										FORMANCE											
				FRONT	LINE SEF	RVICE D	ELIVERY M	IONITORIN	G PROGRA	MME - BAS	ELINE SITE	VISIT CONS	SOLIDATIO	N REPORT							
Name of Facility	Tonga Mag	istrate Court					type of fac	cility (level))												
Province	Mpumalan	а					Visit Refe	rence Num	ber									1			
Sector	Justice						Name of N	Monitor			Sibongile							1			
Date of baseline visit							Reviewer	of consolic	dation Repo	ort									X Pro	ovince	
Total number of citizens interviewed	1		Number	of males in	terviewed	I		2		Number of	females int	erviewed		3							
A: Key Performance areas	citi	en citize 2	n citizen3	citizen4	citizen 5	citize n6	citizena v	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 T	imes	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		1	2	3			2.0	3	1	3	3			2.5
					**MONIT	ORS' S	SUMMARY	NARRAT	IVE ON TH	E SITE FIN	DINGS- Fo	r completi	on during	the De-brie	fing						

M >44	1	THE PRESIDENCY: DEPAR	TMENT OF	PERFORM	ANCE MO	ONITORIN	IG & EVALU	ATION				
	FF	RONTLINE SERVICE DELIVERY M									1	
Name of Facility	Tonga Magistrate Court	Type of f	acility (leve	۱۱)							-	
Province	Mpumalanga		erence Nun								1	
Sector	Justice			ersal numb	er						1	
Date of baseline visit	23/04/201	Reviewer	r of Summa	ry Report								X -Province
Total number of citizens	1		of males in									
interviewed					2		Number of t	females interview	ed		3	
		SECTION A.	FINDINGS	FROM THE	ASSESSI	MENT OF	QUALITY C	F SERVICE DELIV	/ERY			
PERFORMANCE RATINGS				KEY PERI	FORMAN	CE AREA	S:					
Very good		>=3.5	4				~ ν		.~		S	~ .
Good		2.5-3.4	:	3	Location & Accessibility	/ & le	Queue Management & Waiting Times	ut g	Cleanliness & Comfort		Opening & Closing Times	Complaints & compliments system
Fair		1.5-2.4	2	2	atior ssib	oillity Inag	Jeme Jeme Jeme	nifie	line	Safety	nin g Ti	Main Alime Sten
Poor		1-1.4			Location &	Visibility & Signage	Ou Inag aitin	Dignified Treatment	ean	Š	Ope osin	d dwc
					- <		Ma W	·	ID		5) S
			PERFORMA	Citizen	2.3	2.0	2.3	3.3	2.3	2.7	2.7	1.0
			NCE	Monitor	1.8	1.5	1.8	2.5	2.5	2.5	2.5	
			RATINGS (Section A)	Staff	2.5	2.3	2.5	3.5	3.0	3.3	2.8	2.0
		**MONITORS' SUMN										
									· ·			
		*	*SUMMAR	OF FINDIN	NGS (For	completio	n during the	de-briefing)				
Key Performance areas:		Findings- Current situation			R	Recomme	nded action				Respon	sible Person/ Department
1.Location & Accessibility												
2. Visibility & Signage				+								
risiamij a signage												
3. Queue Management & W	aiting Times											
				1								
				1								

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)	
		PHOTOGRAPHIC EVIDENCE- BASELINE CONTINUED	
		IMPROVEMENT PLAN FOR THE SITE MONITORED (For completion during the feedback visit)	
Improvement plan objective The improvement	plans are to drive	ned following an FSDM baseline monitoring visit, it is intended to develop developed and implement corrective measures for key performance areas found to be performing five improvements in Frontline Service Delivery, to ensure collaboration in instituting improvements and to ensure that key activities out of the improvement plan are appropriate budgets, where necessary and are embedded on existing plans.	
To be completed after site visit		To be Completed during the Feedback visit with site, District/ Provincial Stakeholders	

area		Outputs to achieve impro	ovement		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								
	II	MPROVEMENT PLAN S	UMMARY	' (For completion at the end of	the feedback meeti	ng)			1
Number of recommendations put in place		С	Date of fee	edback meeting					
Name & position of lead person		C	Contact de	etails of lead person					

