

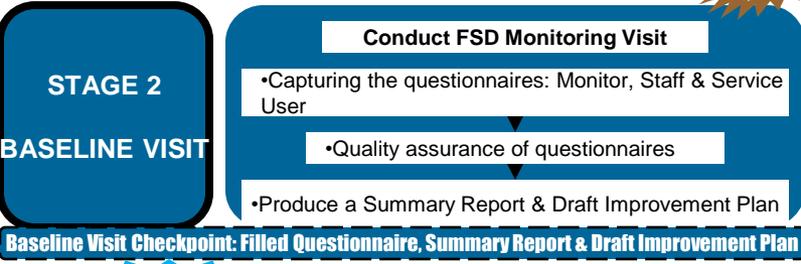
FSD OPERATIONS PROTOCOL

Submission period is between January & March Annually



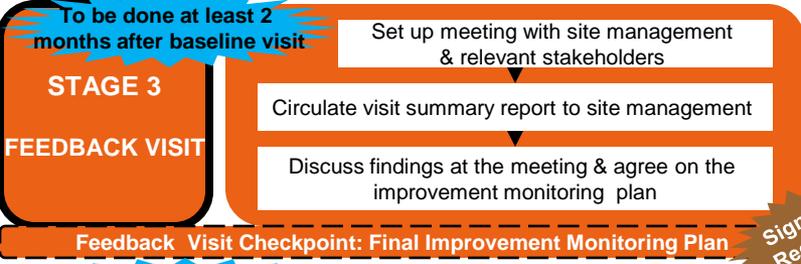
DESCRIPTION

This is the first step in the process for OoP to register their Annual Visit Schedule with the FSD national. The standard Annual Schedule Template will guide the OoP through the targeting strategy and require information about location, sector, and focus area. Should this stage of the process prove successful, the next step in the collaboration will be initiated to sign off the annual visit schedule. Submission will take place between January & March of every year.



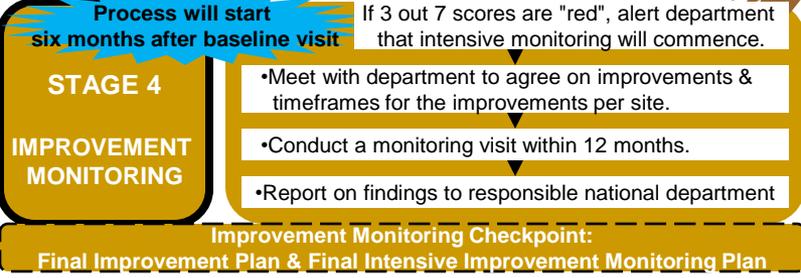
DESCRIPTION

This stage will start with a process of conducting an unannounced FSD Monitoring visit which is collection of baseline data from the citizen, staff & the monitor. This will be the first step in monitoring the improvements in the quality of service delivery. Then to prepare an improvement plan for implementation & monitoring.



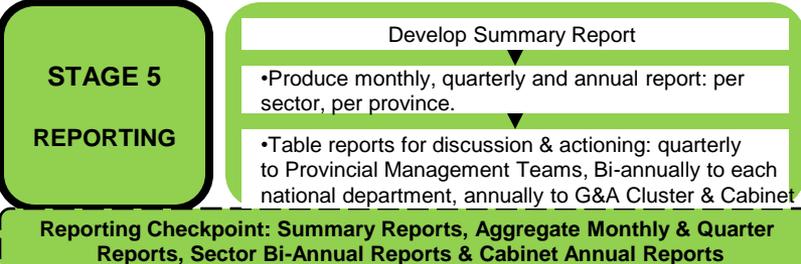
DESCRIPTION

This stage will involves conducting of a feedback meeting with site management to discuss the findings & recommendations of the baseline visit and agree on improvement monitoring plan.



DESCRIPTION

The purpose of this stage is to alert the Department that intensive monitoring, If 3 out of 7 scores are "red". During this stage also key Success case studies are identified and give recognition to good frontline service delivery practice



DESCRIPTION

The purpose of this stage is to report to all Stakeholder affected, site management, Provincial EXCO, Sector Departments & to Cabinet on the FSD finding & recommendation for mitigation & Improvements monitoring and best practice.

