₃□	4 🗆	How would you rate cleanliness & confort of this school Score: 1-4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety	<u> </u>	<u> </u>	l .	<u> </u>	
6.1	Are there security guards at the school?	Yes		No		
6.2	Do you feel safe in and around the school?	Yes		No		
6.3	Are there health & safety guidelines displayed at the school, to assist learners in an emergency situation?	Yes		No		
6.4	Is there perimeter fencing in the school?	Yes		No		
	Safety	1 🗆	2 🗆	₃□	4□	How would you rate safety of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times					
7.1	Does the school adhere to the school hours?	Yes		No		
7.2	During the visit, were there any disruptions to teaching time (i.e staff meetings, etc)	Yes		No		
	Opening & Closing Times	1 🗆	2 🗆	₃□	4 🗆	How would you rate opening & closing times of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
8	Complaints & Compliments Management System					
8.1	Does this school have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc)?	Yes		No		
8.2	Are there guidelines displayed in a place where parents/ learners can easily see or access them?	Yes		No		
8.3	Is there a complaints & compliments box/ register in the school?	Yes		No		
	Complaints & Compliments Management System	1 🗆	2 🗆	₃□	4□	How would you rate complaints & compliments system of this school Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
C	Summary of Findings and Recommendations					
	Performance Areas		Key Find	ings		Recommendations
	Location and Accessibility					
2	Visibility & Signage					
3	Queue Management & Waiting Times					
4	Dignified Treatment					
5	Cleanliness & Comfort					
E	Safety					
7	Opening & Closing Times					
8	Complaints & Compliments Management System					

		Ü									
T	he Presidency: Dep	partment of Perfo	rmance Monitoring and E	valuation		(	Office of The F	Premier:	Province		
F	rontline Service De taff Questionnaire	livery Monitoring	: Social (SASSA)						Visit Reference Number		
	Details of FSD Mo	nitoring Site									
	Name of Facility										
	District										
	Municipality										
	Street Address										
	GIS coordinates										
	Type of office	Local office			Pay-point		Mobile	[			
	Date of visit	DD/MM/YYY			Improvements monito	oring visit 1	Improvem	nents	monitoring vis	sit 2 🔲	Improvements monitoring visit 3
	Details of Staff Me	ember									
	First Name									Telephone	
	Last Name								Contact Details	Email	
	Gender	Male		Female						Other	
	Race	African	Coloured		Asian	Wi		Disa	bility	Yes 🗆	No 🗆
	Designation (level)										
	Name of monitor										

A							Comments				
1	Location & Accessibility										
1.1	According to your knowledge, how far do citizens from the surrounding areas generally travel to get to the facility?	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km					
1.2	According to your knowledge, how long does it take citizens from the surrounding areas to get to this facility?	<15 min			46- 1 hr	>1 hr					
1.3	According to your knowledge, what mode of transport do citizens take to get to this facility?	Walk	Public	Private	Other						
1.4	Is there a ramp with rails at entrances to the building to assist citizens with disabilities & the elderly to access the building?	Yes		No							
1.5	When inside the facility, are there internal ramps to allow for ease of movement for the elderly & the disabled?	Yes		No							
	Location & Accessibility	1 🗆	2 🗆	з 🗆	4 🗆		How would you rate accessibility and location of this facility Score: 1 - 4 (1 Poor, 2 Average, 3 Good, 4 Very good)				
2	Visibility & Signage										
2.1	External signage: Is there visible signage on the roads or paths leading to this facility?	Yes		No							
2.2	External signage: Is there facility identification signage at the main gate/entrance of this facility?	Yes		No							
2.3	External signage: Does the outside signboard contain information on services & costs	Yes		No							
2.4	Internal signage: Does the signage make provision to accommodate citizens that are illiterate?	Yes		No							
2.5	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No							
2.6	Do facility staff wear name tags at all times?	Yes		No							
2.7	Are the contact details of the facility management clearly displayed in the facility?	Yes		No							
	Visibility & Signage	₁ 🗆	2 🗆	з 🗆	4 🗆		How would you rate visibility & signage of this facility Score: 1 - 4 (1 Poor, 2 Average, 3 Good, 4 Very good)				
3	Queue Management & Waiting Times			•	•	•					
3.1	Is there a queue management system in place? If yes, specify what kind of system	Yes		No							
3.2	If you answered yes above, Is the queue management system effective (e.g. are the queues moving quickly, are people shown the right queues, etc.)?	Yes		No							
3.3	Does the queue management make provision for the elderly and citizens with disabilities, sickly including pregnant women?	Yes		No							
3.4	How much time do citizens spend on the queues before being assisted?	1-15 min	16-30 min	31-45 min	46-60 min	> 60 min					
3.5	Does this office have a customer help desk to assist with queue management	Yes		No							
	Queue Management & Waiting Times	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate queue management & waiting times of this facility Score: 1 - 4 (1 Poor, 2 Average, 3 Good, 4 Very good)				

4	Dignified Treatment					
4.1	Do you treat citizens with friendliness, dignity and respect?	Yes		No		
4.2	When attending to citizens, do you address them in the language of their choice?	Yes		No		
4.3	Are you knowledgeable in your respective areas of expertise?	Yes		No		
4.4	When attending to the citizens, are you efficient (i.e., do what you need to do promptly)?	Yes		No		
	Dignified Treatment	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate dignified treatment in this facility Score: 1 - 4 (1 Poor, 2 Average, 3 Good, 4 Very good)
5	Cleanliness & Comfort	l	1	1	<u> </u>	
5.1	Is the facility clean?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
	Is the office equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes		No		
5.5	Are the facility's ablution facilities clean and well maintained?	Yes		No		
5.6	Are the ablution facilities provided with the necessary toiletries?	Yes		No		
	Cleanliness & Comfort	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate cleanliness & comfort of this facility Score: 1 - 4 (1 Poor, 2 Average, 3 Good, 4 Very good)
6	Cleanliness & Comfort Safety	1 🗆	2 🗆	3 🗆	4 🗆	
		1 Ves		3 No	4 -	
6.1	Safety					
6.1	Safety  Are there security guards at the facility?	Yes		No		
6.1	Safety  Are there security guards at the facility?  Do you feel safe in and around the facility?  Are there health & safety guidelines displayed at the	Yes Yes		No No		
6.1	Safety  Are there security guards at the facility?  Do you feel safe in and around the facility?  Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?	Yes Yes Yes		No No		Score: 1 - 4 (1 Poor, 2 Average, 3 Good, 4 Very good)  How would you rate safety of this facility
6.1	Safety  Are there security guards at the facility?  Do you feel safe in and around the facility?  Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?  Safety	Yes Yes Yes		No No		Score: 1 - 4 (1 Poor, 2 Average, 3 Good, 4 Very good)  How would you rate safety of this facility
6.1 6.2 6.3 7	Safety  Are there security guards at the facility?  Do you feel safe in and around the facility?  Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?  Safety  Opening & Closing Times  Are there opening and closing times displayed on the	Yes Yes Yes		No No No	4	Score: 1 - 4 (1 Poor, 2 Average, 3 Good, 4 Very good)  How would you rate safety of this facility
6.1 6.2 6.3 7 7.1 7.2	Safety  Are there security guards at the facility?  Do you feel safe in and around the facility?  Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?  Safety  Opening & Closing Times  Are there opening and closing times displayed on the main entrance of the facility?	Yes Yes Yes		No No No	4	Score: 1 - 4 (1 Poor, 2 Average, 3 Good, 4 Very good)  How would you rate safety of this facility

8	Complaints & Compliments Management System							
8.1	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc)	Yes		No				
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No				
8.3	Is there a complaints & compliments box / register in the facility?	Yes		No				
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4 🗆			you rate complaints & compliments of this facility 1 Poor, 2 Fair, 3 Good, 4 Very good)
Е	Sector Specific Standards: SASSA				-	•		
1	Turnaround times for applications for social grants from cur	rrent avera	age of 3 day	s.	Tick	the approp	oriate	Comments
1.1	Do you know about the national target of 3 days turnarous ocial grants?	und times	for applica	ations of	Yes		No 🗌	
1.2	Do you believe it to be realistic/ achievable?				Yes		No 🗌	
1.3	Does this SASSA Office achieve this national target of 3 applications for social grants?	days tur	n around ti	me on	Yes		No 🗌	
1.4	Is there a monitoring system for turn around times on ap	plication	s?		Yes		No 🗌	

The	e Presidency: De	epartment of Perfor	mance Monitoring and Eval		Office of The Premier: Province										
	ontline Service		ring: Social (SASSA)					Visit Refer	ence Number						
Deteile	of Citizen														
Details	First Name									Telepho	ne				
	Last Name								Contact Details	Email					
	Gender	Male		Female						Other					
	Race	African	Coloured			ian	Whi		Disability		Yes	No 🗆			
	Date of monitoring visit	DD/MM/YYYY		Baseline v	isit $\square$		Improvements 1	monitoring	visit Impro	vements m	nonitoripayisit	Improvements i	monitoring visit 3		
	Name of Facility								Name of Monitor						
A	Performance Areas								Comments						
1	Location & Accessib	ility													
	How long did it ta	ake you to get to this	facility?	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km							
	How far did you h	nave to travel to get	to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr							
	What mode of tra	ansport did you use t	to get to this facility?	Walk	Public	Private	Other								
		in the front of the bui elderly to access the	ilding to assist citizens with building?	Yes		No									
		facility, are there into	ernal ramps to allow for ease abled?	Yes		No									
		Location & Acces	ssibility	1 🗆	2 🗆	3 🔲	4 🔲		How would y Score: 1 - 4 (			ssibility of this 4 Very good)	facility		

2	Visibility & Signage						
2.1	<b>External signage:</b> Is there visible signage on the roads or paths leading to this facility?	Yes		No			
2.2	<b>External signage:</b> Is there facility identification signage at the main gate/entrance of this facility?	Yes		No			
2.3	External signage: Does the outside signboard contain information on services & costs	Yes		No			
2.4	Internal signage: Does the signage make provision to accommodate citizens that are illiterate?	Yes		No			
2.5	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No			
2.6	Do facility staff wear name tags at all times?	Yes		No			
2.7	Are the contact details of the facility management clearly displayed in the facility ?	Yes		No			
	Visibility & Signage	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate visibility & signage of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
3	Queue Management & Waiting Times						
3.1	Is there a queue management system in place? If yes, specify what kind of system.	Yes		No			
3.2	If you answered yes above, Is the queue management system effective (e.g. are the queues moving quickly, are people shown the right queues, etc.) ?	Yes		No			
3.3	Does the queue management system make provision for the elderly and citizens with disabilities, sickly including pregnant women?	Yes		No			
3.4	How much time did you spend on the queues before being assisted?	1-15 min	16-30 min	31-45 min	46-60 min	> 60 min	
3.5	Does this office have a customer help desk to assist with queue management?	Yes		No			
	Queue Management & Waiting Times	1 🗆	2 🗆	3	4 🗆		How would you rate queue management & waiting times of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4	Dignified Treatment	,	•	·	•		
4.1	Do staff treat you with friendliness, dignity & respect in this facility?	Yes		No			
4.2	Did the staff member address you in the language of your choice?	Yes		No			
4.3	Does staff seem knowledgeable in their respective areas of expertise?	Yes		No			
4.4	When attending to you, was the staff efficient (i.e., did what they needed to do promptly)?	Yes		No			
	Dignified Treatment	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate dignified treatment of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

5	Cleanliness & Comfort					
5.1	Is the facility clean?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
5.4	Is the staff's equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes		No		
5.5	Are the facility's ablution facilities clean and well maintained?	Yes		No		
5.6	Are the ablution facilities provided with the necessary toiletries?	Yes		No		
	Cleanliness & Comfort	1 🗆	2	3 🗆	4 🗆	How would you rate cleanliness & comfort of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety		·	•	•	
6.1	Are there security guards in this facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there health & safety guidelines displayed at the facility, to	Yes		No		
0.5	assist in an emergency situation?					
0.3	assist in an emergency situation?  Safety	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
		1 🗆	2	3 🗆	4	How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Safety	1 Ves	2	3 No	4 <b>-</b>	How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7 7.1	Safety  Opening & Closing Times  Are the opening and closing times displayed on the main entrance					How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7 7.1 7.2 7.3	Safety  Opening & Closing Times  Are the opening and closing times displayed on the main entrance of the facility?	Yes		No		How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7 7.1 7.2 7.3	Safety  Opening & Closing Times  Are the opening and closing times displayed on the main entrance of the facility?  Are the opening & closing times adhered to?  Have you in the past/ now experienced disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or	Yes		No No		How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate opening & closing times of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7 7.1 7.2 7.3	Safety  Opening & Closing Times  Are the opening and closing times displayed on the main entrance of the facility?  Are the opening & closing times adhered to?  Have you in the past/ now experienced disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or attending staff meetings?	Yes Yes		No No		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate opening & closing times of this facility
7.1 7.2 7.3 8	Safety  Opening & Closing Times  Are the opening and closing times displayed on the main entrance of the facility?  Are the opening & closing times adhered to?  Have you in the past/ now experienced disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or attending staff meetings?  Opening & Closing Times	Yes Yes		No No		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate opening & closing times of this facility
7.1 7.2 7.3 8	Safety  Opening & Closing Times  Are the opening and closing times displayed on the main entrance of the facility?  Are the opening & closing times adhered to?  Have you in the past/ now experienced disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or attending staff meetings?  Opening & Closing Times  Complaints & Compliments Management System  Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of	Yes Yes 1		No No	4	Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate opening & closing times of this facility
7 7.1 7.2 7.3 8 8 8.1 8.2	Safety  Opening & Closing Times  Are the opening and closing times displayed on the main entrance of the facility?  Are the opening & closing times adhered to?  Have you in the past/ now experienced disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or attending staff meetings?  Opening & Closing Times  Complaints & Compliments Management System  Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc)  Are there guidelines displayed in a place where citizens can easily	Yes Yes Yes		No No No No	4	Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate opening & closing times of this facility

