Th	e Presidency: Depa	rtment of Planning, Monito	oring and Evaluation						Office of The Pro	emier:	Province		
	ontline Service Deli	very Monitoring: Transport	(DLTC)						1		Visit Reference Number		
	Details of FSD Mor	nitoring Site											
	Name of Facility								Type of office (level)				
	District												
	Municipality												
	Street Address												
	GIS coordinates								Date of monitoring	visit	DD/MM/YYYY		
	Type visit	Baseline	Improvements monitoring	1 []: []3	□ 4 [_ 5						
	Details of Staff Me	nber											
	First Name												
	Last Name									Telephone			
	Gender	Male		Female					Contact Details	E-mail			
	Designation (Level									Other			
	Race	African	Coloured		Asian White					Yes 🗌	No 🗌		
	Name of monitor												
А					GENERIC	PUBLIC SER	VICE QUALIT	TY OF SER	VICE PERFORMAN	CE AREAS			
	A. Performance Ar	eas							Comments				
1	Location & Access	ibility											
1.1	According to your from the surround	knowledge, how long do	es it take the citizens acility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr					
1.2	According to your surrounding area	citizens from the el to get to the facility?	1-5 km	6-10 km	11-16km	> 20 km							
	According to your citizens take to go	knowledge, what mode et to this facility?	of transport do most	Walk	Private	Public	Other						
		ith rails at the entrance of collities & the elderly to ac		Yes		No							
		acility, are there provision elderly & the disabled?	ns to allow ease of	Yes No C									
	Location & Access	ibility		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: Is there a signboard that contains information on services?	Yes		No		
2.4	Internal signage: Is there a signboard that contains information on costs?	Yes		No		
2.5	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No		
2.6	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No		
2.7	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No		
2.8	Do facility staff wear name tags at all times?	Yes		No		
2.9	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 the 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		
3.4	Is there a help desk to assist citizens in filling forms?	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 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 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		
5.4	Is the office equipment (faxes, telephones, computers, air conditioning) in working 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		
	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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards at the facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
6.4	Does this service centre have a first aid kit in place?	Yes		No		
6.5	Are there internal access control measures around places such as the cashier work stations, filling rooms, server & strong rooms?	Yes		No		
	Safety	1 🗆	2 🗆	з 🗆	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						
7.3	Are there 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 4									closing times of this facility ood, 4 Very good)
8.	Complaints & Compliments Management System									
8.1	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No						
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?		No							
8.3	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints, etc)?	Yes		No						
8.4	Does the facility conduct citizen satisfaction surveys every six months?	Yes		No						
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4 🗆					& compliments system of this facility ood, 4 Very good)
B. Se	ctor Specific Standards									
1	Service standards						Tick t	he appr	priate	Comments
1.1	Does this customer contact centre have minimum service level agree	ements i	in place?			Yes		No		
1.2	If yes, are the prescripts of the agreement adhered to?					Yes		No		
2	Turn around times for the issuing of licences						Tick t	he appro	priate	Comments
2.2	Is the 10 days turn around time for processing applications on license	es achie	vable/ real	listic?		Yes		No		
2.3	Is there a system for monitoring turnaround times on applications?					Yes		No		

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The	Presidency: Depart	tment of Planning N	Monitoring and Evaluation						Office of	The Pre	mier:	_ Province	
Fron	tline Service Delive	ery Monitoring: Tra	nsport (DLTC)										Visit Reference Number
	en Questionnaire												
Details	of Citizen												
	First Name									Teleph	one		
	Last Name								Contact Details	E-mail			
	Gender	Male \square		Female						Other			
	Race	African	Coloured		As	sian]	Whi	te]	Disability		Yes 🗌	No 🗌	
	Name of facility												
	Type of visit	Baseline Visit			Improveme	nts monitorin	g 1 [2	3 🔲 4	<u></u> 5	5 <u></u> 6		
	Name of monitor						Date of moni	toring visi	t	DD/MN	I/YYYY		
А	Performance Area	s							Comments				
1	Location & Access	sibility											
1.1	How long did it ta	ake you to get to th	nis facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr					
1.2	How far did you h	nave to travel to ge	et to this facility?	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km					
1.3	What mode of tra	ansport did you us	e to get to this facility?	Walk	Bus	Taxi	Other						
1.4	Is there a ramp w	vith rails at the ent bilities & the elder	rance of the building to assist ly to access the building?	Yes		No							
1.5	When inside the ease of movemen	facility, are there int for the elderly &	nternal ramps to allow for the disabled?	Yes		No							
		Location & Acc	cessibility	1 🗆	2 🗆	3 🗆	4 🗆		How would Score: 1 - 4	you rate (1 Poor	e accessibili r, 2 Fair, 3 G	ty and locatio	n of this facility pod)

