



THE PRESIDENCY: DEPARTMENT OF PERFORMANCE MONITORING & EVALUATION
FRONTLINE SERVICE DELIVERY MONITORING PROGRAMME - **BASELINE SITE VISIT CONSOLIDATION REPORT**

Name of Facility	Tonga Magistrate Court							type of facility (level)													
Province	Mpumalanga							Visit Reference Number													
Sector	Justice							Name of Monitor						Sibongile							
Date of baseline visit								Reviewer of consolidation Report						X Province							
Total number of citizens interviewed	1							Number of males interviewed						2							
	Number of females interviewed							3													
A: Key Performance areas	citizen 1	citizen 2	citizen3	citizen4	citizen 5	citizen 6	citizen av	monitor 1	monitor 2	monitor 3	monitor 4	monitor5	monitor 6	monitor av	staff 1	staff 2	staff 3	staff 4	staff 5	staff 6	staff av
1. Location & Accessibility		2	2	3			2.3	2	1	2	2			1.8	4	1	2	3			2.5
2. Visibility & Signage		2	2	2			2.0	1	1	2	2			1.5	3	1	3	2			2.3
3. Queue Management & Waiting Times		2	2	3			2.3	1	1	2	3			1.8	3	2	2	3			2.5
4. Dignified Treatment		3	3	4			3.3	2	2	3	3			2.5	4	2	4	4			3.5
5. Cleanliness & Comfort		3	2	2			2.3	2	2	3	3			2.5	3	2	3	4			3.0
6. Safety		2	3	3			2.7	2	2	3	3			2.5	4	2	3	4			3.3
7. Opening & closing times		2	3	3			2.7	3	2	2	3			2.5	3	2	3	3			2.8
8. Complaint Management System		1	1	3			1.7	2	1	2	3			2.0	3	1	3	3			2.5

****MONITORS' SUMMARY NARRATIVE ON THE SITE FINDINGS- For completion during the De-briefing**



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

Name of Facility	Tonga Magistrate Court	Type of facility (level)	
Province	Mpumalanga	Visit Reference Number	
Sector	Justice	Name of Monitor/ Peral number	
Date of baseline visit	23/04/201	Reviewer of Summary Report	
Total number of citizens interviewed	1	Number of males interviewed	2
		Number of females interviewed	3

X -Province

SECTION A. FINDINGS FROM THE ASSESSMENT OF QUALITY OF SERVICE DELIVERY

PERFORMANCE RATINGS:			KEY PERFORMANCE AREAS:									
Very good	>=3.5	4	Location & Accessibility	Visibility & Signage	Queue Management & Waiting Times	Dignified Treatment	Cleanliness & Comfort	Safety	Opening & Closing Times	Complaints & compliments system		
Good	2.5-3.4	3										
Fair	1.5-2.4	2										
Poor	1-1.4	1										
		PERFORMANCE RATINGS (Section A)	Citizen	2.3	2.0	2.3	3.3	2.3	2.7	2.7	1.0	
			Monitor	1.8	1.5	1.8	2.5	2.5	2.5	2.5	2.0	
			Staff	2.5	2.3	2.5	3.5	3.0	3.3	2.8	2.0	

**MONITORS' SUMMARY NARRATIVE ON THE SITE FINDINGS- For completion during the De-briefing

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**SUMMARY OF FINDINGS (For completion during the de-briefing)

Key Performance areas:	Findings- Current situation	Recommended action	Responsible Person/ Department
1.Location & Accessibility			
2. Visibility & Signage			
3. Queue Management & Waiting Times			

4. Dignified Treatment & Consultation			
5. Cleanliness & Comfort			
6. Safety			
7. Opening & closing times			
8. Complaint Management System			
9. Sector specific standards			
10. Other			

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

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PHOTOGRAPHIC EVIDENCE- BASELINE CONTINUED

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IMPROVEMENT PLAN FOR THE SITE MONITORED (For completion during the feedback visit)

Improvement plan objective	<i>The improvement plan is developed following an FSDM baseline monitoring visit, it is intended to develop developed and implement corrective measures for key performance areas found to be performing poorly. The improvement plans are to drive improvements in Frontline Service Delivery , to ensure collaboration in instituting improvements and to ensure that key activities out of the improvement plan are approved by the relevant authority, are allocated budgets, where necessary and are embedded on existing plans.</i>
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To be completed after site visit

To be Completed during the Feedback visit with site, District/ Provincial Stakeholders