		5)													
т	ne Presidency	: Department of Pe	erformance Monite	oring and E	valuation						Office of The Prem	ier:	Prov	ince	
F	ontline Service	e Delivery Monito	ring: Social (SASS	SA) Monitor	Questionnaire									Visit Reference Number	
	Details of Mo	nitor													
	Name														
	Department														
	Persal Numb	er													
	Telephone														
	Contact Details E-mail														
		Other				1									
	Gender		Male African		Female Coloured			Asian	W	nite					
	Race		African		Coloured			Asian	W		Disability	Yes 🗌	No		
	Name of Faci	iity	DD/MM/YYYY	Baseline v	risit 🔲	Improveme	ents monitoring	n visit 1	Improvements	monitoring :	rigit 2	Improvemen	ts monito	ring visit 3	
A	Performance	Areas	DD/MM/TTTT	baseille v	, sat	improveme	ents monitoring	A AIRIC I	improvement	s monitoring v	Comments	improvemen	its monito	ring visit.3	
											Comments				
1	Location & A	ccessibility								_					
1.1	According to have to trave	your knowledge, I to get to the faci	how far do citizer lity?	ns from the	surrounding areas generally	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km					
1.2	According to areas to get	your observation to this facility?	, how long does it	t take the c	citizens from the surrounding	<15 min	16-30 min	31-45 min	46-1 hr	>1 hr					
1.3	According to	your observation	, how do most cit	izens get to	o this facility?	Walk	Public	Private	Other						
1.4	Is there a rai elderly & the	np with rails in th sickly including p	e front of the buil regnant women t	lding to ass to access th	sist citizens with disabilities, the building?	e Yes		No							
1.5	When inside elderly & the		nere internal ramp	ps to allow	for ease of movement for the	Yes		No							
			Location & Acc	cessibility		1 🗆	2 🗆	3 🗆	4 🗆		How would you rate accessibility and location of this facility Score: 1 - 4 (f Poor, 2 Fair, 3 Good, 4 Very good)				
2	Visibility & Si	gnage													
2.1	External sig	nage: Is there vi	sible signage on t	the roads o	or paths leading to this facility?	Yes		No							
2.2	External signification that the statement of the statemen	nage: Is there fa	cility identification	n signage a	at the main gate/entrance of	Yes		No							
2.3	External sig	nage: Does the	outside signboard	d contain in	formation on services & costs	Yes		No							
2.4	Internal sig illiterate?	nage: Does the s	ignage make pro	vision to ac	commodate citizens that are	Yes		No							
2.5	Internal sig service?	nage: Does the s	ignage inside dire	ect citizens	where to go & for what	Yes		No		-					
2.6	Do facility st	aff wear name tag	gs at all times?			Yes		No							
2.7	Are the cont	act details of the f	acility manageme	ent clearly o	displayed in the facility?	Yes		No							
			Visibility & S	Signage		1 🗆	2 🗆	3 🗆	4 🗆		How would you rate vis Score: 1 - 4 (1 Poor, 2 F	bility & signa air, 3 Good, 4	ge of this Very goo	facility d)	

3	Queue Management & Waiting Times						
3.1	Does this facility have a queue management system in place? If yes, specify what kind of system.	Yes		No			
3.2	If you answered yes above, Is the queue management system effective (e.g. are the queues moving quickly)?	Yes		No			
3.3	Does the queue management make provision for the elderly, citizens with disabilities & sickly (including pregnant women)?	Yes		No			
3.4	According to your observation, how much time do citizens spend on the queues before being assisted?	1-15 min	16-30 min	31-45 min	46-60 min	> 60 min	
3.5	Does this office have a customer help desk to assist with queue management?	Yes		No			
	Queue Management & Waiting Times		2 🗆	3 🔲	4 🗆		How would you rate queue management & waiting times of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4	Dignified treatment						
4.1	According to your observation, do staff treat citizens with friendliness, dignity & respect in this facility?	Yes		No			
4.2	According to your observation, do staff members address citizens in the language of their choice?	Yes		No			
4.3	According to your observation, do staff members seem to be knowledgeable with their work?	Yes		No			
4.4	When attending to citizens, are staff members efficient (i.e., did what they needed to do promptly)?	Yes		No			
	Dignified treatment	₁ 🗆	2 🗆	3 🗆	4 🗆		How would you rate dignified treatment of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5	Cleanliness & Comfort						
5.1	Is the facility clean?	Yes		No			
5.2	Is the facility well maintained?	Yes		No			
5.3	Do the waiting areas have enough seating?	Yes		No			
5.4	Is the staff's equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes		No			
5.5	Are the facility's ablution facilities clean and well maintained?	Yes		No			
5.6	Are the ablution facilities provided with the necessary toiletries?	Yes		No			
	Cleanliness & Comfort	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate cleanliness & comfort of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety						
6.1	Are there security guards in this facility?	Yes		No			
6.2	Do you feel safe in and around the facility?	Yes		No			
6.3	Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?	Yes		No			
	Safety	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

1	Opening & Closing Times						
7.	Are the opening and closing times displayed on the main entrance of the facility?	Yes		No			
7.3	Are the opening & closing times adhered to?	Yes		No			
7.3	During the time of the monitoring visit, did you experience disruptions to services as a result of staff members taking tea breaks, lunch breaks or attending staff meetings?	Yes		No			
	Opening & Closing Times	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate ope Score: 1 - 4 (1 Poor, 2 F	ening & closing times of this facility air, 3 Good, 4 Very good)
	Complaints & Compliments Management System						
8.	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)	Yes		No			
8.:	Are there guidelines displayed in a place where citizens can easily see or access them?	Yes		No			
8.	Is there a complaints & compliments box / register in the facility?	Yes		No			
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate cor Score: 1 - 4 (1 Poor, 2 F	mplaints & compliments system of this facility air, 3 Good, 4 Very good)
•	Summary of Findings and Recommendations						
(	Summary of Findings and Recommendations Performance Areas		Key Finding	s			Recommendations
			Key Finding	S			Recommendations
	Performance Areas		Key Finding	5			Recommendations
	Performance Areas  Location and Accessibility		Key Finding	\$			Recommendations
	Performance Areas  Location and Accessibility  Visibility & Signage		Key Finding	S			Recommendations
:	Performance Areas  Location and Accessibility  Visibility & Signage  Queue Management & Walting Times		Key Finding	S			Recommendations
:	Performance Areas  Location and Accessibility  Visibility & Signage  Queue Management & Walting Times  Dignified Treatment		Key Finding	S			Recommendations
:	Performance Areas  Location and Accessibility  Visibility & Signage  Queue Management & Walting Times  Dignified Treatment  Cleanliness & Comfort		Key Finding	5			Recommendations

1	he Presidency: Depart	ment of Performance	ce Monitoring and Evaluation				Office of The Premier: Province  Visit Reference Number									
F	rontline Service Delive	ery Monitoring: SAP	S (Police station)				-					Vi	sit Reference Number			
	taff Questionnaire	y momornig. ora	o (i once station)													
	Details of FSD Monito	oring Site														
	Name of Facility															
	District															
	Municipality															
	Street Address															
	GIS coordinates															
	Date of visit	DD/MM/YYYY	Type of visit		Baseline		Improvements monitoring 1	s 🗆	Impre	ovements monito	oring 2	Improve	ements monitoring 3			
	Details of Staff Memb															
	First Name										Email					
	Last Name									Contact Details	Telephone					
	Gender	Male		Female							Other					
	Race	African	Coloured		A	Asian	Whi		Disal	oility	Yes 🗌	No				
	Designation (level)						•			Name of monito	r					
	Performance Areas								Com	ments						
1	Location & Accessibi	ility							1							
1.1			ow far do citizens from the e to travel to get to this	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km								
1.2	-	r knowledge, ho ding areas to ge	ow long does it take citizens et to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr								
1.3	According to you citizens take to g	r knowledge, wl	hat mode of transport do	Walk	Public	Private	Other									
1.4	Is there a ramp v	vith rails in the f	ront of the building to assist derly to access the building?	Yes		No										
1.5	When inside the ease of moveme		re internal ramps to allow for y & the disabled?	Yes		No										
		Location & Ad	ccessibility	1 🗆	2 🗆	3 🗆	4 🗆			would you rate a e: 1 - 4 (1 Poor, 2						

2 Visibility & Signage					
2.1 External signage: Is there visible signage on the roads or paths leading to this facility?	Yes		No		
2.2 External signage: Is there facility identification signage at the main gate/entrance of this facility?	Yes		No		
External signage: Does the outside signboard contain information on services & costs?	Yes		No		
2.4 Internal signage: Does the signage make provision to accommodate citizens that are illiterate?	Yes		No		
2.5 Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No		
2.6 Do facility staff wear name tags at all times?	Yes		No		
Are the contact details of the facility management clearly displayed in the facility ?	Yes		No		
Visibility & Signage	1 🗆	2 🗆	3 🔲	4 🗆	How would you rate visibility & Signage of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
3 Queue Management & Waiting Times			•	·	
3.1 Does this facility have a queue management system in place? If yes, specify what kind of system.	Yes		No		
3.2 If you answered yes above, Is the queue management system effective (e.g. are the queues moving quickly)?	Yes		No		
3.3 Does the queue management make provision for the elderly, citizens with disabilities & sickly (including pregnant women)?	Yes		No		
Queue Management & Walting Times	1 🗆	2 🗆	3 🔲	4 🗆	How would you rate the facility's queue management system and waiting times Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4 Dignified Treatment				_	
Dignified Treatment  4.1 Do you treat citizens with friendliness, dignity and respect?	Yes		No		
	Yes		No No		
4.1 Do you treat citizens with friendliness, dignity and respect?  When attending to citizens, do you address them in the					
Do you treat citizens with friendliness, dignity and respect?  When attending to citizens, do you address them in the language of their choice?	Yes		No		
4.1 Do you treat citizens with friendliness, dignity and respect?  When attending to citizens, do you address them in the language of their choice?  4.3 Are you knowledgeable in your respective areas of expertise?  When attending to the citizens, are you efficient (i.e., do	Yes		No No		How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4.1 Do you treat citizens with friendliness, dignity and respect?  4.2 When attending to citizens, do you address them in the language of their choice?  4.3 Are you knowledgeable in your respective areas of expertise?  4.4 When attending to the citizens, are you efficient (i.e., do what's needed promptly)?	Yes Yes Yes		No No		How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4.1 Do you treat citizens with friendliness, dignity and respect?  When attending to citizens, do you address them in the language of their choice?  4.3 Are you knowledgeable in your respective areas of expertise?  When attending to the citizens, are you efficient (i.e., do what's needed promptly)?  Dignified Treatment	Yes Yes Yes		No No		How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4.1 Do you treat citizens with friendliness, dignity and respect?  When attending to citizens, do you address them in the language of their choice?  4.3 Are you knowledgeable in your respective areas of expertise?  When attending to the citizens, are you efficient (i.e., do what's needed promptly)?  Dignified Treatment  5 Cleanliness & Comfort	Yes Yes Yes		No No No	4	How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4.1 Do you treat citizens with friendliness, dignity and respect?  4.2 When attending to citizens, do you address them in the language of their choice?  4.3 Are you knowledgeable in your respective areas of expertise?  4.4 When attending to the citizens, are you efficient (i.e., do what's needed promptly)?  Dignified Treatment  5 Cleanliness & Comfort  5.1 Is the facility clean?	Yes Yes Yes Yes	2	No No No No	4 -	How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4.1 Do you treat citizens with friendliness, dignity and respect?  4.2 When attending to citizens, do you address them in the language of their choice?  4.3 Are you knowledgeable in your respective areas of expertise?  4.4 When attending to the citizens, are you efficient (i.e., do what's needed promptly)?  Dignified Treatment  5 Cleanliness & Comfort  5.1 Is the facility clean?  5.2 Is the facility well maintained?	Yes Yes Yes Yes Yes		No No No No No	4 -	How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4.1 Do you treat citizens with friendliness, dignity and respect?  When attending to citizens, do you address them in the language of their choice?  4.3 Are you knowledgeable in your respective areas of expertise?  When attending to the citizens, are you efficient (i.e., do what's needed promptly)?  Dignified Treatment  5 Cleanliness & Comfort  5.1 Is the facility clean?  5.2 Is the facility well maintained?  5.3 Do the waiting areas have enough seating?	Yes Yes Yes Yes Yes	2 0	No No No No No No No		How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4.1 Do you treat citizens with friendliness, dignity and respect?  4.2 When attending to citizens, do you address them in the language of their choice?  4.3 Are you knowledgeable in your respective areas of expertise?  4.4 When attending to the citizens, are you efficient (i.e., do what's needed promptly)?  Dignified Treatment  5 Cleanliness & Comfort  5.1 Is the facility clean?  5.2 Is the facility well maintained?  5.3 Do the waiting areas have enough seating?  Is the office equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes Yes Yes Yes Yes Yes Yes		No No No No No No No No		How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