1	1					THE PRESID	FNCY: DFPA	RTMFN	IT OF	PFRF∩)RMAN	NCF M	ONITO	RING &	FVALUA	TIONS																	
					FRONTLINE S	SERVICE DELI											T TEM	PLATE															
	Visit Referenc	e number																															
	Name of moni	tor/ Persal																															
NARRA III	Name of quali	•																															
Facility Name	Tonga Magistr	ate Court						Date o	f impr	oveme	nt me	eting																			X Provi	nce	
Province	Mpumalanga							Impro	vemen	it moni	toring	1		Improve	ment mo	nitorin	g 2						Imp	rove	ment i	monit	toring	3					
Sector Total number of citizens	Justice														Ni la	- 6 6	-1																
interviewed	8			Number of	males intervie	wed	3								Number interview		aies		5														
							. A.	KEY PE	FORM	MANCE	ARFA	SCOF	ES																				
KEY:IMPROVEMENT	I K	FY: PFRFOMA	ANCE RATINGS				7	IXET I			711127			PI	ERFORM	ANCF	ARFAS	}															
RATINGS																																	
Improvement	Very Good	3.5-4	4											∞ v;							∞							ina	ח			×ω	
No Change	Good	2.5-3.4	3		on %	accessibility			Visibility &	age			ene	Management & Waiting Times			Dignified	ment			Cleanliness &				ety			& closing	es			compliments compliments	
Regression	Fair	1.5-2.4	2		Ocat	ces			'isibi	Sign			Onene	nage iiting			Dign	reat			Sanli				Safety			ing	times		Ì		,
	Poor	1-1.4	1		_	, 9g			>					Ma							ŏ							Opening	_		ç	3 8	
					12)	13)	14)														T			Т	T.	\prod							
					nprovement monitoring 1 (2012)	nprovement monitoring 2 (2013)	nprovement monitoring 3 (2014)		ing 1	Improvement monitoring 2	Improvement monitoring 3		Improvement monitoring 1	Improvement monitoring 2	ing 3		Improvement monitoring 1	Improvement monitoring 2	Improvement monitoring 3		Improvement monitoring 1	Improvement monitoring 2	ing 3	ing 1	Improvement monitoring 2	ing 3	,	ing 1	ing 2	ing 3		Improvement monitoring 1	Improvement monitoring 3
				score	oring	oring	oring	score	Improvement monitoring	nitor	nitor	core	nitor	nitor	Improvement monitoring	score	nitor	nitor	nitor	core	inito :		Improvement monitoring	olle pito		nifor	score	Improvement monitoring	Improvement monitoring	Improvement monitoring	score	nitor	nitor
				ne sc	ionitc	ionitc	onitc	ne so	t mc	t mc	t mc	Baseline score	t m	t mc	nt mc	ne so	t mc	t mc	ıt mc	Baseline score	# .	בן של זין של	Vement monito) E		. S	ne so	t mC	t mc	t mc	ne so	# E	t mc
				Baseline	ant m	ent m	m tm	Baseline	emer	emer	emer	aseli	emer	emer	emer	Baseline	emer	emer	emer	aseli	emer	emer	emer	dsell emer	emer	emer	Baseline	emer	emer	emer	Baseline	emer	emer
				Θ	veme	veme	veme	B	prov	prov	prov	B	prov	prov	prov	В	prov	prov	prov	B	prov	prov	prov			brov	,	prov	prov	prov	B	provi	prov
					mpro	mpro	mpro		트	트	틸		트	<u>=</u>	프		트	트	m m		틸		≦	<u> </u>	<u> </u>			트	트	트	3	≣ ≞	트
			Citizen	2.3	2.0	1.0	1.0	1.1													T		T	T	Т				П				
			Monitor	1.8	3.0	2.0	1.0																										
			Staff	2.5	2.0	4.0	1.0																										
Average score			Avg	2.2	2.3	2.3	1.0	1.1	####	#####	####	#####	####	#DIV/0!	#DIV/0!	#####	####	#####	####	### #	### #	## #	## #:	## ##	## ###	## ##	###	###	###	#DIV/0!	#### #	## ####	# ####
Trend			Trend		Improv	No change	Reg		####	#####	####		####	#DIV/0!	#DIV/0!		####	#####	####	#	### #	## #	##	##	## ##;	## ##	E	###	###	#DIV/0!	#	## ####	# ####
				**M	I <mark>Ionitors' n</mark> a	i <mark>Arrative o</mark> i	N THE SITE	FINDIN	IGS- F	or cor	mpleti	ion fo	l lowin	g Impro	vement	monit	oring	<mark>meeti</mark> n	ıg							_							

		IMPROVEMENT PLAN MONITORING REF	PORT- IMPROVEMENT MONITOR	ING 1 (2012)					
	Extract of the Improvement Plan-	Developed during the feedback meeting)		Imp	rovement plan trad	cking report-(Co	mpleted during i	mprovements m	onitoring meeting)
FSDM Improvement key performance area	Recommendations	Activity	Person responsible	Date of completion		Status of i	improvement pl	an (is there any	y progress)
					Complete	Will be complete	unlikely to be complete	Will not be complete	Comments