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/ signboard at the main gate/entrance of this facility?	Yes		No		
2.3	External signage: Is there a signboard that contains information on services?	Yes		No		
2.4	Internal signage: Is there a signboard that contains information on costs?	Yes		No		
2.5	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No		
2.6	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No		
2.7	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No		
2.8	Do facility staff wear name tags at all times?	Yes		No		
2.9	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 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 this 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	Is there an offical assigned to assist citizens in filling forms?	Yes		No		
			2			How would you rate queue management & waiting times in this facility

4	Dignified Treatment					
	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	Did the staff member assisting you seem to be knowledgeable with the work they were doing?	Yes		No		
4.4	When attending to you, was the 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 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	Are the facility's toilets clean and well maintained?	Yes		No		
5.5	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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards at the facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	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	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	Yes		No		
	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	e Presidenc	y: Department	of Planning, Monit	oring and Evaluat	ion						Office of The Pren	nier:	_Province
Fro	ontline Servi	ce Delivery Mo	nitoring: Transpor	t (DLTC) Monitor	Questionnaire								Visit Reference Number
	Details of I	Monitor											
	Name												
	Department												
	Persal Nun	nber				1	1						
	Gender		Male	Female					1			T.	
	Race		African		Coloured		A	sian	Whi	te	Disability	Yes □ No	
		Telephone											
	Contact Details	E-mail											
	,	Other											
	Name of Fa	cility											
	Date of vis	t	DD/MM/YYYY	Baseline visit		Improvem	ents monito	ring 1	□ ₂ □ ₃	4	5 🗆 6		
Α	Performan	ce Areas	1								Comments		
1	Location &	Accessibility											
####	According to areas to get	your knowledg to this facility?	e, how long does it	ake the citizens fro	om the surrounding	<15 min	16-30 min	31-45 min	46- 1 hr	>1 hr			
####	According to have to trav	your knowledg	e, how far do citizen acility?	s from the surround	ding areas generally	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km			
####	According to your observations, what mode of transport do most citizens take to get to this facility? According to your observations, what mode of transport do most citizens take to get to Walk Public Private Other Company Company												
####	### Is there a ramp with rails at the entrance of the building to assist citizens with disabilities Yes No												
	When inside the facility, are there internal ramps to allow for ease of movement for the elderly & the disabled?							No					
	Location & Accessibility						2 🗆	3 🗆	4 🗆		How would you rate Score: 1 - 4 (1 Poor, 2		ocation of this facility ery 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 signboard at the main gate/entrance to this facility?	Yes		No		
2.3	External signage: Is there a signboard that contains information on services?	Yes		No		
2.4	Internal signage: Is there a signboard that contains information on costs?	Yes		No		
2.5	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No		
2.6	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No		
2.7	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No		
2.8	Are facility staff wearing name tags?	Yes		No		
2.9	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, citizens with disabilities & sickly (including pregnant women)?	Yes		No		
3.4	Is there a help desk to assist citizens in filling forms?	Yes		No		
	Queue Management & Waiting Times	1 □	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					