6	Safety						
6.1	Are there security guards at the facility?	Yes		No			
6.2	Do you feel safe in and around the facility?	Yes		No			
6.3	Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?	Yes		No			
6.4	Does this police station have a safe where work equipment, i.e guns and keys are locked?	Yes		No			
	Safety	1 🗆	2 🗆	3 🔲	4	How would you Score: 1 - 4 (1	ou rate the general level of safety at the facility Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times		<u>'</u>			ļ!	
7.1	Are the operational times displayed outside the main gate or entrance to the facility, especially for those services that are not 24hrs?	Yes		No			
7.2	Are the opening & closing times adhered to?	Yes		No			
7.3	Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?	Yes		No			
	Opening & Closing Times	1 🗆	2 🗆	3 🗆	4 🗆	How would you	ou rate the adherence to opening and closing times for this facility Poor, 2 Fair, 3 Good, 4 Very good)
8	Complaints & Compliments Management System						
8.1	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)	Yes		No			
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No			
8.3	Is there a complaints & compliments box / register in the facility?	Yes		No			
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🔲	4	How would you Score: 1 - 4 (1	ou rate the complaints and compliments system at the facility (if applicable) Poor, 2 Fair, 3 Good, 4 Very good)
С	Sector Specific Standards: Policing		<u>'</u>		<u>'</u>	<u>'</u>	
1	Average turnaround time to calls for assistance: Alpha, Bra	vo & Cl	harlie		Tick the approp	riate	Comments
1.1	Do you meet the target of 19 mins turn around time on Alpha c	alls?			Yes	No 🗌	
1.2	Do you meet the target of 24 mins turn around time on Bravo of	alls?			Yes	No 🗌	
1.3	Do you meet the target of 21 mins turn around time on Charlie	calls?			Yes	No	
1.4	Are these targets achievable/ realistic?				Yes	No 🗌	
1.5	Is there a monitoring system for these response times?				Yes	No	
2	Vehicles				Tick the appropriate		Comments
2.1	Does this police station have sufficient/adequate vehicles?				Yes	No	
2.2	Is there a schedule for vehicle maintenance?				Yes	No 🗌	

The	Presidency: De	partment of Per	formance Monitoring a	Office o	of The	Premier: _	Province						
	ontline Service		nitoring: SAPS (Police				Visit	Reference Number					
Details	of Citizen First Name									Email			
	FIRST Name									Email			
	Last Name								Contact Details	Telepho	one		
	Gender	Male		Female						Other			
	Race	African	Coloured			sian		nite	Disability		Yes	No 🗆	
	Name of Facility								Name of Monit	or			
	Date of baseline visit	DD/MM/YYYY		Baseline vis	sit 🔲		Improvemer	ts monit	g 1 Improvements monitorin Improvements monitoring 3			g 3 🗆	
А	Performance Areas								Comments Comments				
1	Location & Accessibi	lity											
1.1	How long did it ta	ke you to get to	this facility?	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km					
1.2	How far did you h	nave to travel to	get to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr					
1.3			se to get to this facility?	Walk	Public	Private	Other						
1.4	Is there a ramp i citizens with disal building?		building to assist erly to access the	Yes		No							
1.5	When inside the for ease of move	facility, are there ment for the elde	internal ramps to allow erly & the disabled?	Yes		No							
		Location & Acces	ssibility	1 🗆	2 🗆	з 🗆	4 🗆				ccessibility and Fair, 3 Good, 4	d location of this facility 4 Very good)	

2	Visibility & Signage					
2.1	<b>External signage:</b> Is there visible signage on the roads or paths leading to this facility?	Yes		No		
2.2	<b>External signage:</b> Is there facility identification signage at the main gate/entrance of this facility?	Yes		No		
2.3	<b>External signage:</b> Does the outside signboard contain information on services & costs?	Yes		No		
2.4	Internal signage: Does the signage make provision to accommodate citizens that are illiterate?	Yes		No		
2.5	<b>Internal signage:</b> Does the signage inside direct citizens where to go & for what service?	Yes		No		
2.6	Do facility staff wear name tags at all times?	Yes		No		
2.7	Are the contact details of the facility management clearly displayed in the facility ?	Yes		No		
	Visibility & Signage	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the visibility and signage of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
3	Queue Management & Waiting Times					
3.1	Is there a queue management system in place? If yes, specify what kind of system	Yes		No		
3.2	If you answered yes above, is the queue management system effective (e.g. are the queues moving quickly, are people shown the right queues, etc.)?	Yes		No		
3.3	Does the queue management make provision for the elderly and citizens with disabilities, sickly including pregnant women?	Yes		No		
	Queue Management & Waiting Times	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the facility's queue management system and waiting times Score: 1 - 4(1 Poor, 2 Fair, 3 Good, 4 Very good)
4	Dignified Treatment					
4.1	Do staff treat you with friendliness, dignity & respect in this facility?	Yes		No		
4.2	Did the staff member address you in the language of your choice?	Yes		No		
4.3	Does staff seem knowledgeable in their respective areas of expertise?	Yes		No		
4.4	When attending to you, was the facility staff member efficient (i.e., did what they needed to do promptly)?	Yes		No		
	Dignified Treatment	1	2 🔲	3 🗌	4 🔲	How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

5	Cleanliness & Comfort					
5.1	Does the facility appear clean?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
5.4	Is the office equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes		No		
5.5	Is there working air conditioning / heating in the facility?	Yes		No		
5.6	Are the facility's toilets clean and well maintained?	Yes		No		
5.7	Are the toilets suitably resourced? (e.g. have toilet paper, soap, hand towels)	Yes		No		
	Cleanliness & Comfort	1 🗆	2 🔲	3 🔲	4 🗆	How would you rate the facility's Cleanliness and Maintenance.  Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety		·			
6.1	Are there security guards at the facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there safety guidelines displayed at the facility, to assist citizens in an emergency situation?	Yes		No		
	Safety	1 🗆	2	3 🔲	4 🔲	How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times	1 🗆	2	3	4 🗆	How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
	*	1 Ves	2 🗆	3 No	4 🗆	How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility, especially for those services				_	How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7.1	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility, especially for those services that are not 24hrs?  According to your knowledge, are the operating hours	Yes		No		How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7.1	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility, especially for those services that are not 24hrs?  According to your knowledge, are the operating hours adhered to?  Did you (now or in the past) experience any disruption to	Yes		No No		How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate the adherence to opening and closing times for this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7.1	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility, especially for those services that are not 24hrs?  According to your knowledge, are the operating hours adhered to?  Did you (now or in the past) experience any disruption to service due to tea breaks, lunch breaks or staff meetings?	Yes Yes		No No		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate the adherence to opening and closing times for this facility
7.1	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility, especially for those services that are not 24hrs?  According to your knowledge, are the operating hours adhered to?  Did you (now or in the past) experience any disruption to service due to tea breaks, lunch breaks or staff meetings?  Opening & Closing Times	Yes Yes		No No		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate the adherence to opening and closing times for this facility
7.1	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility, especially for those services that are not 24hrs?  According to your knowledge, are the operating hours adhered to?  Did you (now or in the past) experience any disruption to service due to tea breaks, lunch breaks or staff meetings?  Opening & Closing Times  Complaints & Compliments Management System  Does the facility have a complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with	Yes Yes 1		No No		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate the adherence to opening and closing times for this facility
7.1 7.2 7.3 8	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility, especially for those services that are not 24hrs?  According to your knowledge, are the operating hours adhered to?  Did you (now or in the past) experience any disruption to service due to tea breaks, lunch breaks or staff meetings?  Opening & Closing Times  Complaints & Compliments Management System  Does the facility have a complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc)  Are the guidelines/ procedures displayed in a place where	Yes Yes Yes		No No No		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate the adherence to opening and closing times for this facility

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			The state of the s											
	The Presi	dency: Department of	Performance Mon	itoring and	Evaluation						Office of The	Premier:	Prov	vince
	Erontlino	Sarvica Dalivany Man	itoring: SARS (Bolle	oo Station) I	Monitor Questionnaire									Visit Reference Number
	rionanie	Service Delivery Mon	itoring. SAFS (Folio	ce Station) i	Monitor Questionnaire									
	Details	of Monitor												
	Name													
	Gender		Male		Female									
	Race		Africa	n	Coloured			Asian	w	hite	Disability	Yes 🗆	No	
	Departi	ment												
	Persil I	lumber												
		Telephone												
	Cont													
		Other												
	Name o	of Facility		_		1			T					
	Date of	visit	DD/MM/YYYY	Baseline	visit	Improveme	ents monitori	ng visit 1	Improvement	ts monitoring	risit 2	Improveme	ents monito	oring visit 3
A	Perform	nance Areas									Comments			
1	Locatio	n & Accessibility												
		ing to your observati travel to get to the f		zens from t	he surrounding areas generally	1-5 km	6-10 km	11-15 ki	m 16-20 km	> 20 km				
	Accordareas t	ing to your observati o get to this facility?	ons, how long doe	s it take the	e citizens from the surrounding	<15 min	16-30 min	31-45 min	46-1 hr	1 hr				
	Accord	ing to your observati	on, how do most c	citizens get	to this facility?	Walk	Public	Private	Other					
		a ramp with rails in erly to access the bu		uilding to as	ssist citizens with disabilities &	Yes		No						
	When elderly	inside the facility, are & the disabled?	there internal ran	nps to allow	v for ease of movement for the	Yes		No						
			Location & Ac	ccessibility		1 🗆	2 🗆	3 🗆	4 🗆		How would you ra Score: 1 - 4 (1 Poo	te accessibility ar or, 2 Fair, 3 Good,	d location 4 Very goo	n of this facility od)
	2 Visibil	ity & Signage												
2	.1 Extern	al signage: Is there	visible signage on	the roads	or paths leading to this facility?	Yes		No						
2	.2 Extern	al signage: Is there	visible signage at	the main g	ate/entrance to this facility?	Yes		No						
					t language(s) of the	Yes		No						
2	_				accommodate citizens that are	Yes		No						
2	5 Interna	al signage: Does the	e signage inside di	rect citizen:	s where to go & for what	Yes		No						
2	.6 Are all	staff members wear	ing name tags?			Yes		No						
2	.7 Are the	contact details of th	e facility managen	nent clearly	displayed in the facility?	Yes		No						
			Visibility &	Signage		1 🗆	2 🗆	₃□	4 🗆		How would you Score: 1 - 4 (1 P	rate the visibilit oor, 2 Fair, 3 Go	y and sig	gnage of this facility ry good)

3	Queue Management & Waiting Times					
3.1	Is there a queue management system in place? If yes, specify what kind of system	Yes		No		
3.2	If you answered yes above, is the queue management system effective (e.g. are the queues moving quickly, are people shown the right queues, etc.)?	Yes		No		
3.3	Does the queue management make provision for the elderly and citizens with disabilities, sickly including pregnant women?	Yes		No		
3	Queue Management & Waiting Times	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the facility's queue management system and waiting times Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4	Dignified treatment					
4.1	According to your observation, do staff treat citizens with friendliness, dignity & respect in this facility?	Yes		No		
4.2	According to your observation, do staff members address citizens in the language of their choice?	Yes		No		
4.3	According to your observation, do staff members seem to be knowledgeable with their work?	Yes		No		
4.4	When attending to citizens, are staff members efficient (i.e., did what they needed to do promptly)?	Yes		No		
	Dignified treatment	1 □	2 🗆	₃□	4 🗆	How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5	Cleanliness & Comfort					
5.1	Does the facility appear clean?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
5.4	Is the office equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes		No		
5.5	Is there working air conditioning / heating in the facility?	Yes		No		
5.6	Are the facility's toilets clean and well maintained?	Yes		No		
	Are the toilets suitably resourced? (e.g. have toilet paper, soap, hand towels)	Yes		No		
	Cleanliness & Comfort	₁□	2 🗆	₃□	4□	How would you rate the facility's Cleanliness and Maintenance. Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety					
6.1	Are there security guards at the facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there safety guidelines displayed at the facility, to assist citizens in an emergency situation?	Yes		No		
6.4	Does this police station have a safe where work equipment with security risks, (i.e guns and keys) are locked as per code of conduct	Yes		No		
	Safety	1□	2 🗆	3 🗆	4 🗆	How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