SUPPORT MATERIAL

- [Orientation Pack](#)
- [Facilities Data Base](#)
- [Baseline Visit Preparation](#)
- [Guidance Notes Preparation](#)
- [Site Visit Analysis](#)
- [Visit Summary Report](#)
- [Feedback Report](#)
- [Improvement Monitoring Plan](#)
- [Final Improvement Monitoring Plan](#)
- [Case Studies](#)
- [Reporting Documents](#)

FSD Guideline & Tools

- FSD Programme Framework
- Targeting Strategy
- Improvement Monitoring Strategy
- Guidance Notes
 - Preparation
 - Monitoring Visit
 - Reporting
- Annual FSD Visit Schedule Template
- FSD Questionnaire Template
- Summary Report Template
- Improvement Monitoring Template
- Case Study Template
- FSD Glossary of Terms
- FAQ

Reports & Presentation

- Overview Presentation
- Sector Findings Reports
- Monthly & Quarterly Report Template
- Sector Report Template
- Cabinet Report Template

STAGE 1: PREPARATION

PROCESS

DESCRIPTION

The purpose of this stage is to plan for the year for the joint FSD monitoring visits. The standard Annual Schedule Template requires the following information type of facility, name of facility, location, type of monitoring, DPME & OoP monitoring teams.

- (i) Production of an Annual Visit Schedule for each province in line with Targeting Strategy.
- (ii) Allocating monitoring teams for each visit and doing the logistic for preparation for the monitoring visits.
- (iii) Pre-visit briefing meeting for the monitoring team.

Prepare & Submit FSD Visit Schedule

Forward to National & Sectors for input

Acknowledge draft Visit Schedule

Monitoring Team Selection & Orientation

Complete & Submit Visit Schedule

Adjustments & Additional Information to Visit Schedule

Final Approval from FSD

Review & Provide Additional Information

PROGRAMME MANAGEMENT ROLE

GUIDE:
Support in preparing & reviewing Visit Schedules Submission (may include combined Provincial workshops)

APPROVE:
Annual Visit Schedule.

GUIDE:
Guidance on way forward in respect of processes & Procedures to be followed.

Approval Required

Submission period is between January & March Annually

SUPPORT MATERIAL

Inputs

- FSD Annual Visit Schedule Template
- Targeting Strategy
- Data Base of all service points
- FSD Guidance Notes, GIS Maps, Teams Contacts.

Outputs

- Approved Annual Visit Schedule
- Briefing packs & guidance notes
- Daily monitoring itinerary: Site & team details

Preparation Checkpoint: Approved Annual Visit Schedule

STAGE 2: BASELINE VISIT

(Conduct an unannounced 1st FSD monitoring visit)

PROCESS

DESCRIPTION

The purpose of this stage is to conduct an unannounced FSD Monitoring visit which is the collection of baseline data from the citizen, staff & the monitor. This will be the first step in monitoring the improvements in the quality of service delivery. Then to prepare an improvement plan for implementation & monitoring.

- (i) Meet the service site manager & brief him/her about the intended monitoring visit.
- (ii) Conduct an unannounced baseline monitoring visit - Administer 3 Questionnaires: Staff, Service User & Monitor
- (iii) Compile the summary report with draft improvements monitoring plan
- (iv) Quality checking by the team leader and electronic capturing of the scores

FSD Monitoring Questionnaire

THIS STEP INVOLVES:

- Filling in the questionnaires: Monitor, Staff & Service User
- Quality assurance of all filled in questionnaires
- Photographic evidence of the findings
- Produce a Summary Report: draft Improvement Monitoring Plan

OUTPUTS:

- *Filled Questionnaires.
- *Summary Report.
- *Evidence (Photo's & other documents)
- *Stakeholder Engagement Report

PROGRAMME MANAGEMENT ROLE

GUIDE:

Provide guidance in respect of FSD monitoring Visits & will assist as Monitors

GUIDE:

Guidance Note Preparation:
 *Questionnaire,
 *Visit Preparation,
 *Monitoring Visit
 *Reporting

Review QA:
Filled Questionnaire,
Summary Report &
Draft Improvement Plan

GUIDE:

Guidance on way forward in respect of Processes & Procedures to be followed.