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	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 🗆	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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards at the facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
6.4	Does this service centre have a first aid kit in place?	Yes		No		
6.5	Are there access control measures around places such as the cashier work stations, filling rooms, server & strong rooms?	Yes		No		
6.5	Are there access control measures around places such as the cashier work stations, filling rooms, server & strong rooms? Safety	Yes	2 🗆	No	4 🗆	How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
			1			
7	Safety Opening & Closing Times Are the opening and closing times displayed outside the main gate or entrance of the		1			
7.1	Safety Opening & Closing Times Are the opening and closing times displayed outside the main gate or entrance of the facility? According to your observation at the time of the monitoring visit, were the opening & closing times adhered to?	1 🗆	2 🗆	3 🗆	4 🗆	
7.1	Safety Opening & Closing Times Are the opening and closing times displayed outside the main gate or entrance of the facility? According to your observation at the time of the monitoring visit, were the opening &	1 🗆 Yes	2 🗆	3 🗆 No	4	Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
7.1	Safety Opening & Closing Times Are the opening and closing times displayed outside the main gate or entrance of the facility? According to your observation at the time of the monitoring visit, were the opening & closing times adhered to?	1 Yes	2 🗆	No No	4	
7 7.1 7.2 7.3	Safety Opening & Closing Times Are the opening and closing times displayed outside the main gate or entrance of the facility? According to your observation at the time of the monitoring visit, were the opening & closing times adhered to? Did you observe any disruption to service due to tea breaks, lunch breaks or staff meetings?	Yes Yes Yes	2	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
7 7.1 7.2 7.3 8 8.1	Safety Opening & Closing Times Are the opening and closing times displayed outside the main gate or entrance of the facility? According to your observation at the time of the monitoring visit, were the opening & closing times adhered to? Did you observe any disruption to service due to tea breaks, lunch breaks or staff meetings? Opening & Closing Times Complaints & Compliments Management System Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes Yes Yes	2	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
7 7.1 7.2 7.3 8 8.1	Safety Opening & Closing Times Are the opening and closing times displayed outside the main gate or entrance of the facility? According to your observation at the time of the monitoring visit, were the opening & closing times adhered to? Did you observe any disruption to service due to tea breaks, lunch breaks or staff meetings? Opening & Closing Times Complaints & Compliments Management System	Yes Yes Yes 1		No No No 3	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 8.1 8.2	Safety Opening & Closing Times Are the opening and closing times displayed outside the main gate or entrance of the facility? According to your observation at the time of the monitoring visit, were the opening & closing times adhered to? Did you observe any disruption to service due to tea breaks, lunch breaks or staff meetings? Opening & Closing Times Complaints & Compliments Management System Is there an identified/ labelled complaints & compliments box / register in the facility? Are the guidelines/ procedures displayed in a place where citizens can easily see or	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
7 7.1 7.2 7.3 8 8 8.1 8.2 8.3	Safety Opening & Closing Times Are the opening and closing times displayed outside the main gate or entrance of the facility? According to your observation at the time of the monitoring visit, were the opening & closing times adhered to? Did you observe any disruption to service due to tea breaks, lunch breaks or staff meetings? Opening & Closing Times Complaints & Compliments Management System Is there an identified/ labelled complaints & compliments box / register in the facility? Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes Yes Yes Yes Yes Yes		No No No 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