	7 Opening & Closing Times						
7.	Are the operational times displayed outside the main gate or entrance to the facility, especially for those services that are not 24hrs?	Yes		No			
7.	According to your knowledge, are the operating hours adhered to?	Yes		No			
7.	Did you (now or in the past) experience any disruption to service due to tea breaks, lunch breaks or staff meetings?	Yes		No			
	Opening & Closing Times	1□	2 🗆	₃□	4 🗆	How would you rate Score: 1 - 4 (1 Poor,	the adherence to opening and closing times for this facility 2 Fair, 3 Good, 4 Very good)
	Complaints & Compliments Management System						
	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)	Yes		No			
8.:	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No			
8.3	3 Is there a complaints & compliments box / register in the facility?	Yes		No			
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4□	How would you rate Score: 1 - 4 (1 Poor,	the complaints and compliments system at the facility (if applicable) 2 Fair, 3 Good, 4 Very good)
(	Summary of Findings and Recommendations						
(	Summary of Findings and Recommendations Performance Areas		Key Finding	gs			Recommendations
			Key Finding	gs			Recommendations
	Performance Areas		Key Finding	gs			Recommendations
	Performance Areas Location and Accessibility		Key Finding	gs			Recommendations
	Performance Areas Location and Accessibility Visibility & Signage		Key Finding	gs			Recommendations
	Performance Areas Location and Accessibility Visibility & Signage Queue Management & Waiting Times		Key Finding	gs			Recommendations
	Performance Areas Location and Accessibility Visibility & Signage Queue Management & Waiting Times Dignified Treatment		Key Finding	ys .			Recommendations
	Performance Areas Location and Accessibility Visibility & Signage Queue Management & Waiting Times Dignified Treatment Cleanliness & Comfort		Key Findin	gs			Recommendations

TI	ne Presidency: Dep	artment of Perfo	rmance Monitoring an	d Evaluati	on			,	Office of The P	remier:	Province	
Fr St	ontline Service Deliver aff Questionnaire	y Monitoring: Local	Government (MCCC)									Visit Reference Number
	Details of FSD Monito	ring Site										
	Name of Facility											
	District											
	Municipality											
	Street Address											
	GIS coordinates											
	Date of visit	DD/MM/YYYY	Type of visit		Baseline		Improvements moniting	Impr	rovements monitor	ring 2	Improvements monitoring 3	
	Details of Staff Member	er										
	First Name									Email		
	Last Name								Contact Details	Telephone		
	Gender	Male		Female						Other		
	Race	African	Coloured			Asian	White	Disal	bility	Yes 🗌	No 🗆	
	Designation (level)								Name of monitor	r		

A	Performance Areas						Comments
1	Location & Accessibility						
	According to your knowledge, how far do citizens from the surrounding areas generally have to travel to get to this facility?	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km	
	According to your knowledge, how long does it take the citizens from the surrounding areas to get to this facility?	<15 min		31-45 min	46- 1 hr	> 1 hr	
	According to your knowledge, what mode of transport do citizens take to get to this facility?	Walk	Public	Private	Other		
	Is there a ramp with rails in the front of the building to assist citizens with disabilities & the elderly to access the building?	Yes		No			
	When inside the facility, are there internal ramps to allow for ease of movement for the elderly & the disabled?	Yes		No			
	Location & Accessibility	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate accessibility and location of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
2	Visibility & Signage						
2.1	External signage: Is there visible signage on the roads or paths leading to this facility?	Yes		No			
2.2	External signage: Is there facility identification signage at the main gate/entrance of this facility?	Yes		No			
2.3	External signage: Does the outside signboard contain information on services & costs	Yes		No			
2.4	Internal signage: Does the signage make provision to accommodate citizens that are illiterate?	Yes		No			
2.5	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No			
2.6	Do facility staff wear name tags at all times?	Yes		No			
2.7	Are the contact details of the facility management clearly displayed in the facility ?	Yes		No			
	Visibility & Signage	1 🗆	2 🗆	3 🔲	4 🗆		How would you rate visibility & Signage of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

3	Queue Management & Waiting Times					
3.1	Is there a queue management system in place? If yes, specify what kind of system	Yes		No		
3.2	If you answered yes above, Is the queue management system effective (e.g. are the queues moving quickly, are people shown the right queues, etc.)?	Yes		No		
3.3	Does the queue management make provision for the elderly and citizens with disabilities, sickly including pregnant women?	Yes		No		
	Queue Management & Waiting Times	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the facility's queue management system and waiting times Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4	Dignified Treatment					
4.1	Do you treat citizens with friendliness, dignity and respect?	Yes		No		
4.2	When attending to citizens, do you address them in the language of their choice?	Yes		No		
4.3	Are you knowledgeable in your respective areas of expertise?	Yes		No		
4.4	When attending to the citizens, are you efficient (i.e., did what they needed to do promptly)?	Yes		No		
					_	
	Dignified Treatment	1 🗆	2 🗆	3 🗆	4 🔲	How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5	Dignified Treatment  Cleanliness & Comfort	1 🗆	2 🗆	3 🗆	4 🗌	How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
	-	Yes		3 D		How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5.1	Cleanliness & Comfort					How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5.1	Cleanliness & Comfort  Is the facility clean ?	Yes		No		How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5.1	Cleanliness & Comfort  Is the facility clean?  Is the facility well maintained?  Do the waiting areas have enough seating?	Yes		No No		How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5.1	Cleanliness & Comfort  Is the facility clean?  Is the facility well maintained?  Do the waiting areas have enough seating?  Is the office equipment (faxes, telephones, computers, air conditioning) in working condition?  Are the facility's ablution facilities clean and well	Yes Yes		No No		How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5.1 5.2 5.3	Cleanliness & Comfort  Is the facility clean?  Is the facility well maintained?  Do the waiting areas have enough seating?  Is the office equipment (faxes, telephones, computers, air conditioning) in working condition?  Are the facility's ablution facilities clean and well maintained?  Are the ablution facilities provided with the necessary.	Yes Yes Yes		No No No		How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

6	Safety					
6.1	Are there security guards at the facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?	Yes		No		
	Safety	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the general level of safety at the facility Score: 1 - 4(1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times					
7.1	Are the operational times displayed outside the main gate or entrance to the facility?	Yes		No		
7.2	Are the opening & closing times adhered to?	Yes		No		
7.3	Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?	Yes		No		
	Opening & Closing Times	1 🗆	2 🗆	з 🗆	4 🗆	How would you rate the adherence to opening and closing times for this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
8	Complaints & Compliments Management System					
8.1	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Is there a complaints & compliments box / register in the facility?	Yes		No		
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🔲	4 🗆	How would you rate the complaints and compliments system at the facility (if applicable) Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

В	Sector Specific Standards: MCCC					
1	MCCC's Norms & Standards or Service Charter		Tick the app	ropr	iate	Comments
1.1	Does this facility have norms and standards or service charter in place?	Yes		No		
1.2	Are these norms and standards/ service charter communicated to your clients ?	Yes		No		
2	Turnaround Times					Comments
2.1	Are there standards on turnaround times for making duplicate statements?	Yes		No		
2.2	Are there standards on the time taken to provide reading and financial details on electricity and water consumption?	Yes		No		
2.3	Are there turn around times on the period taken to provide details on a water leak?	Yes		No		
2.4	Are there standards on the time taken to resolve a misallocation of a payment?	Yes		No		
2.5	Are there prescribed turnaround times on the time taken to open a new municipal services account – existing services?	Yes		No		
2.6	Are there turn around times for the resolution of customer complaints/ compliments in this Customer Care Centre?	Yes		No		
		•		•		

The	e Presidency: De	partment of Per	formance Monitoring	and Eva	luation				Office of The Premier: Province				
	ontline Service izen Questionr		itoring: Local Gove	ernment	(MCCC)	)						Visi	t Reference Number
Details	Details of Citizen											I	
	First Name									Email			
	Last Name								Contact Details	Telepho	ne		
	Gender	Male		Female						Other			
	Race	African	Coloured			ian		nite	Disability		Yes 🗌	No 🗆	
	Name of Facility								Name of Monitor				
	Date of visit	DD/MM/YYYY		Baseline Improvements			nts monitorin	ts monitoring 1		Improvements monitoring 2		Improvements monitorin	g 3
A	Performance Areas								Comments				
1	Location & Accessibil	lity							•				
ı	How long did it ta	ke you to get to	this facility?	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km					
2	How far did you h	nave to travel to	get to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr					
3	What mode of tra facility?	ansport did you u	se to get to this	Walk	Public	Private	Other						
1	Is there a ramp i citizens with disal building?		building to assist erly to access the	Yes		No							
5		internal ramps to allow erly & the disabled?	Yes		No								
		Location & Access	sibility	1 🗆	2 🗆	з 🔲	4 🗆		How would you Score: 1 - 4 (1			d location of this facility 4 Very good)	

2	Visibility & Signage					
2.1	External signage: Is there visible signage on the roads or paths leading to this facility?	Yes		No		
2.2	External signage: Is there visible signage at the main gate/entrance to this facility?	Yes		No		
2.3	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No		
2.4	Internal signage: Does the signage make provision to accommodate citizens that are illiterate?	Yes		No		
2.5	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No		
2.6	Are all staff members wearing name tags?	Yes		No		
2.7	Are the contact details of the facility management clearly displayed in the facility ?	Yes		No		
	Visibility & Signage	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the visibility and signage of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
3	Queue Management & Waiting Times					
3.1	Is there a queue management system in place? If yes, specify what kind of system	Yes		No		
3.2	If you answered yes above, Is the queue management system effective (e.g. are the queues moving quickly, are people shown the right queues, etc.) ?	Yes		No		
3.3	Does the queue management make provision for the elderly and citizens with disabilities?	Yes		No		
	Queue Management & Waiting Times	1 🗆	2	3 🗆	4 🔲	How would you rate the facility's queue management system and waiting times Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4	Dignified Treatment					
4.1	Do staff treat you with friendliness, dignity & respect in this facility?	Yes		No		
4.2	Did the staff member address you in the language of your choice?	Yes		No		
4.3	Does staff seem knowledgeable in their respective areas of expertise?	Yes		No		
4.4	When attending to the citizens, is the staff efficient (i.e., did what they needed to do promptly)?	Yes		No		
	Dignified Treatment	1 🗆	2	3 🔲	4 🗆	How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

5	Cleanliness & Comfort					
5.1	Is the facility clean ?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
5.4	Is the office equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes		No		
5.5	Are the facility's ablution facilities clean and well maintained?	Yes		No		
5.6	Are the ablution facilities provided with the necessary toiletries?	Yes		No		
	Cleanliness & Comfort	1 🗆	2 🗆	3 🗆	4 🔲	How would you rate the facility's Cleanliness and Maintenance. Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety					
6.1	Are there security guards at the facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?	Yes		No		
	Safety	1 🗆	2 🗆	з 🗆	4 🗆	How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Safety Opening & Closing Times	1 🗆	2 🗆	з 🔲	4 🗆	How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7.1	Opening & Closing Times  Are the operational times displayed outside the main	1 Ves	2 🗆	3 No		How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7.1	Opening & Closing Times  Are the operational times displayed outside the main					How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7.1	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility?	Yes		No		How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7.1	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility?  Are the opening & closing times adhered to?  Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff	Yes Yes		No No		How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate the adherence to opening and closing times for this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7.1	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility?  Are the opening & closing times adhered to?  Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?	Yes Yes		No No		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate the adherence to opening and closing times for this facility
7.1	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility?  Are the opening & closing times adhered to?  Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?  Opening & Closing Times	Yes Yes		No No		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate the adherence to opening and closing times for this facility
7.1 7.2 7.3	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility?  Are the opening & closing times adhered to?  Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?  Opening & Closing Times  Complaints & Compliments Management System  Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints, etc)	Yes Yes 1		No No No		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate the adherence to opening and closing times for this facility
7.1 7.2 7.3 8	Opening & Closing Times  Are the operational times displayed outside the main gate or entrance to the facility?  Are the opening & closing times adhered to?  Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?  Opening & Closing Times  Complaints & Compliments Management System  Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints, etc)  Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes Yes Yes		No No No	4	Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  How would you rate the adherence to opening and closing times for this facility