												,		_
Location & Accessibility Findings:	Recommendation 1:													
Visibility & Signage Findings:	Recommendation 2:													
Times	Recommendation 3:													
Findings:														
Dignified Treatment & Consultation Findings:	Recommendation 4:													
Findings:	Recommendation 5:													
Safety Findings:	Recommendation 6:													
Opening & closing times Findings:	Recommendation 7:													
Complaint Management System Finding:	Recommendation 8:													
Sector specific standards Finding:	Recommendation 9:													
Other Findings:	Recommendation 10:													
		IMPROVE	MENTS MON	IITORING REPORT-IMPRO	VEMENT MONITRING	2-(2013))							
	Extract of the Improvemen	t Plan-(Developed during the feedback mee	eting)							For con	npletion during i	mprovements mo	nitoring meetin	ng
FSDM Improvement key performance area	Recommendations	Activities		Responsibility		Action i		Escala	ation?	Responsibi	lity	Date	Comment	ts
						Υ	N	Υ	N					
Location & Accessibility Findings:	Recommendation 1:					Υ	N	Υ	N					
Findings:	Recommendation 1: Recommendation 2:					Υ	N	Y	N					
Findings: Visibility & Signage Findings: Queue Management & Waiting Times Findings:	Recommendation 2: Recommendation 3:					Y	N	Υ	N					
Findings: Visibility & Signage Findings: Queue Management & Waiting Times Findings:	Recommendation 2:					Y	N	Y	N					
Findings: Visibility & Signage Findings: Queue Management & Waiting Times Findings: Dignified Treatment & Consultation Findings:	Recommendation 2: Recommendation 3:					Y	N	Y	N					
Findings: Visibility & Signage Findings: Queue Management & Waiting Times Findings: Dignified Treatment & Consultation Findings: Cleanliness & Comfort Findings: Safety Findings:	Recommendation 2: Recommendation 3: Recommendation 4:					Y	N	Y	N					
Findings: Visibility & Signage Findings: Queue Management & Waiting Times Findings: Dignified Treatment & Consultation Findings: Cleanliness & Comfort Findings: Safety Findings:	Recommendation 2: Recommendation 3: Recommendation 4: Recommendation 5:					Y	N	Y	N					
Findings: Visibility & Signage Findings: Queue Management & Waiting Times Findings: Dignified Treatment & Consultation Findings: Cleanliness & Comfort Findings: Safety Findings:	Recommendation 2: Recommendation 3: Recommendation 4: Recommendation 5: Recommendation 6:					Y	N	Y	N					
Findings: Visibility & Signage Findings: Queue Management & Waiting Times Findings: Dignified Treatment & Consultation Findings: Cleanliness & Comfort Findings: Safety Findings: Opening & closing times Findings: Complaint Management System Findings:	Recommendation 2: Recommendation 3: Recommendation 4: Recommendation 5: Recommendation 6:					Y	N	Y	N .					

Other Findings: Recommendation 10:	
IMPROVEMENTS MONITORING REPORT-IMPROVEMENT MONITORING 3-(2014)	
Extract of the Improvement Plan-(Developed during the feedback meeting)	
FSDM improvement Recommendations Outputs-to achieve improvement Activity to achieve output Implementation By When Was the improvement Is the	Comments
performance area target (S/M/L) recommendation implementation	
implemented? (Y/N) recommendatio	
complete? (Y/N)	0
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	
Queue Management & Waiting 3.1	
Times	
Dignified Treatment & 4.1	
Consultation Consultation	
Cleanliness & Comfort 5.1	
	!
Safety 6.1	
	!
Opening & closing times 7.1	
	!
Complaint Management System 8.1	+
	!
Sector specific standards 9.1	
Sector specific standards 17.1	
Other 10.1	
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)	

PHOTOGRAPHIC EVIDENCE- IMPROVEMENTS MONITORING 2 (2013)
DUOTOCDA DINO FWIDENCE, IMPROVEMENTO MONITORINO 2 (2014)
PHOTOGRAPHIC EVIDENCE- IMPROVEMENTS MONITORING 3 (2014)
PHOTOGRAPHIC EVIDENCE- IMPROVEMENTS MONITORING 3 (2014)
PHOTOGRAPHIC EVIDENCE- IMPROVEMENTS MONITORING 3 (2014)
PHOTOGRAPHIC EVIDENCE- IMPROVEMENTS MONITORING 3 (2014)
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PHOTOGRAPHIC EVIDENCE- IMPROVEMENTS MONITORING 3 (2014)
PHOTOGRAPHIC EVIDENCE- IMPROVEMENTS MONITORING 3 (2014)

									INT OF PERI												
Name of Facility	Tonga Magis	strate Court					Type of fa	cility (leve	l)												
Province	Mpumalanga						Visit Refe	rence Num	ber												
Sector	Justice						Name of N	/lonitor			Sibongile								X Pro	vince	
Total number of citizens interviewed	8		Number	of males in	nterviewed	d		3		Number of	females int	erviewed									5
A. Key Performance areas	citize	n1 citizen	2 citizen3	citizen4	citizen5	citizen 6	citizenav	monitor1	monitor 2	monitor 3	monitor 4	monitor5	monitor6	monitor av	staff 1	staff 2	staff 3	staff 4	staff 5	staff 6	staff av
1. Location & Accessibility	1	2	2				1.7	2	2	4				2.7							-
2. Visibility & Signage							-							-							-
3. Queue Management & Waiting Times	5						-							-							-
4. Dignified Treatment							-							-							-
5. Cleanliness & Comfort							-							-							-
6. Safety							-							-							-
7. Opening & closing times							-							-							-
8. Complaint Management System							-							-							-
					**MONIT	ORS' NA	ARRATIVE (ON THE SI	TE FINDING	S- For com	oletion follo	wing Impro	vement mo	nitoring me	eting						