С	Summary of Findings and Recommendations (For completion during de-briefing)												
	Performance Areas	Key Findings	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												
10	Are there any good practises / procedures to be noted?												

		4											
The P	residency: Departmen	t of Planning, Monitoring and Evaluation	on			fice of The Premie	r:P	ovince					
Fronti	line Service Delivery M	onitoring: Education (School)							Visit Reference Number				
Staff (Questionnaire												
	Details of FSD Monito	oring Site											
	Name of School												
	District												
	Municipality												
	Street Address												
	GIS coordinates												
	Type of visit	Baseline visit	Improvements monitoring 1	1 3	<u> </u>	6							
	Date of visit	DD/MM/YYY	•										
	Type of school	Primary	school	Secondary School	Combine	ed School	Other	· 🗆					
	Number of registered learners												
	Details of Staff Memb	er											
	First Name												
	Last Name								Telephone				
	Gender	Male		Female				Contact Details	E-mail				
	Designation (Level)								Other				
	Race	African	Coloured	Asi	ian 	Wh	Dis	sability	Yes 🗌	No 🗆			
	Name of Monitor												

A	Performance Areas				Comments		
1	Location & Accessibility						
1.1	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	
1.2	According to your knowledge how far do most learners reside?	<3km	4-10km	11-20km	>20km		
1.3	According to your knowledge, what mode of transport do most learners take to get to this school?	Walk	Private	Public	Other		
1.4	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			
1.5	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)
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	Internal signage: Does the signage inside direct learners/ parents to where teaching or the administrative block areas are?	Yes		No			
2.5	Do teachers & administrative staff wear name tags at all times?	Yes		No			
2.6	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						
3.1	Is there an assembly area 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 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		
4.2	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	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 (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	Do you feel safe in and around the school?	Yes		No		
6.2	Are there security guards at the school?	Yes		No		
6.3	Are there health & safety procedures displayed at the school, to assist learners in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
6.4	Does this school have a first aid kit in place?	Yes		No		
6.5	Is there perimeter fencing around 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 🗆	How wo	ould yo 1 - 4 (1	ou rate op Poor, 2 F	ening & closin air, 3 Good, 4	g times of this school Very good)
8	Complaints & Compliments Management System			·	•					
8.1	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No						
8.2	Are there guidelines displayed in a place where they can easily be seen or accessed?	Yes		No						
8.3	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	Yes		No						
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4 🗆	How wo	ould yo 1 - 4 (1	ou rate co Poor, 2 F	mplaints & cor air, 3 Good, 4	mpliments of this school Very good)
В	Sector Specific Standards									
1	Teacher attendance						Tick t	the appro	priate	Comments
1.1	Is teacher attendance recorded?					Yes		No		
1.2	Does the school achieve the departmental norm for teachers to be at school to	eaching f	for 7 hours	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	Did the school order adequate stationery for the year?					Yes		No		
3	Teaching support						Tick t	the appro	priate	Comments
3.1	Does the school have the necessary support material (faxes, computers, telep	hones, i	nternet etc)	?		Yes		No		
3.2	Does this school have a sports ground/s?					Yes		No		
3.4	Does this school have a library / science lab?					Yes		No		

The	Presidency: Dep	partment of Planning,	Monitoring and Evaluation	Office of	f The Pi	remier: _	Pr	ovince								
	ntline Service l zen Questionn		g: Education (Schools)					Visit Refe	erence Number							
Details	of Citizen															
	First Name									Telephon	e					
	Last Name			Contact Details												
	Gender	Male		Female						Other						
	Race	African	Coloured		As [sian 	Wh		Disability Yes			No				
	Name of Facility								Name of Monito	or						
	Type of visit	Baseline visit	Improvements monitoring 1 2] 3 [_ 4 [
	Date of monitoring visit	DD/MM/YYY														
Α	Performance Areas								Comments							
1	Location & Accessibi	lity														
1.1	How long did it ta	ake you to get to this sc	hool?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr								
1.2	How far did you h	nave to travel to get to t	his school?	<3km	4-10km	11-20km	>20km									
1.3	What mode of tra	ansport did you use to g	get to this school?	Walk	Private	Public	Other									
			the building to assist learners/) to access the school building?	Yes		No										
		school, are there provisents with disability?	sions to allow ease of movement	Yes		No										
		Location & Acc	essibility	1 🗆	2 🗆	3 🗆	4 🗆		How would you				of this school			

2	Visibility & Signage					
	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	Internal signage: 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 🗆	3 🗆	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 area 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 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		
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 (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	Do you feel safe in and around the school?	Yes		No		
6.2	Are there security guards at the school?	Yes		No		
6.3	Are there health & safety procedures displayed at the school, to assist learners in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
6.4	Is there perimeter fencing around the school?	Yes		No		
	Safety	1 🗆	2 🗆	3 🗆		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					
	Is there an identified/ labelled complaints & compliments box / register in the school?	Yes		No		
8.7	Are there guidelines displayed in a place where they can easily be seen or accessed?	Yes		No		
8.3	Does the school have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	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)