Th	e Presidency	: Department of Po	erformance Monitoring and	Evaluation						Office of The Prem	iler:	Provin	ice			
Fre	ontline Servi	e Delivery Monito	ring: Local Government (M	CCC) Monitor Questionnaire										Visit Referen	ce Number	
	Details of Mo	nitor														
	Name	ilitoi														
	Department															
-	Persal Numb	er														
		Telephone														
	Contact Details	E-mail														
		Other														
	Name of Fac	lity														
ı	Date of visit				Baseline		Improvements mo	nitoring 1		Improvements monitoring 2		Imp	provements monitoring 3			
	Gender Male			Female		•						_				
l	Race African Coloured			Coloured		í	Asian	w	Thite	Disability Yes No						
A	A Performance Areas									Comments						
1	Location &	Accessibility														
1.1	According to your observations, how far do most citizens from the surrounding areas generally have to travel to get to this facility?					6-10 km	11-15 km	16-20 km	> 20 km							
1.2	According to areas to get	your observation to this facility?	s, how long does it take th	e citizens from the surrounding	<15 min	16-30 min	31-45 min	46- 1 hr	>1 hr							
1.3	According to	your observation	s, how do most citizens ge	et to this facility?	Walk	Public	Private	Other								
1.4	s there a ra to access th	mp in the front of building?	f the building to assist citize	ens with disabilities & the elderly	Yes		No									
1.5	When inside elderly & the	the facility, are the disabled?	here internal ramps to allow	w for ease of movement for the	Yes		No									
			Location & Accessibility	ty	1 🗆	2 🗆	₃□	4□		How would you rate Score: 1 - 4 (1 Poor,	accessibility and 2 Fair, 3 Good, 4	Very (	tion of this facility good)			
2	Visibility &	Signage														
2.1	External si	gnage: Is there vi	sible signage on the roads	or paths leading to this facility?	Yes		No									
				gate/entrance to this facility?	Yes		No									
2.3	surrounding	area?	ignage reflect the dominar		Yes		No							·		
2.4	lliterate?			accommodate citizens that are	Yes		No									
2.5	Internal sig service?	nage: Does the s	ignage inside direct citizen	ns where to go & for what	Yes		No							·		
2.6	Are all staff	members wearing	g name tags?		Yes											
2.7	2.7 Are the contact details of the facility management clearly displayed in the facility?						No									
	Visibility & Signage									How would you rate Score: 1 - 4 (1 Poor,						

3	Queue Management & Waiting Times					
3.1	Is there a queue management system in place? If yes, specify what kind of system	Yes		No		
3.2	If you answered yes above, is the queue management system effective (e.g. are the queues moving quickly, are people shown the right queues, etc.)?	Yes		No		
3.3	Done the quality management make provision for the elderly and citizene with	Yes		No		
	Queue Management & Waiting Times		2 □	₃□	4 🗆	How would you rate the facility's queue management system and waiting times
			2 —	, _		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4	Dignified treatment				_	
4.1	According to your observation, do staff treat citizens with friendliness, dignity & respect in this facility?			No		
4.2	According to your observation, do staff members address citizens in the language of their choice?  According to your observation, do staff members seem to be knowledgeable with their			No		
4.3	work?  When attending to citizens, are staff members efficient (i.e., did what they needed to do			No		
4.4	promptly)?			No -		How would you rate Dignified treatment in the facility
	Dignified treatment 1		2 🗆	₃□	4 🗆	Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5	Cleanliness & Comfort					
5.1	Is the facility clean?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
5.4	Is the office equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes		No		
5.5	Are the facility's ablution facilities clean and well maintained?	Yes		No		
5.6	Are the ablution facilities provided with the necessary toiletries?	Yes		No		
	Cleanliness & Comfort 1		2 □	₃□	4□	How would you rate the facility's Cleanliness and Maintenance. Score: 1 - 4 (f Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety					
6.1	Are there security guards at the facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?	Yes		No		
	Safety 1		2 🗆	3 🗆	4	How would you rate the general level of safety at the facility
	<u> </u>		-	ď		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
	Opening & Closing Times	Yes				
		Yes		No		
7.2				No		
7.3	Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?	Yes		No		
	Opening & Closing Times		2 🗆	₃□	4□	How would you rate the adherence to opening and closing times for this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
8	Complaints & Compliments Management System					
8.1	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Is there a complaints & compliments box / register in the facility?	Yes		No		
	Complaints & Compliments Management System		2□	₃□	4□	How would you rate the complaints and compliments system at the facility (if applicable) Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
С	Summary of Findings and Recommendations  Performance Areas		Key Findi	ngs		Recommendations
1	Location and Accessibility					, recommendation
2	Visibility & Signage					
3	Queue Management & Waiting Times					
4	Dignified Treatment					
5	Cleanliness & Comfort					
6	Safety					
7	Opening & Closing Times					
8	Complaints & Compliments Management System					
9	Sector Specific Standards					
10	Are there any good practises / procedures to be noted?					

т	he Presidency: Dep	partment of Performance Monitoring and	Evaluation			(	Office of The P	remier:	Province	
	rontline Service Delive taff Questionnaire	ery Monitoring: Health (Clinic, CHC and Hospita	))							Visit Reference Number
	Details of FSD Monito	oring Site								
	Name of Facility			Type of facility	Clinic	СНС	: 🗆	Hospital	Other:	
	District									
	Municipality									
	Street Address									
	GIS coordinates									
	Date of visit	DD/MM/YYYY	Baseline	Improven	ments monitoring 1	Impro	ovements monitorin	ıg 2	Improvements monitoring 3	
	Details of Staff Memb	per		<u>.</u>						
	First Name							Email		
	Last Name						Contact Details	Telephone		
	Gender	Male	Female					Other		
	Race	African Coloured		Asian	White	Disability Yes No				
	Designation (level)						Name of monitor	r		

4	Performance Areas						Comments
1	Location & Accessibility						
1.1	According to your knowledge, how far do citizens from the surrounding areas generally have to travel to get to this facility?	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km	
1.2	According to your knowledge, how long does it take the citizens from the surrounding areas to get to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr	
1.3	According to your knowledge, what mode of transport do citizens take to get to this facility?	Walk	Public	Private	Other		
1.4	Are there ramps with handrails of an acceptable gradient available at the entrances to this health facility?	Yes		No			
1.5	When inside the facility, are there internal ramps to allow for ease of movement for the elderly & the disabled?	Yes		No			
	Location & Accessibility	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate accessibility and location of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
2	Visibility & Signage		·				
2.1	External signage: Is there visible signage on the roads or paths leading to this facility?	Yes		No			
2.2	External signage: Is there facility identification signage at the main gate/entrance of this facility?	Yes		No			
2.3	External signage: Does the outside signboard contain information on services & costs	Yes		No			
2.4	Internal signage: Does the signage make provision to accommodate citizens that are illiterate?	Yes		No			
2.5	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No			
2.6	Do facility staff wear name tags at all times?	Yes		No			
2.7	Are the contact details of the facility management clearly displayed in the facility ?	Yes		No			
	Visibility & Signage	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate visibility & Signage of this facility Score: 1 - 4 (I Poor, 2 Fair, 3 Good, 4 Very good)

3	Queue Management & Waiting Times						
3.1	Is there a queue management system in place? If yes, specify what kind of system	Yes		No			
3.2	If you answered yes above, Is the queue management system effective (e.g. are the queues moving quickly, are people shown the right queues, etc.)?	Yes		No			
3.3	Is there a queue manager or marshal or triage officer available to assist patients in the queue/ where to sit?	Yes		No			
3.4	Are the current waiting times indicating approximately how long patients will wait displayed on a board?	1-15 min	16-30 min	31-45 min	46-60 min	> 60 min	
3.5	Is there a help desk situated in a prominent position in the public area at the entrance to this health facility?	Yes		No			
3.6	Are there special queues designated for specific groups of patients, i.e the disabled?	Yes		No			
	Queue Management & Waiting Times	1 🗆	2	3	4 🗆		How would you rate the facility's queue management system and waiting times Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4	Dignified Treatment						
4.1	Do you assist citizens in the language of their choice?	Yes		No			
4.2	Do you treat citizens with friendliness, dignity and respect?	Yes		No			
4.3	Are you knowledgeable in your respective areas of expertise?	Yes		No			
4.4	When attending to the citizens, are you efficient (i.e., did what they needed to do promptly)?	Yes		No			
	Dignified Treatment	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

5	Cleanliness & Comfort					
5.1	Is the facility clean ?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
5.4	Is there working air conditioning in the facility (for infection control)?	Yes		No		
5.5	Are the facility's toilets clean and well maintained?	Yes		No		
5.6	Is there at least one toilet for disabled persons in a unit?	Yes		No		
5.7	Is there clean water and disposable cup for patients in waiting areas?	Yes		No		
	Cleanliness & Comfort	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the Cleanliness & Comfort of the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety					
6.1	Are there security guards at the facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there safety guidelines displayed at the facility, to assist citizens in an emergency situation?	Yes		No		
6.4	Are there clear signs of no unauthorised entry on the door to limit people traffic in secure areas, i.e feed areas?	Yes		No		
	Safety	1 🗆	2 🗆	з 🗆	4 🗆	How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times			•		
7.1	Are the opening and closing times displayed outside the main gate or entrance to the facility?	Yes		No		
7.2	Are the opening & closing times adhered to?	Yes		No		
7.3	Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?	Yes		No		
7.4	Are the names and contact details of the pharmacist on duty who provides services after hours available?	Yes		No		
	Opening & Closing Times	1 🗆	2 🗆	₃ □	4 🔲	How would you rate the adherence to opening and closing times for this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

8	Complaints & Compliments Management System							
8.1	Does this health facility have an up to date procedure for the management of complaints which includes acknowledgement / investigation/ response and timelines and mitigation strategy?	Yes		No				
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No				
8.3	Is there a complaints & compliments box / register in the facility?	Yes		No				
8.4	Do you undertake Patient satisfaction surveys as per the DOH Essential measures?	Yes		No				
	Complaints & Compliments Management System	1 🗆	2	3 🗆	4 [	]	How would yo Score: 1 - 4 (1	or rate the complaints and compliments system at the facility (if applicable) Poor, 2 Fair, 3 Good, 4 Very good)
В	Sector Specific Standards: Health							
1	Availability of medicines and other	basic s	supplies			Tick the appropr	iate	Comments
1.1	Do you have a document outlining the terms of agreement other basic supplies?	nt for the	supply of m	edicine &	Yes		No	
1.2	Is there evidence that compliance with the agreement (1.1 above) is being monitored an appropriate action taken, when necessary, in the supply of medicine stock?						No	
1.3	Does this facility have a document outlining the delivery schedule of medicines & basic supplies?						No	
2	Waiting times for Citizen				Tick the appropr	iate	Comments	
2.1	Do you have agreed norms and standards for waiting tim facility?	izens in this	health	Yes		No		

The	e Presidency: De	partment of Performance Monitori	ng and E	valuation				Office	of The Prem	ier: _	Province	
		Delivery Monitoring: Health (CI	inic, CH	C, Hospita	ıl)						Visit Referer	nce Number
Cit	izen Questionr	naire										
Details	of Citizen								T			
	First Name								Telephone			
	Last Name			Contact Details	Email							
	Gender Male Female											
	Race	Disability	Yes [		No							
	Date of monitoring visit	DD/MM/YYYY	Baseline v	isit $\square$		Improvement	s monitoring		vements monitori	i <del>pa y</del> isit	Improvements monitoring visit 3	
	Name of Facility							Name of Moni	tor		1	
Α.	Performance Areas							Comments				
	Location & Accessib	ility										
'	Location & Accession	inty	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km					
1.1	How long did it ta	ke you to get to this facility?										
1.2	How far did you h	nave to travel to get to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr					
1.3		ansport did you use to get to this you get citizens get to this facility?	Walk	Public	Private	Other						
1.4	gradient available facility ?	with handrails of an acceptable e at the entrances to this health	Yes		No							
1.5		facility, are there internal ramps to movement for the elderly & the	Yes		No							
		Location & Accessibility	1 🗆	2 🗆	3 🗆	4 🔲		How would y Score: 1 - 4 (	ou rate accessil 1 Poor, 2 Fair, 3	bility an Good,	nd location of this facility 4 Very good)	
2	Visibility & Signage											
2.1		e: Is there visible signage on the ading to this facility?	Yes		No							
2.2		e: Is there facility identification ain gate/entrance of this facility?	Yes		No							
2.3		e: Does the outside signboard on on services & costs	Yes		No							
2.4	Internal signage to accommodate	2: Does the signage make provision citizens that are illiterate?	Yes		No							
2.5		e: Does the signage inside direct go & for what service?	Yes		No							
2.6	Do facility staff w	ear name tags at all times?	Yes		No							
2.7	Are the contact d clearly displayed	letails of the facility management in the facility ?	Yes		No							
		Visibility & Signage	1 🗆	2 🗆	3 🗆	4 🔲			ou rate the visik 1 Poor, 2 Fair, 3		d signage of this facility 4 Very good)	

3	Queue Management & Waiting Times					
3.1	Is there a queue management system in place? If yes, specify what kind of system	Yes		No		
3.2	If you answered yes above, Is the queue management system effective (e.g. are the queues moving quickly, are people shown the right queues, etc.)?	Yes		No		
3.3	Is there a queue manager or marshal or triage officer available to assist patients in the queue/ where to sit?	Yes		No		
3.4	Are the current waiting time indicating approximately how long patients will wait displayed on a board?	Yes		No		
3.5	Is there a help desk situated in a prominent position in the public area at the entrance to this health facility?	Yes		No		
3.6	Are special queues designated for specific groups of patients, i.e the disabled?	Yes		No		
	Queue Management & Waiting Times	1 🗆	2 🗆	3	4 🗆	How would you rate the facility's queue management system and waiting times Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4	Dignified Treatment		<u> </u>			
4.1	Did staff assist you in the language of their choice?	Yes		No		
4.2	Did staff treat you with friendliness, dignity and respect?	Yes		No		
4.3	Is staff knowledgeable in their respective areas of expertise?	Yes		No		
4.4	When attending to you, was staff efficient (i.e., did what they needed to do promptly)?	Yes		No		
	Dignified Treatment	1 🗆	2 🗆	3 🗆	4 🔲	How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5	Cleanliness & Comfort					
5.1	Is the facility clean?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
5.4	Is there working air conditioning in the facility (for infection control?	Yes		No		
5.5	Are the facility's toilets clean and well maintained?	Yes		No		
5.6				-		
	Is there at least one toilet for disabled persons in a unit?	Yes		No		
5.7		Yes Yes		No No		