FSDM improvement key performance area	Recommendations	Outputs to achieve improvement	Activity to achieve output	Person responsible	Budget implications (Y/N)	Implementation target (Short/medium/long term)	Completion date	Where can the improvement plan be embedded/aligned?
1. Location & Accessibility	1.1 The improvements monitoring	Ramp	Send letter to public works			Short term	15/10/2014	
	1.2							
2. Visibility & Signage	2.1							
3. Queue Management & Waiting Times	3.1							
4. Dignified Treatment & Consultation	4.1							
5. Cleanliness & Comfort	5.1							
6. Safety	6.1							
7. Opening & closing times	7.1							
8. Complaint Management System	8.1							
9. Sector specific	9.1							
10. Other	10.1							
IMPROVEMENT PLAN SUMMARY <i>(For completion at the end of the feedback meeting)</i>								
Number of recommendations put in place				Date of feedback meeting				
Name & position of lead person				Contact details of lead person				



THE PRESIDENCY: DEPARTMENT OF PERFORMANCE MONITORING & EVALUATIONS
FRONTLINE SERVICE DELIVERY MONITORING PROGRAMME - IMPROVEMENTS MONITORING REPORT TEMPLATE

Visit Reference number
 Name of monitor/ Persal
 Name of quality assurer

Facility Name	Tonga Magistrate Court	Date of improvement meeting				X Province
Province	Mpumalanga	Improvement monitoring 1	Improvement monitoring 2	Improvement monitoring 3		
Sector	Justice					
Total number of citizens interviewed	8	Number of males interviewed	3	Number of females interviewed	5	

A. KEY PERFORMANCE AREA SCORES

KEY:IMPROVEMENT RATINGS	KEY: PERFORMANCE RATINGS			PERFORMANCE AREAS																											
	Improvement	No Change	Regression	Location & accessibility				Visibility & Signage			Queue Management & Waiting Times			Dignified Treatment			Cleanliness & Comfort			Safety			Opening & closing times			Complaints & compliments system					
	Very Good	Good	Fair	Baseline score	Improvement monitoring 1 (2012)	Improvement monitoring 2 (2013)	Improvement monitoring 3 (2014)	Baseline score	Improvement monitoring 1	Improvement monitoring 2	Improvement monitoring 3	Baseline score	Improvement monitoring 1	Improvement monitoring 2	Improvement monitoring 3	Baseline score	Improvement monitoring 1	Improvement monitoring 2	Improvement monitoring 3	Baseline score	Improvement monitoring 1	Improvement monitoring 2	Improvement monitoring 3	Baseline score	Improvement monitoring 1	Improvement monitoring 2	Improvement monitoring 3	Baseline score	Improvement monitoring 1	Improvement monitoring 2	Improvement monitoring 3
	3.5-4	2.5-3.4	1.5-2.4	4																											
	1-1.4	1-1.4	1-1.4	1																											

Other Findings:	Recommendation 10:																			
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IMPROVEMENTS MONITORING REPORT-IMPROVEMENT MONITORING 3-(2014)

Extract of the Improvement Plan-(Developed during the feedback meeting)

FSDM improvement performance area	Recommendations	Outputs-to achieve improvement	Activity to achieve output	Implementation target (S/M/L)	By When	Was the improvement recommendation implemented? (Y/N)		Is the implementation of recommendations complete? (Y/N)		Comments
						Y	N	Y	N	
Location & Accessibility	1.1 The improvements monitoring	Ramp	Send letter to public works	Short term	15/10/2014					
Visibility & Signage	2.1	0	0	0						
Queue Management & Waiting Times	3.1	0	0	0						
Dignified Treatment & Consultation	4.1	0	0	0						
Cleanliness & Comfort	5.1	0	0	0						
Safety	6.1	0	0	0						
Opening & closing times	7.1	0	0	0						
Complaint Management System	8.1	0	0	0						
Sector specific standards	9.1	0	0	0						
Other	10.1	0	0	0						

IMPROVEMENTS MONITORING SUMMARY- (For completion at the end of the improvements monitoring meeting)

Number of improvement recommendations complete		Number of improvement recommendations not complete	
Name & position of lead person			Contacts of lead person
Monitors' close out comments on progress to date			

PHOTOGRAPHIC EVIDENCE- [IMPROVEMENTS MONITORING 1 \(2012\)](#)

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PHOTOGRAPHIC EVIDENCE- [IMPROVEMENTS MONITORING 2 \(2013\)](#)

PHOTOGRAPHIC EVIDENCE- [IMPROVEMENTS MONITORING 3 \(2014\)](#)



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FRONTLINE SERVICE DELIVERY MONITORING PROGRAMME - VISIT SUMMARY REPORT

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Sector	Justice		Name of Monitor		Sibongile																		
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1. Location & Accessibility	1	2	2				1.7	2	2	4				2.7								-	
2. Visibility & Signage							-							-								-	
3. Queue Management & Waiting Times							-							-								-	
4. Dignified Treatment							-							-								-	
5. Cleanliness & Comfort							-							-								-	
6. Safety							-							-								-	
7. Opening & closing times							-							-								-	
8. Complaint Management System							-							-								-	

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

**MONITORS' NARRATIVE ON THE SITE FINDINGS- For completion following re-scoring visit