			(Tit							
Ti	e Presidency	: Department of Pla	anning, Monitoring a	nd Evaluation					Office of The Premier:Provin	ce
Fr	ontline Servic	e Delivery Monitori	ing: Education (Scho	pol) Monitor Questionnaire						Visit Reference Number
			g. Laucation (con-							
	Details of N	lonitor	1							
	Name									
	Departmen									
	Persal Num	ber	African	Coloured	(Sender	Male Asian	Female White		T
	Race								Disability Yes	No
	Contact	Telephone								
	Details	E-mail								
	Name of Fa	Other								
	Name of Fa		DD/MM/YYYY E	Baseline visit			_			
Α	Performai		DD/MMV1111	paseline visit	Improvemen	ts monitoring	1 2	3 4 5	Comments	
1		& Accessibility								
####			on, how long does it	take learners from the surrounding	<15 min	16-30 min	31-45 min	46-1 hr >1 hr		
	areas to go	et to this facility?			<3km	4-10km	11-20km	>20km		
				learners travel to get to this school?	Walk	D		Other		
	According this facility		on, what mode of tra	ansport do most citizens take to get to	Walk	Bus	Taxi			
			entrances to the bui) to access the sch	lding to assist learners/ parents (in ool building?	Yes		No			
####	When inside	de the school, are lity?	there provisions to	allow ease of movement for learners	Yes		No			
			Location & Acce	essibility	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate accessibility and location of this s Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)	school
:	Visibility 8	& Signage			 	· ·	1	_		
2.	External s school?	ignage: Is there v	visible signage on th	ne roads or paths leading to this	Yes		No			
				t the main gate/entrance of this school?	Yes		No			
2.3	Internal si surroundin	gnage: Does the g area?	signage reflect the	dominant language(s) of the	Yes		No			
2.4		gnage: Does the tive block areas ar		ct learners where the classes/	Yes		No			
2.5	Do teache	rs & administrative	e staff wear name ta	ags at all times?	Yes		No			
2.6	Are conta	ct details of the pri	incipal/ managemer	nt displayed in the administrative block?	Yes		No			
			Visibility & Si	gnage	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 area 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 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		
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 (1 Poor, 2 Fair, 3 Good, 4 Very good)
5	Cleanliness & Comfort			<u> </u>		
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		
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 (for 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	Do you feel safe in and around the school?	Yes		No		
6.2	Are there security guards at the school?	Yes		No		
6.3	Are there health & safety procedures displayed at the school, to assist learners in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
6.4	Does this school have a first aid kit in place?	Yes		No		
6.5	Is there perimeter fencing around 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		2 🗆	з 🗆	4 🗆	How would you rate opening Score: 1 - 4 (1 Poor, 2 Fair, 3	& closing times of this school Good, 4 Very good)
8 Complaints & Compliments Management System						
8.1 Is there an identified/ labelled complaints & compliments box / register in the school?	Yes		No			
8.2 Are there guidelines displayed in a place where they can easily be seen or accessed?	Yes		No			
Does the school have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	Yes		No			
Complaints & Compliments Management System 1		2 🗆	3 🗆	4 🗆	How would you rate complai Score: 1 - 4 (1 Poor, 2 Fair, 3	ints & compliments system of this school Good, 4 Very good)
C Summary of Findings and Recommendations						
Performance Areas		Key Findin	gs			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						

The	Presidency: Depa	rtment of Plannin	ng, Monitoring and Evalua	tion				0	ffice of The Pre	emier:	Provi	nce					
Fro	ntline Service Deliv	very Monitoring:	Social (SASSA)										Visit	t Reference Nu	umber		
Sta	ff Questionnaire																
	Details of FSD Mor	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			Baseline visit		Improvem	ents	monitoring	1	□ 3	_4	□	□ 6			
	Details of Staff Me	mber								_							
	First Name									Telephone							
	Last Name								Contact Details	Email							
	Gender	Male \square		Female						Other							
	Race	African	Coloured		Asian			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	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	Is there a ramp with rails at entrances to assist citizens with disabilities & the elderly to acess 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 🗆	3 🗆	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: Is there a signboard that contains information on services?	Yes		No			
2.4	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No			
2.5	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No			
2.6	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No			
2.7	Do facility staff wear name tags at all times?	Yes		No			
2.8	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 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			
	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			
	How much time do citizens spend in 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					
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 ablution facilities / 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 Average, 3 Good, 4 Very good)
6	Safety					
6.1	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards at the facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		

6.4	Does this facility have a first aid kit in place?	Yes		No		
	Safety	1 🗆	2 🗆	з 🗆	4 🗆	How would you rate safety of this facility Score: 1 - 4 (1 Poor, 2 Average, 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		
7.3	Are there 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 opening & closing times of this facility Score: 1 - 4 (1 Poor, 2 Average, 3 Good, 4 Very good)

8	Complaints & Compliments Management System							
8.1	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No				
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No				
	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	Yes		No				
	Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4 🗆			ou rate complaints & compliments of this facility 1 Poor, 2 Fair, 3 Good, 4 Very good)
В	Sector Specific Standards: SASSA							
1	Turnaround times for applications for social grants from curr	ent avera	ge of 3 days.		Ticl	k the approp	riate	Comments
	Do you know about the national target of 3 days turnarous ocial grants?	und time	s for applicat	ions 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 tu	n around tim	ne on	Yes		No 🗌	
1.4	Is there a monitoring system for turn around times on ap	plication	s?		Yes		No 🗌	