6	Safety					
6.1	Are there security guards at the facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there safety guidelines displayed at the facility, to assist citizens in an emergency situation?	Yes		No		
	Safety	1 🗆	2 🗆	3 🔲	4 🗆	How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times					
7.1	Are the opening and closing times displayed outside the main gate or entrance to the facility?	Yes		No		
7.2	Are the opening & closing times adhered to?	Yes		No		
7.3	Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?	Yes		No		
	Are the names and contact details of the pharmacist on duty who provides services after hours available?	Yes		No		
	Opening & Closing Times	1 🗆	2 🗆		4 🔲	How would you rate the adherence to opening and closing times for this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
8	Complaints & Compliments Management System					
8.1	Does this health facility have procedures for the management of complaints which includes acknowledgement / investigation/ response and timelines and mitigation strategy?	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Is there a complaints & compliments box / register in the facility?	Yes		No		
8.4	Have you ever, or know of someone who has participated in a patient satisfaction survey in this facility?	Yes		No		
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4	How would you rate the complaints and compliments system at the facility (if applicable) Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

1	he Pres	idency: Departme	nt of Pe	rformance Moni	itoring and	Evaluation							Office of The Prem	nier:Prov	vince
	rontline	Sarujaa Daliyany I	tonitori	ing: Health (Clin	nio CHC or	ad Haspital) Manitar O	uostionnairo								Visit Reference Number
	Frontline Service Delivery Monitoring: Health (Clinic, CHC and Hospital) Monitor Questionnaire														
	Details of Monitor														
	Gende	r		Male		Female									
	Depart	ment													
	Persal	Number													
		Telephone													
	Con														
		Other													
	Name of Facility Type of facility Clinic									lity	Clinic		снс 🗆	Hospital	Other:
	Race			African	1		oloured		ď	Asian	W	hite	Disability	Yes No	
	Date o	visit		DD/MM/YYYY Bas	se Baseline	e visit		Improvemen	nts monitoring	g visit 1	Improvements	s monitoring v	risit 2	Improvements monit	toring visit 3
А	Perfo	mance Areas				·							Comments		
1	Locat	ion & Accessibi	ity												
1.1		fing to your obser travel to get to t			zens from t	the surrounding areas	s generally	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km			
1.2	Accor	fing to your obser to get to this facil	vation, ty?	how long does	it take the	citizens from the sur	rounding	<15 min	16-30 min	31-45 min	46- 1 hr	>1 hr			
1.3	Accordant facility	fing to your obser ?	vation,	what mode of t	transport d	do citizens take to get	to this	Walk	Public	Private	Other				
1.4		ere ramps with ha alth facility?	indrails	of an acceptab	ble gradien	nt available at the entra	ances to	Yes		No					
1.5. When inside the facility, are there internal ramps to allow for ease of movement for the elderly & the disabled?								No							
	Location & Accessibility 1 2 3 4								2 🗆	₃□	4 🗆		How would you rate Score: 1 - 4 (1 Poor,		ocation of this facility ary good)

2	Visibility & Signage						
	External signage: Is there visible signage on the roads or paths leading to this facility?	Yes		No			
2.2	External signage: Is there facility identification signage at the main gate/entrance of this facility?	Yes		No			
2.3	External signage: Does the outside signboard contain information on services & costs	Yes		No			
2.4	Internal signage: Does the signage make provision to accommodate citizens that are illiterate?	Yes		No			
2.5	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No			
2.6	Do facility staff wear name tags at all times?	Yes		No			
2.7	Are the contact details of the facility management clearly displayed in the facility?	Yes		No			
	Visibility & Signage	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate the visibility and signage of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
3	Queue Management & Waiting Times						
3.1	Is there a queue management system in place? If yes, specify what kind of system	Yes		No			
3.2	If you answered yes above, is the queue management system effective (e.g. are the queues moving quickly, are people shown the right queues, etc.) ?	Yes		No			
3.3	Is there a queue manager or marshal or triage officer available to assist patients in the queue/ where to sit?	Yes		No			
3.4	Are the current waiting times indicating approximately how long patients will wait displayed on a board?	1-15 min	16-30 min	31-45 min	46-60 mi	> 60 min	
3.6	Is there a help desk situated in a prominent position in the public area at the entrance to this health facility?	Yes		No			
3.6	Are special queues designated for specific groups of patients, i.e the disabled?	Yes		No			
	Queue Management & Waiting Times	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate the facility's queue management system and waiting times Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
4	Dignified Treatment		•				
4.1	According to your observation, do staff treat citizens with friendliness, dignity & respect in this facility?	Yes		No			
4.2	According to your observation, do staff members address citizens in the language of their choice?	Yes		No			
4.3	According to your observation, do staff members seem to be knowledgeable with their work?	Yes		No			
4.4	When attending to citizens, are staff members efficient (i.e., did what they needed to do promptly)?	Yes		No			
	Dignified Treatment	1 🗆	2 🗆	₃ □	4 🗆		How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Pogr. 2 Fair. 3 Good. 4 Very good)

5	Cleanliness & Comfort					
5.1	Is the facility clean?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
5.4	Is there working air conditioning in the facility (for infection control)?	Yes		No		
5.5	Are the facility's toilets clean and well maintained?	Yes		No		
5.6	Is there at least one toilet for disabled persons in a unit?	Yes		No		
5.7	Is there clean water and disposable cup for patients in waiting areas?	Yes		No		
	Cleanliness & Comfort	1□	2 🗆	₃□	4 🗆	How would you rate the facility's Cleanliness and Maintenance. Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety	•	•			
6.1	Are there security guards at the facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there safety guidelines displayed at the facility, to assist citizens in an emergency situation?	Yes		No		
6.4	Are there clear signs of no unauthorised entry on the door to limit people traffic in secure areas, i.e feed areas?	Yes		No		
	Safety	1 🗆	2 🗆	3 🗆	4□	How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times					
7.1	Are the opening and closing times displayed outside the main gate or entrance to the facility?	Yes		No		
7.2	Are the opening & closing times adhered to?	Yes		No		
7.3	Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?	Yes		No		
7.4	Are the names and contact details of the pharmacist on duty who provides services after hours available?	Yes		No		
	Opening & Closing Times	1□	2 🗆	3 🗆	4 🗆	How would you rate the adherence to opening and closing times for this facility  Score: 1.4 (1 Pop. 2 Fair 3 Good 4 Vary good)

8	Complaints & Compliments Management System							
8.1	Does this health facility have an up to date procedure for the management of complaints which includes acknowledgement / investigation/ response and timelines and mitigation strategy?	Yes		No				
8.2	2 Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No				
8.3	Is there a complaints & compliments box / register in the facility?	Yes		No				
8.4	Do you undertake Patient satisfaction surveys as per the DOH Essential measures?	Yes		No				
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4 🗆		the complaints and compliments system at the facility (if applicable) 2 Fair, 3 Good, 4 Very good)	
С	Summary of Findings and Recommendations					•		
	Performance Areas		Key Findi	ngs			Recommendations	
1	Location and Accessibility							
2	Visibility & Signage							
3	Queue Management & Waiting Times							
4	Dignified Treatment							
5	Cleanliness & Comfort							
6	Safety							
7	Opening & Closing Times							
8	Complaints & Compliments Management System							

		ment of Performance Monitoring and Evaluation						Office of The Premier:I	Province  Visit Reference Number
Fr St	ontline Service Delive aff Questionnaire	ry Monitoring: Justice (Court)							Table Religion Control Religion
	Details of FSD Monito	ring Site							
	Name of Facility								
	District								
	Municipality								
	Street Address								
	GIS coordinates								
	Date of visit	Type of visit		Baseline		Improvements n	non <del>j j</del> ng	Improvements monitoring 2	Improvements monitoring 3
	Details of Staff Memb	DD/MM/YYYY							
	First Name							Email	
	Last Name							Telephone	
	O-miles	Male	Female					Contact Details	
	Gender	African Coloured	remaie		Asian	White		Other	
	Race				Asian	White		Disability Yes	No
	Designation (level)							Name of monitor	
Α	Performance Areas							Comments	
	Location & Accessibi		1-5 km	6-10 km	11-15 km	16-20 km	> 20 km	T	
		knowledge, how far do citizens from the s generally have to travel to get to this							
		knowledge, how long does it take the surrounding areas to get to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr		
	According to your	knowledge, what mode of transport do et to this facility?	Walk	Public	Private	Other			
		ith rails in the front of the building to assist bilities & the elderly to access the	Yes		No				
		facility, are there internal ramps to allow ment for the elderly & the disabled?	Yes		No				
		Location & Accessibility	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate accessibility and Score: 1 - 4(1 Poor, 2 Fair, 3 Good, 4	d location of this facility Very good)
	Visibility & Signage							I	
2.1	External signage paths leading to t	: Is there visible signage on the roads or his facility?	Yes		No				
		e: Is there facility identification signage at trance of this facility?	Yes		No				
	External signage information on se	e: Does the outside signboard contain rvices & costs	Yes		No				
2.4	Internal signage accommodate cit	Does the signage make provision to izens that are illiterate?	Yes		No				
2.5	Internal signage where to go & for	Does the signage inside direct citizens what service?	Yes		No				
2.6	Do facility staff w	ear name tags at all times?	Yes		No				
	Are the contact d displayed in the f	etails of the facility management clearly acility ?	Yes		No				
		Visibility & Signage	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate visibility & Signa Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4	age of this facility I Very good)
3	Queue Management &	Waiting Times							
3.1	specify what kind	<u> </u>	Yes		No				
3.2	system effective people shown the	res above, Is the queue management (e.g. are the queues moving quickly, are a right queues, etc.) ?	Yes		No				
3.3	elderly and citizer	nanagement make provision for the ns with disabilities?	Yes		No				
3.4		court, is there someone directing citizens ed to sit/ to the court room where the case	Yes		No				
	Qu	eue Management & Waiting Times	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate the facility's que Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4	eue management system and waiting times t Very good)
4	Dignified Treatment								
4.1	Do you uphold th court services?	e human dignity of citizens that utilise	Yes		No				
40		o citizens, do you address them in the choice?	Yes		No				

4.3	Are you knowledgeable in your respective areas of expertise?	Yes		No					
4.4	When attending to the citizens, are you professional?	Yes		No					
	Dignified Treatment	1 🗆	2 🗆	3 🗆	4 🗆		How Scor	would yo e: 1 - 4 (1	u rate Dignified treatment in the facility Poor, 2 Fair, 3 Good, 4 Very good)
5	Cleanliness & Comfort								
5.1	Is the facility clean ?	Yes		No					
5.2	Is the facility well maintained?	Yes		No					
5.3	Do the waiting areas have enough seating?	Yes		No					
5.4	Is the office equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes		No					
5.5	Are the facility's ablution facilities clean and well maintained?	Yes		No					
5.6	Are the ablution facilities provided with the necessary toiletries?	Yes		No					
	Cleanliness & Comfort	1 🗆	2 🗆	з 🗆	₄ □				urate the Cleanliness & Comfort of the facility Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety								
6.1	Are there security guards at the facility?	Yes		No					
6.2	Do you feel safe in and around the facility?	Yes		No					
6.3	Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?	Yes		No					
	Safety	1 🗆	2 🗆	3 🗆	4 🗆				ur ate the general level of safety at the facility Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times								
7.1	Are the operational times displayed outside the main gate or entrance to the facility?	Yes		No					
7.2	Are the opening & closing times adhered to?	Yes		No					
7.3	Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?	Yes		No					
	Opening & Closing Times	1 🗆	2 🗆	3 🗆	4 🗆		How Scor	would yo e: 1 - 4 (1	ou rate the adherence to opening and closing times for this facility Poor, 2 Fair, 3 Good, 4 Very good)
8	Complaints & Compliments Management System								
8.1	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc)	Yes		No					
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No					
8.3	Is there a complaints & compliments box / register in the facility?	Yes		No					
8.4	Does this facility adhere to the 14 day turnaround time for replying to complaints.	Yes		No					
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4 🗆				ou rate the complaints and compliments system at the facility (if applicable) Poor, 2 Fair, 3 Good, 4 Very good)
В	Sector Specific Standards: Court		•	·					
1	Turnaround times: feedback to public regarding p	rogress	with their o	case.		Tick the app	propriate		Comments
1.1	Do you have agreed norms and standards for turnaround tim regarding progress with their case?	es for fe	edback to p	ublic	Yes		No		
1.2	What is the average turnaround time for providing feedback members of the public by the court?	egardin	g progress v	vith cases to	Yes		No		
1.3	How do you monitor the turnaround time on cases?				Yes		No		
2	Service charter								
2.1	Are you familiar with DOJCD service charter?				Yes		No		
2.2	As per the service charter, citizens at domestic violence & m not wait longer than 2hours in the queue without being attend facility?				Yes		No		
2.3	For domestic violence, protection order is to be issued within practice adhered to?	1 day o	f it being gra	anted, is this	Yes		No		
2.4	Does this court finalise maintenance orders within the specifi	ed 90 da	ays?		Yes		No		