SUPPORT MATERIAL

Inputs

FSD Questionnaire

- Questionnaire Template

Guidance Notes

- Guidance Note on Preparation
- Guidance Note on FSD Monitoring Visit
- Guidance Note on FSD Report

Summary Report

- Summary Report Template

Improvement Plan

- Improvement Monitoring Plan Template

Outputs

- Completed questionnaires from the teams
- Quality checked excel field questionnaires
- Summary report with draft Improvements Plan
- Stakeholder Engagement Report
- Visit Analysis Checklist

Baseline Visit Checkpoint:
Filled Questionnaire, Summary Report & Draft Improvement Plan

To be done at least 2 months
After Baseline Visit

STAGE 3: FEEDBACK VISIT

PROCESS

DESCRIPTION

The purpose of this stage is to conduct a feedback meeting with site management to discuss the findings & recommendations of the baseline visit and agree on improvement monitoring plan.

- (i) Alert site management about the planned feedback meeting.
- (ii) Send draft findings at least 5 days before the meeting.
- (iii) Conduct the feedback meeting - discuss the findings & agree on improvement monitoring plan.
- (iv) Update the baseline report if needed.

FSD Monitoring Feedback Visit

THIS STEP INVOLVES:

- Visit Summary Report
- Draft Improvements Plan
- Set up meeting with site management & relevant stakeholders
- Circulate visit summary report to site management (at least 5 days)
- Discuss findings at the meeting and make changes to the summary report, if necessary
- Agree on the improvement monitoring plan

Adjust and Submit Final Improvement Plan

Feedback Visit Checkpoint: Final Improvement Plan

PROGRAMME MANAGEMENT ROLE

GUIDE:
• Guidance in respect of Feedback Visit

GUIDE:
• Preparation of Visit Summary Report
• Preparation of draft Improvement Plan

REVIEW & APPROVE:
Final Improvement Plan

GUIDE:
Guidance on way forward in respect of Processes & Procedures to be followed

Sign Off Required

SUPPORT MATERIAL

Inputs

- Visit Summary Report
- Draft Improvements Plan

Outputs

- Final Improvements Plan
- Feedback Report

Process will start six months after Baseline Visit

STAGE 4: IMPROVEMENT MONITORING

PROCESS

DESCRIPTION

The purpose of this stage is to alert the site management that improvement monitoring is required. During this stage also key success case studies are identified and give recognition to good frontline service delivery practice

- (i) Meet with service site to agree on improvements and timeframes for the improvements per site.
- (iii) Conduct a second visit within 6 months.
- (iv) Produce a score card to assess improvements in scores after baseline visit.
- (v) Report on findings to responsible site management , national department & to Cabinet

Improvement Monitoring

THIS STEP INVOLVES:

- Identification of sites for improvements support (Criteria 3 or more out 7 red)
- Meetings with departments & OoP agree on intensive support
- Undertake unannounced monitoring Visit & produce Summary Report
- Report back to sectors department

Intensive Improvement Monitoring 4.1

Improvement Monitoring Checkpoint: Final Improvement Monitoring Plan

PROGRAMME MANAGEMENT ROLE

GUIDE:

- Guidance in respect of Improvement Monitoring Plan

GUIDE:

- Preparation of Improvement Monitoring Plan

REVIEW & APPROVE: Final Improvement Plan

GUIDE:

Guidance on way forward in respect of Processes & Procedures to be followed.