The	Presidency: Dep	partment of Plan	ning, Monitoring and Evaluati	on					Office of	f The P	remier:	Province	1		
	ntline Service I zen Questionna		oring: Social (SASSA)										Visit Refer	ence Number	
		u •													
	of Citizen 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 vi	sit 🗌		Improvements	monitoring	1 [3	4	56			
	Name of Facility								Name of Monite	or					
Α	Performance Areas								Comments						
1	Location & Accessibil	lity													
1.1	How long did it ta	ke you to get to t	his 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 g	get to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr							
1.3	What mode of tra	nsport did you us	se to get to this facility?	Walk	Public	Private	Other								
	Is there a ramp in disabilities & the e		building to assist citizens with the building?	Yes		No									
	When inside the fease of movemen		internal ramps to allow for & the disabled?	Yes		No									
		Location & Ac	ccessibility	1 🗆	2 🗆	3 🔲	4 🗆		How would you	ou rate lo Poor, 2	cation & acce Fair, 3 Good,	essibility of this fa 4 Very good)	ncility		

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: Is there a signboard that contains information on services?	Yes		No			
2.4	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? i.e. visuals/symbols	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 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			
	3						

4	Dignified Treatment					
	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	Are the facility's ablution facilities clean and well maintained?	Yes		No		
5.5	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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards in this facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
	Safety	1 🗆	2 🔲	з 🔲	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					
	Are the 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		
	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		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	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No		
	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	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)

			(To																			
The P	residency: C	Department of Pla	nning, Monitoring	and Evalua	ation							Office of Th	ne Premier:		Province)						
Front	ine Service	Delivery Monitori	ng: Social (SASSA) Monitor C	Questionnaire													Visit I	Reference N	umber		
	etails of Mon																					
	ame	iitor																				
	epartment																					
	ersal Numbe	er .																				
		Telephone																				
	Contact	E-mail																				
	Details	Other																				
G	ender																					
	ace		Male African		F	emale Coloured		Ą	sian	Wh	ite	Disability	Ye	es 🗌	No							
	ame of Facili	16						L				Disability	16	:s 🗀	140							
		щ			Г																	
D	ate of visit		DD/MM/YYYY	Baseline	visit L		Improveme	nts monitoring	1	□ 3 □4	<u>_</u>]									
AP	erformance i	Areas										Comments										
1 L	ocation & Ac	cessibility																				
		your knowledge of to get to the fa	, how far do citize cility?	ens from ti	the surrounding	g areas generally	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km											
		your observatio to this facility?	n, how long does	it take the	e citizens from	the surrounding	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr											
1.3 A	ccording to	your observatio	n, how do most c	itizens get	et to this facility	?	Walk	Public	Private	Other												
1.4 e	there a ran	np with rails in the	ne front of the bui pregnant women	lding to as to access	ssist citizens w s the building?	ith disabilities, the	Yes		No													
1.5 V	/hen inside derly & the	the facility, are t	here internal ram	ps to allow	w for ease of m	novement for the	Yes		No													
			Location & Ac	cessibility	/		1 🔲	2 🔲	3 🔲	4 🗀		How would you Score: 1 - 4 (1 F	u rate access Poor, 2 Fair, 3	sibility and	location o	f this facilit	у					
2 V	sibility & Siç	gnage										,										
2.1 E	xternal sig	nage: Is there v	risible signage on	the roads	s or paths leadi	ing to this facility?	Yes		No													
2.2 E	xternal sig	nage: Is there fa	acility identificatio	n signage	e at the main ga	ate/entrance of	Yes		No													
2.3 E	xternal sig	nage:Is there a	signboard that co	ontains info	formation on se	ervices?	Yes		No													
2.4 Ir a	ternal sigr ea?	nage: Does the	signage reflect th	e dominar	nt language(s)	of the surrounding	Yes		No													
						citizens that are	Yes		No													
2.5 Ir	iternal sigr ervice?	nage: Does the	signage inside dir	rect citizer	ns where to go	& for what	Yes		No													
2.6 D	o facility sta	aff wear name ta	gs at all times?				Yes		No													
2.7 A	re the conta	act details of the	facility managem	nent clearly	ly displayed in t	the facility ?	Yes		No													
			Visibility &	Signage			1 🗆	2 🗆	3 🗆	4 🗆		How would you Score: 1 - 4 (1 F										