The	Presidency: De	partment of Performance Mon	itoring a	nd Evaluati	on			Office o	of The F	Premier: _	Province		
		Delivery Monitoring: Justi	ice (Cou	ırt)							Visit Refere	nce Number	
Cit	izen Questionr	naire											
	of Citizen												
	First Name							_	Telepho	ne			
	Last Name							Contact Details	Email				
	Gender	Male	Female	Ш					Other				
	Race	African Coloure	d		sian	Whit	te	Disability		Yes	No		
	Date of monitoring visit	DD/MM/YYYY	Baseline vi	isit 🔲		Improvements	monitoring	visit 1 Improv	rements n	nonitorina	Improvements monitoring visit 3		
	Name of Facility					1		Name of Monit	or				
A	Performance Areas							Comments					
1	Location & Accessibil	ity											
·			1-5 km	6-10 km	11-15 km	16-20 km	> 20 km						
1.1	How long did it ta	ke you to get to this facility?											
1.2	How far did you h facility?	ave to travel to get to this	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr						
		nsport did you use to get to this ou get citizens get to this	Walk	Public	Private	Other							
1.4		n the front of the building to h disabilities & the elderly to	Yes		No								
	access the buildir When inside the f	ng? acility, are there internal ramps											
1.5	to allow for ease of the disabled?	of movement for the elderly &	Yes		No								
	Loc	cation & Accessibility	1 🗆	2 🗆	3 🗆	4 🗆		How would you	Poor, 2	e visibility an Fair, 3 Good,	nd signage of this facility , 4 Very good)		
2	Visibility & Signage												
2.1	External signage the roads or paths	e: Is there visible signage on s leading to this facility?	Yes		No								
2.2		e: Is there facility identification ain gate/entrance of this	Yes		No								
		e: Does the outside signboard on on services & costs	Yes		No								
		: Does the signage make mmodate citizens that are	Yes		No								
2.5	Internal signage direct citizens who	: Does the signage inside ere to go & for what service?	Yes		No								
2.6	Do facility staff we	ear name tags at all times?	Yes		No								
2.7		etails of the facility arly displayed in the facility?	Yes		No								
	v	'isibility & Signage	₁ □	2 🗆	3 🗆	4 🔲		How would you	Poor, 2	e visibility an Fair, 3 Good,	nd signage of this facility , 4 Very good)		
3	Queue Management &	Waiting Times											
3.1	If yes, specify who		Yes		No								
3.2	management sys	res above, Is the queue tem effective (e.g. are the uickly, are people shown the ) ?	Yes		No								
3.3	Does the queue n	nanagement make provision d citizens with disabilities?	Yes		No								
3.4	directing you to w	court, is there someone here you need to sit/ to the your case will be heard?	Yes		No								
	Queue Ma	nagement & Waiting Times	1 🗆	2 🗆	3 🗆	4 🗆					ueue management system and wait , 4 Very good)	ing times	
4	Dignified Treatment												

4.1	Does staff uphold the human dignity of citizens that utilise court services?	Yes		No		
4.2	Did the staff members address you in the language of your choice?	Yes		No		
4.3	Do staff members seem to be knowledgeable with their work?	Yes		No		
4.4	When attending to you, was staff professional?	Yes		No		
	Dignified Treatment	₁ □	2 🗆	3 🗆	4 🗆	How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5	Cleanliness & Comfort					
5.1	Is the facility clean?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
5.4	Is the office equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes		No		
5.5	Are the facility's ablution facilities clean and well maintained?	Yes		No		
5.6	Are the ablution facilities provided with the necessary toiletries?	Yes		No		
	Cleanliness & Comfort	1 🗆	2 🗆	з 🗆	4 🔲	How would you rate the facility's Cleanliness and Maintenance.  Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety					
6.1	Are there security guards at the facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?	Yes		No		
	Safety	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times					
7.1	Are the operational times displayed outside the main gate or entrance to the facility?	Yes		No		
7.2	Are the opening & closing times adhered to?	Yes		No		
7.3	Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?	Yes		No		
	Opening & Closing Times	1 🗆	2 🗆		4 🗆	How would you rate the adherence to opening and closing times for this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
8	Complaints & Compliments Management System					
8.1	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Is there a complaints & compliments box / register in the facility?	Yes		No		
8.4	In cases where you've complained, did this facility adhere to the 14 day turnaround time for replying to complaints.	Yes		No		
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the complaints and compliments system at the facility (if applicable) Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

TI	e Presidency: Department of Pe	erformance Monitoring and	Evaluation						Office of The Premier:Pro	Visit Reference Number				
Fr	ontline Service Delivery Monito	ring: Justice (Courts) Monit	or Questionnaire							That televine teliner				
	Details of Monitor													
	Name Department													
	Persal Number													
	Contact E-mail													
	Other Details													
	Name of Facility								T					
	Date of visit  Gender	Male		Female		Improvements mo	nitoring 1		Improvements monitoring 2	Improvements monitoring 3				
	Race	African	Coloured			Asian	Wh	ite	Disability Yes No					
А	Performance Areas								Comments					
1	Location & Accessibility													
1.1	According to your knowledge, have to travel to get to this fac	how far do citizens from thility?	ne surrounding areas generally	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km						
1.2	According to your knowledge,	how long does it take the	citizens from the surrounding	<15 min	16-30 min	31-45 min	46- 1 hr	>1 hr						
4.0	areas to get to this facility?  According to your knowledge,	what mode of transport do	citizens take to get to this	Walk	Public	Private	Other							
1.4		the building to assist citize	ens with disabilities & the elderly			No No								
1.5	to access the building?  When inside the facility, are the	nere internal ramps to allow	v for ease of movement for the											
1.5	elderly & the disabled?					No.			How would you rate accessibility and lo					
		Location & Accessibility	ty	1 🗆	2 🗆	3 🗆	4□		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Ve	ry good)				
	Visibility & Signage													
	External signage: Is there vise External signage: Is there fathis facility?		or paths leading to this facility?											
2.2	this facility?	cincy identification signage	at the main gate/entrance of			No								
			information on services & costs	Tes		No								
2.4	illiterate?		accommodate citizens that are											
2.5	Internal signage: Does the s service?	ignage inside direct citizen	s where to go & for what			No								
2.6	Do facility staff wear name tag	gs at all times?				No								
2.7	Are the contact details of the f	acility management clearly	displayed in the facility?	Yes		No								
		Visibility & Signage		1□	2 🗆	3 🗆	4 🗆		How would you rate the visibility and si Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Ve	gnage of this facility ry good)				
3	Queue Management & Waiti	ing Times			•	•	•							
3.1	Is there a queue management	system in place? If yes, s	pecify what kind of system	Yes		No								
3.2	If you answered yes above, Is queues moving quickly, are pe	the queue management s	ystem effective (e.g. are the les, etc.) ?	Yes		No								
	Does the queue management disabilities?			Yes		No								
3.4	When inside the court, is then court room where the case will	e someone directing citizer	ns to where they need to sit/	Yes		No								
		e Management & Waiting	n Timos	<sub>1</sub> 🗆	2 🗆	₃□	4		How would you rate the facility's queue	management system and waiting times				
		o management a Traiting	g	'	-	, <u> </u>	·-		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Ve	ry good)				
	Dignified treatment  According to your observation	does staff uphold the hur	man dignity of citizens that utilise	I										
4.1	court services? According to your observation													
4.3	their choice? According to your observation work?	, do staff members seem t	o be knowledgeable with their											
	When attending to the citizens	s, is staff professional?		Yes										
		Dignified treatment		1 🗆	2 🗆	3 🗆	4□		How would you rate Dignified treatment Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Ve	in the facility ry good)				
5	Cleanliness & Comfort						1							
5.1	Is the facility clean ?			Yes		No								
5.2	Is the facility well maintained?					No								
	Do the waiting areas have end					No								
	Is the office equipment (faxes, condition?	telephones, computers, a	ir conditioning) in working	Yes		No								
5.5	Are the facility's ablution facility	ties clean and well mainta	ined?	Yes		No								
5.6	Are the ablution facilities provi	ded with the necessary toi	letries?	Yes		No								
		Cleanliness & Comfort	t	1 🗆	2 🗆	3 🗆	4□		How would you rate the facility's Clean Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Ve	liness and Maintenance. ry good)				
6	Safety				1		1							
	Are there security guards at the	ne facility?		Yes		No								
	Do you feel safe in and around			Yes										
	Are there health & safety guid		ility, to assist in an emergency			No								
6.3	situation?								How would you rate the general level of	safety at the facility				
		Safety		1 🗆	2 🗆	3 🗆	4□		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Ve	ry good)				
	Opening & Closing Times													
	Are the operational times disp		e or entrance to the facility?											
	Are the opening & closing time Are there disruptions (to servi		embers taking tea breaks, lunch											
7.3	Are there disruptions (to servi breaks or staff meetings?	as a result of Starr Me	annone canning teal breaks, lunch	Tes		-								
		Opening & Closing Time	es	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate the adherence to op Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Ve	ening and closing times for this facility ry good)				

8	Complaints & Compliments Management System					
	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Is there a complaints & compliments box / register in the facility?	Yes		No		
8.4	Does this facility adhere to the 14 day turnaround time for replying to complaints.	Yes		No		
В8	Complaints & Compliments Management System	1 🗆	2 🗆	₃ □	4	How would you rate the complaints and compliments system at the facility (if applicable) Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

Fi	he Presidency: Deprontline Service Deliver		rmance Monitoring and	Evaluation	1					Office of The Pi	remier:	Province  Visit Reference Number		
	Details of FSD Monito	oring Site												
	Name of Facility				Type of fac	cility			Med	dium office	Small office			
	District				.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		Large office					Other:		
	Municipality													
	Street Address													
	GIS coordinates													
	Date of visit	DD/MM/YYYY		Baseline		Improvement	s monitoring 1		Impr	ovements monitorin	ıg 2	Improvements monitoring 3		
	Details of Staff Memb	per												
	First Name										Email			
	Last Name									Contact Details	Telephone			
	Gender	Male  African	Coloured	Female		-1					Other			
	Race	Arrican	Coloured		ĵ	sian	Whi	l e	Disa	ability		No .		
	Designation (level)								Name of monitor					
А	Performance Areas	eas								Comments				
1	Location & Accessibi	llity		1-5 km	6-10 km	11-15 km	16-20 km	> 20 km	1					
1.1			w far do citizens from have to travel to get					D D						
1.2			w long does it take areas to get to this	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr						
1.3	do citizens take to	o get to this facil	•	Walk	Public	Private	Other							
1.4	Is there a ramp wassist citizens with the building?	vith rails in the fro th disabilities & t	ont of the building to the elderly to access	Yes		No								
1.5			e internal ramps to ne elderly & the	Yes		No								
		Location & Accessil	bility	1 2 3 3			4 🗆			How would you rate accessibility and location of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)				
2	Visibility & Signage			1										
2.1	External signage roads or paths lea			Yes		No								
2.2	External signage signage at the ma			Yes		No								
2.3	External signage contain information	e: Does the outs on on services &	side signboard	Yes		No								
2.4	Internal signage accommodate cit	: Does the signa	age make provision to iterate?	Yes		No			L					
2.5	Internal signage citizens where to	: Does the signa go & for what se	age inside direct ervice?	Yes		No								
2.6	Do facility staff w	ear name tags a	at all times?	Yes		No								
2.7	Are the contact d clearly displayed		lity management	Yes		No			1					
		Visibility & Signa	ge	1 🗆	2 🗆	3 🗆	4 🗆		How	would you rate vire: 1 - 4 (1 Poor, 2	sibility & Signaç Fair, 3 Good, 4 \	ge of this facility Very good)		
3	Queue Management &	& Waiting Times				_								
3.1	Is there a queue specify what kind		stem in place? If yes,	Yes		No								
3.2	system effective are people shown	(e.g. are the que n the right queue		Yes		No								
3.3	Does the queue relderly and citizen		ake provision for the es?	Yes		No								
	Queue	e Management & Wai	iiting Times	1 🗆	2 🗆	з 🗆	4 🗆		How Sco	would you rate three: 1 - 4 (1 Poor, 2	he facility's queu Fair, 3 Good, 4 N	ue management system and waiting times Very good)		
	Dignified Treatment													
4.1			uage of their choice?	Yes		No								
4.2	Do you treat citize respect?	ens with friendlin	ness, dignity and	Yes		No								