SUPPORT MATERIAL

Inputs

- Targeting Strategy
- Annual Visit Schedule
- Case Study Template

Outputs

- Improvements Monitoring Report
- Case Study
- Progress Report in the Annual Cabinet Report

Process will start immediately after Baseline Visit

STAGE 4.1: INTENSIVE IMPROVEMENT MONITORING

PROCESS

DESCRIPTION

The purpose of this stage is to alert the sector department that intensive improvement monitoring is required. During this stage also key success case studies are identified and give recognition to good frontline service delivery practice

- (i) If 3 out of 7 scores are "red", alert department that intensive monitoring will commence.
- (ii) Meet with department to agree on improvements and timeframes for the improvements per site.
- (iii) Conduct a second visit within 6 months.
- (iv) Produce a score card to assess improvements in scores after baseline visit.
- (v) Report on findings to responsible national department & to Cabinet

Intensive Improvement Monitoring

THIS STEP INVOLVES:

- In a case of severe dysfunctionality OR If 3 out of 7 scores are red an Intensive Improvement Plan is to be developed, and alert department that intensive monitoring will commence.
- National & Provincial Task Team to be established
- Intensive Improvement Plan to be prepared, agreed on & Implemented.
- OoP & DPME to Monitor the Intensive Improvement Plan
- Undertake unannounced Monitoring Visit (2nd Visit) & produce Summary Report
- Report back to sectors department

**Improvement Monitoring Checkpoint:
Final Intensive Improvement Monitoring Plan**

PROGRAMME MANAGEMENT ROLE

GUIDE:

- Guidance in respect of Intensive Improvement Monitoring.

GUIDE:

- Preparation of Intensive Improvement Monitoring Plan

**REVIEW & APPROVE:
Final Intensive Improvement Plan**

GUIDE:

- Guidance on way forward in respect of Processes & Procedures to be followed.

Memorandum of Agreement

SUPPORT MATERIAL

Inputs

- Targeting Strategy
- Annual Visit Schedule
- Case Study Template

Outputs

- Intensive Improvements Monitoring Report
- Case Study
- Progress Report in the Annual Cabinet Report

STAGE 5: REPORTING

PROCESS

DESCRIPTION

The purpose of this stage is to report to all stakeholder affected, site management, Provincial EXCO, Sector Departments & to Cabinet on the FSD finding & recommendation for mitigation & Improvements monitoring and best practice.

- (i) Produce monthly, quarterly & annual report: per sector, per province
- (ii) Table reports for discussion and actioning: quarterly to Provincial Management Teams, Bi-Annually to each National Sector Department, Annually Reporting to G&A Cluster and Cabinet.

FSD Monitoring Reporting

- Develop Summary Report
- Analyse Summary Report & Questionnaire Data
- Compile a stakeholder engagement report after visit
- Aggregate monthly & quarterly data
- Compile sector bi-annual reports
- Compile cabinet annual report

Quarterly Reporting

THIS STEP INVOLVES:

- Tabling FSD Quarterly Report finding to EXCO (at least 5 days)
- Tabling findings at the National M&E Forum

Bi-Annual Sector Reporting

THIS STEP INVOLVES:

- Set up meeting with Sector Department's management
- Circulate Sector findings report to management (at least 5 days)
- Discuss the national findings & agree on Improvement Monitoring Plan.

Annual Cabinet Reporting

THIS STEP INVOLVES:

- Draft Annual Report for programme for DG's comments.
- Finalise report, obtain Approval from management team & submit to provincial M&E Forum, G&A cluster & Cabinet.

PROGRAMME MANAGEMENT ROLE

GUIDE:

- Guidance in respect of Monitoring Reporting

GUIDE:

- Preparation of monthly, quarterly, Bi-Annual Sector Report, & Annual Cabinet Report

REVIEW & APPROVE:

EXCO – Quarterly Report
DG's – Annual Cabinet Report

GUIDE:

Guidance on way forward in respect of Processes & Procedures to be followed.