4.3	Are you knowledgeable in your respective areas of expertise?	Yes		No		
4.4	When attending to the citizens, are you efficient (i.e., did what they needed to do promptly)?	Yes		No		
	Dignified Treatment	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5	Cleanliness & Comfort	ı	<u> </u>	<u> </u>		
5.1	Is the facility clean ?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
5.4	Is the office equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes		No		
5.5	Are the facility's ablution facilities clean and well maintained?	Yes		No		
5.6	Are the ablution facilities provided with the necessary toiletries?	Yes		No		
	Cleanliness & Comfort	1 🗆	2 🗆	з 🔲	4 🗆	How would you rate the Cleanliness & Comfort of the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety					
6.1	Are there security guards at the facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?	Yes		No		
	Safety	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the general level of safety at the facility Score: 1 - 4(1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times					
7.1	Are the operational times displayed outside the main gate or entrance to the facility?	Yes		No		
7.2	Are the opening & closing times adhered to?	Yes		No		
7.3	Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?	Yes		No		
	Opening & Closing Times	1 🗆	2	3 🗆	4 🗆	How would you rate the adherence to opening and closing times for this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
8						
	Complaints & Compliments Management System	•		<u> </u>		
8.1	Complaints & Compliments Management System  Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)	Yes		No		
	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with	Yes		No No		
	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc)  Are the guidelines/ procedures displayed in a place					
8.2	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc)  Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?  Is there a complaints & compliments box / register in	Yes		No		How would you rate the complaints and compliments system at the facility (if applicable) Score: 1 - 4 (i Poor, 2 Fair, 3 Good, 4 Very good)
8.2	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc)  Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?  Is there a complaints & compliments box / register in the facility?	Yes		No No		
8.2 8.3	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc)  Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?  Is there a complaints & compliments box / register in the facility?  Complaints & Compliments Management System	Yes Yes		No No		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
8.2 8.3	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc)  Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?  Is there a complaints & compliments box / register in the facility?  Complaints & Compliments Management System  Sector Specific Standards: Home Affairs	Yes Yes		No No		Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
8.2 8.3 B 1	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc)  Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?  Is there a complaints & compliments box / register in the facility?  Complaints & Compliments Management System  Sector Specific Standards: Home Affairs  Turnaround times for issuing Identity Documents (III	Yes Yes  The property of the second times	2 U	No No	Tick the appropri	Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  riate Comments
8.2 8.3 B 1	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints, etc)  Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?  Is there a complaints & compliments box / register in the facility?  Complaints & Compliments Management System  Sector Specific Standards: Home Affairs  Turnaround times for issuing Identity Documents (III)  Do you have agreed norms and standards for turnaroun Documents (ID) for this service office?	Yes Yes  1 D)  D)  and times	for issuing levable?	No No dentity	Tick the appropri	Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)  Tate Comments

The	Presidency: Department of Performance Mon	itoring a	nd Evaluation	on			Office of The	Premier: _	Province
	ontline Service Delivery Monitoring: Homizen Questionnaire	e Affairs	5						Visit Reference Number
Dotoilo	of Citizen								
Details	First Name						Telepho	one	
	Last Name						Contact Email		
	Gender Male	Female					Details Citial Other		
	African Coloure		As	sian	White	e			No.
	Race Date of monitoring DD//MM/YYYY				Improvements	monitoring	Disability visit 1 Improvements r	Yes	
	visit	Baseline v	isit				visit 2	Г	Improvements monitoring visit 3
	Name of Facility						Name of Monitor		
A	Performance Areas						Comments		
1	Location & Accessibility								
	How long did it take you to get to this facility?	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km			
!	How far did you have to travel to get to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr			
3	What mode of transport did you use to get to this facility?	Walk	Public	Private	Other				
	Is there a ramp in the front of the building to			<u> </u>					
1	assist citizens with disabilities & the elderly to access the building?	Yes		No	_				
i	When inside the facility, are there internal ramps to allow for ease of movement for the elderly & the disabled?	Yes		No					
	Location & Accessibility	1 🗆	2 🗆	3 🔲	4 🗆		How would you rate ac Score: 1 - 4 (1 Poor, 2		nd location of this facility 4 Very good)
2	Visibility & Signage				·				
2.1	External signage: Is there visible signage on the roads or paths leading to this facility?	Yes		No					
2.2	<b>External signage:</b> Is there facility identification signage at the main gate/entrance of this facility?	Yes		No					
2.3	External signage: Does the outside signboard contain information on services & costs	Yes		No					
2.4	Internal signage: Does the signage make provision to accommodate citizens that are illiterate?	Yes		No					
2.5	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No					
2.6	Do facility staff wear name tags at all times?	Yes		No					
2.7	Are the contact details of the facility management clearly displayed in the facility?	Yes		No					
	Visibility & Signage	1 🗆	2 🔲	3 🗆	4 🔲		How would you rate th Score: 1 - 4 (1 Poor, 2	ne visibility an Fair, 3 Good,	d signage of this facility 4 Very good)
3	Queue Management & Waiting Times			T.					
3.1	Is there a queue management system in place? If yes, specify what kind of system	Yes		No					
3.2	If you answered yes above, Is the queue management system effective (e.g. are the queues moving quickly, are people shown the right queues, etc.) ?	Yes		No					
3.3	Does the queue management make provision for the elderly and citizens with disabilities?	Yes		No					
	Queue Management & Waiting Times	1 🗆	2	3 🗆	4 🗆		How would you rate the Score: 1 - 4 (1 Poor, 2	he facility's qu Fair, 3 Good,	ueue management system and waiting times 4 Very good)
4	Dignified Treatment								
4.4	Do staff treat you with friendliness, dignity &	Yes		No					
4.1	respect in this facility?  Did the staff member address you in the	169		NU					
4.2	language of your choice?	Yes		No					

4.3	Does staff seem knowledgeable in their respective areas of expertise?	Yes		No		
4.4	When attending to the citizens, is the staff efficient (i.e., did what they needed to do promptly)?	Yes		No		
	Dignified Treatment	1 🗆	2 🗆	з 🗆	4 🗆	How would you rate Dignified treatment in the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5	Cleanliness & Comfort			•	•	
5.1	Is the facility clean?	Yes		No		
5.2	Is the facility well maintained?	Yes		No		
5.3	Do the waiting areas have enough seating?	Yes		No		
5.4	Is the office equipment (faxes, telephones, computers, air conditioning) in working condition?	Yes		No		
5.5	Are the facility's ablution facilities clean and well maintained?	Yes		No		
5.6	Are the ablution facilities provided with the necessary toiletries?	Yes		No		
	Cleanliness & Comfort	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the facility's Cleanliness and Maintenance. Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety	ı				
6.1	Are there security guards at the facility?	Yes		No		
6.2	Do you feel safe in and around the facility?	Yes		No		
6.3	Are there health & safety guidelines displayed at the facility, to assist in an emergency situation?	Yes		No		
	Safety	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the general level of safety at the facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7	Opening & Closing Times					
7.1	Are the operational times displayed outside the main gate or entrance to the facility?	Yes		No		
7.2	Are the opening & closing times adhered to?	Yes		No		
7.3	Are there disruptions (to services) as a result of staff members taking tea breaks, lunch breaks or staff meetings?	Yes		No		
	Opening & Closing Times	₁ 🗆	2 🔲		4 🗆	How would you rate the adherence to opening and closing times for this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
8	Complaints & Compliments Management System					
8.1	Does the facility have the complaints & compliments procedures in place ( how to complain, feedback mechanisms, contact of person dealing with complaints,etc)	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Is there a complaints & compliments box / register in the facility?	Yes		No		
	Complaints & Compliments Management System	1 🗆	2 🗆	з 🔲	4 🔲	How would you rate the complaints and compliments system at the facility (if applicable) Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

-	The Presidency: Department of Performance Monitoring and Evaluation									sion Dr	ovince	
									Office of The Prem	neiri	Ovaice	Visit Reference Number
-	ontline Service Delivery Monitor	ing: nome Anairs Monitor	Questionnaire									
	Details of Monitor Name											
	Department											
	Persal Number Telephone											
	Contact Details E-mail											
	Other Name of Facility											
	Date of visit	DD/MM/YYYY		Baseline C	_	Improvements mo	nitoring 1		Improvements monitoring 2		Improvements monitoring 3	
	Gender	Male	Coloured	Female		Auton	Wil			T		
	Performance Areas	African	Coloured			Asian	Whi		Disability	Yes No		
1	Location & Accessibility								Comments			
1.1	According to your observations	s, how far do most citizens	s from the surrounding areas	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km				
1.2	generally have to travel to get According to your observations		e citizens from the surrounding	<15 min	16-30 min	31-45 min	46- 1 hr	→1 hr				
1.3	areas to get to this facility?  According to your observations			Walk	Public	Private	Other					
1.4	facility?  Is there a ramp in the front of		ens with disabilities & the elderly	Yes		No.						
1.5	to access the building? When inside the facility, are th		w for ease of movement for the			No						
	elderly & the disabled?	Location & Accessibili	ty	1 🗆	2 🔲	3 🔲	4 🗆		How would you rate a Score: 1 - 4 (1 Poor, 2	accessibility and lo	ocation of this facility	
2	Visibility & Signage					1	1			, o ccou, 4 vi	, , , , ,	
		sible signage on the roads	or paths leading to this facility?	Yes		No						
_	External signage: Is there vis			Yes								
2.3	Internal signage: Does the si surrounding area?			Yes		No						
2.4	Internal signage: Does the si illiterate?			Yes								
2.5	Internal signage: Does the si service?		ns where to go & for what									
_	Are all staff members wearing		and the state of the state of									
2.1	Are the contact details of the fa		y displayed in the facility ?	1 🗆	2 🗆	3 🗆	4		How would you rate t	the visibility and si	ignage of this facility	
		Visibility & Signage		1 🗆	2 🗆	3 🗆	4		Score: 1 - 4 (1 Poor, :			
	Queue Management & Waiti			Ι.,								
3.1	Is there a queue management			100	_							
3.2	If you answered yes above, Is queues moving quickly, are pe	the queue management s ople shown the right queu	system effective (e.g. are the ues, etc.) ?	Yes	_	No						
3.3	Does the queue management disabilities?	make provision for the el	derly and citizens with	Yes		No						
	Queue	e Management & Waitin	g Times	1 🗆	2□	₃□	4□		How would you rate Score: 1 - 4 (1 Poor, 2	the facility's queue 2 Fair, 3 Good, 4 Ve	e management system and waiting times ery good)	
4	Dignified treatment											
4.1	Does the staff treat citizens wi	th friendliness, dignity and	d respect?	Yes		No						
4.2	When attending to citizens, do	they address them in th	e language of their choice?	Yes		No						
4.3	Are staff you knowledgeable in	their respective areas of	expertise?	Yes		No						
4.4	When attending to the citizens promptly)?	, is the staff efficient (i.e.,	did what they needed to do	Yes		No						
		Dignified treatment		1 🗆	2 □	₃□	4□		How would you rate I Score: 1 - 4 (1 Poor, 2	Dignified treatment 2 Fair, 3 Good, 4 Ve	t in the facility ery good)	
5	Cleanliness & Comfort											
	Is the facility clean?			Yes								
	Is the facility well maintained?			Yes		No						
	Do the waiting areas have eno		sie oonelitionis - A to **	165								
5.4	Is the office equipment (faxes, condition?			165								
	Are the facility's ablution facilit					No						
5.6	Are the ablution facilities provi	ded with the necessary to	iletries?			No						
		Cleanliness & Comfor	t	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate Score: 1 - 4 (1 Poor, :	the facility's Clear 2 Fair, 3 Good, 4 Ve	nliness and Maintenance. ery good)	
6	Safety											
6.1	Are there security guards at th	e facility?										
6.2	Do you feel safe in and around					No						
6.3	Are there health & safety guid situation?	telines displayed at the fac	cility, to assist in an emergency	Yes		No						
		Safety		1 🗆	2 🗆	₃□	4 🗆		How would you rate to Score: 1 - 4 (1 Poor,		f safety at the facility ery good)	
7	Opening & Closing Times				_							
7.1	Are the operational times displ	ayed outside the main gat	te or entrance to the facility?	100		No						
7.2	Are the opening & closing time					No						
7.3	Are there disruptions (to service breaks or staff meetings?	ces) as a result of staff me	embers taking tea breaks, lunch	Yes		No						
		Opening & Closing Tim	es	₁ □	2□	₃□	4□		How would you rate to Score: 1 - 4 (1 Poor, 2		pening and closing times for this facility ery good)	,
8	Complaints & Compliments	Management System										
8.1	Does the facility have the com- complain, feedback mechanism	plaints & compliments pro	ocedures in place (how to ling with complaints,etc)	Yes		No						
8.2	Are the guidelines/ procedures access them?			Yes		No						

8.3	Is there a complaints & compliments box / register in the facility?	Yes		No			
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4	How would you rate of Score: 1 - 4 (1 Poor, 2	the complaints and compliments system at the facility (if applicable) 2 Fair, 3 Good, 4 Very good)
С	Summary of Findings and Recommendations						
	Performance Areas		Key Findin	ıgs			Recommendations
1	Location and Accessibility						
2	Visibility & Signage						
3	Queue Management & Waiting Times						
4	Dignified Treatment						
5	Cleanliness & Comfort						
6	Safety						
7	Opening & Closing Times						
8	Complaints & Compliments Management System						
9	Sector Specific Standards						
10	Are there any good practises / procedures to be noted?						