SUPPORT MATERIAL

Inputs

- Monitoring Visit Data (web based)
- Stakeholders Engagement Template
- Sector Reporting Template
- Cabinet Reporting Template

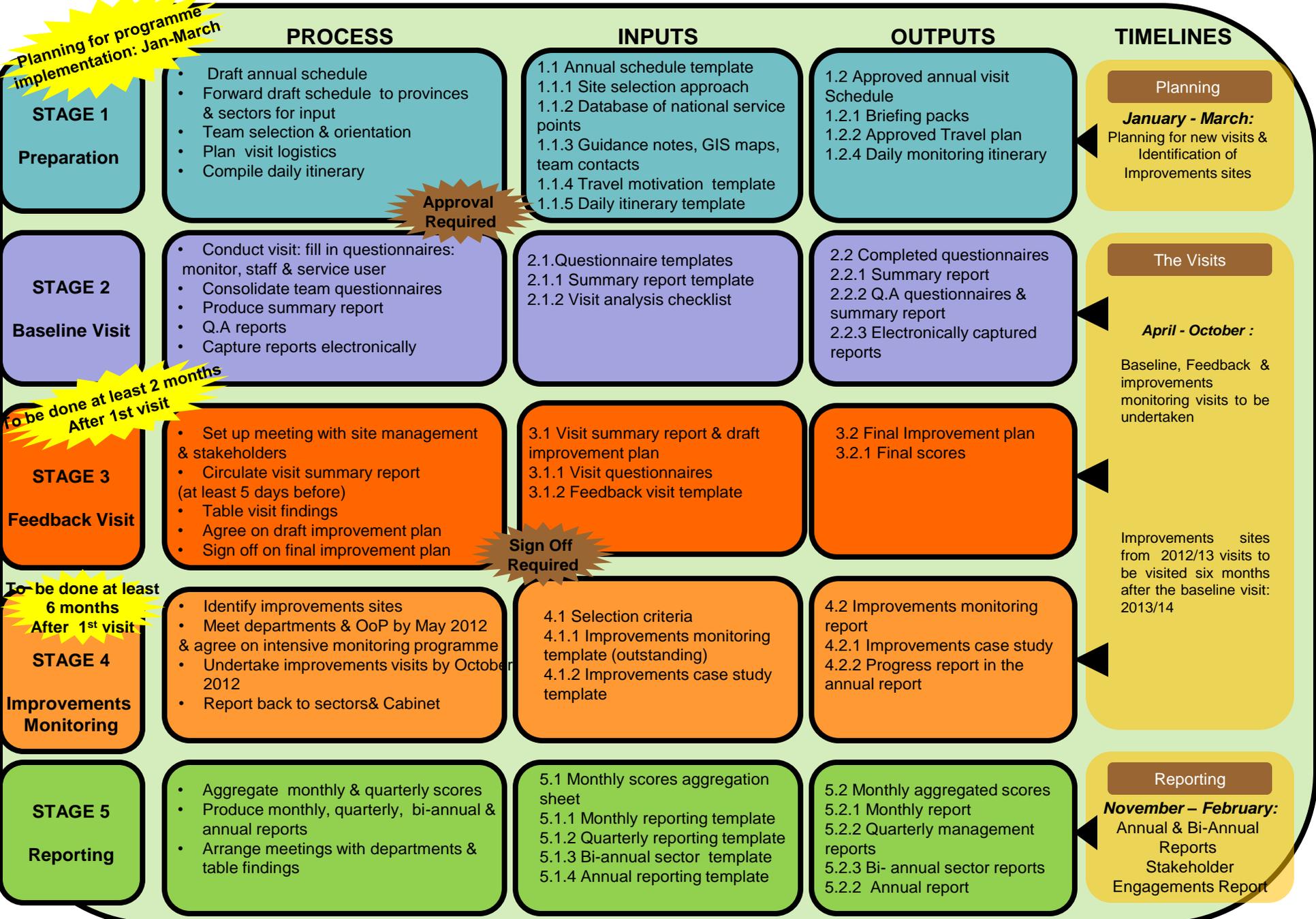
Outputs

- Monthly Report (internal)
- Stakeholders Engagement Report
- Quarterly top management reports
- National Sector Reports
- Cabinet Report

FSD Reporting Checkpoint: Summary Reports, Aggregate Monthly & Quarter Reports, Sector Bi-Annual Reports & Cabinet Annual Reports

FSD PROCESS MAP

Planning for programme implementation: Jan-March



Approval Required

To be done at least 2 months After 1st visit

Sign Off Required

To be done at least 6 months After 1st visit