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		
	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	1 🗆	2 🗆	з 🗆	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					
	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		
	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	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		
	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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards in this facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers,emergency exits etc.	Yes		No		
6.4	Does this office have a first aid kit in place?	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 on the main entrance of the facility?	Yes		No			
7.2 Are the opening & closing times adhered to?	Yes		No			
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 Fa	ening & closing times of this facility air, 3 Good, 4 Very good)
8 Complaints & Compliments Management System						
8.1 Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No			
Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No			
B.3 Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	Yes		No			
Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate com Score: 1 - 4 (1 Poor, 2 Fa	mplaints & compliments system of this facility air, 3 Good, 4 Very good)
C Summary of Findings and Recommendations						
Performance Areas		Key Findi	ings			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						

Th	e Presidency: Departm	nent of Planning, Mo	onitoring and Evalu	ation				o	Office of The Premier	:Pro	ovince
Fro Sta	ontline Service Delivery aff Questionnaire	y Monitoring: SAPS	(Police station)								Visit Reference Number
	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 mor	nitorin	g 1	3 4	5 6
	Details of Staff Memb	oer									
	First Name									Email	
	Last Name								Contact Details	Telephone	
	Gender	Male			Female					Other	
	Race	African		Coloured		Asian	White	Disa	bility	Yes	No
	Designation (level)								Name of monitor		

А	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		• 20 kr	
1.2	According to your knowledge, how long does it take 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	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			
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 direction markers 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: Is there a signboard that contains information on services?	Yes		No			
2.4	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? i.e. visuals/symbols	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	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 & 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., do what you need 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 ablution facilities / toilets clean and well maintained?	Yes		No		
5.6	Are the ablution facilities / toilets provided with the necessary toiletries?	Yes		No		
	Cleanliness & Comfort	1 🗆	2 🗆	3	4 🗆	How would you rate the facility's Cleanliness and Comfort. Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

6	Safety					
6.1	Do you feel safe in and around the facility?	Yes		No		
6.2	Is there access control at the main entrance of the police station?	Yes		No		
63	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
6.4	Does this office have a first aid kit in place?	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 hours adhered to?	Yes		No		
7.2	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	Is there a complaints & compliments system for services rendered (i.e Suggestion box /compliments register/ Provincial Hotline/CPF meetings/ Presidential Hotline), in the facility?	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	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: Policing					
1	Average turnaround time to calls for assistance: Alpha, Bravo & Charlie		Tick the ap	propr	ate	Comments
1.1	Do you meet the target of 19 mins turn around time on Alpha calls?	Yes		No		
1.2	Do you meet the target of 24 mins turn around time on Bravo calls?	Yes		No		
1.3	Do you meet the target of 21 mins turn around time on Charlie calls?	Yes		No		
1.4	Are the reaction time targets achievable/ realistic?	Yes		No		
1.5	Is there a monitoring system for these response times?	Yes		No		
2	Vehicles	Tick ti	he appropriat	е		Comments
	Does this police station have sufficient/adequate vahicles?	Yes		No		
2.1	Does this police station have sufficient/adequate vehicles?	163	Ш	NO		
	Is there a schedule for vehicle maintenance?	Yes		No		
2.2						
2.2 3 3.1	Is there a schedule for vehicle maintenance? Services Are forms for the different services offered available?	Yes				
2.2 3 3.1	Is there a schedule for vehicle maintenance? Services	Yes		No		
3.1 3.2	Is there a schedule for vehicle maintenance? Services Are forms for the different services offered available? Are there victim friendly rooms that are resourced, i.e for sexual assualts, domestic violence,	Yes		No		

The	Presidency: Dep	artment of Plann	ing, Monitoring and E	valuation	ı				Office of	f The Premier: _	Province	
Fro	ntline Service I	Delivery Monito	oring: SAPS (Police	Station)							Visit Reference Number
	zen Questionn		,		,							
Details	of Citizen											
	First Name									Email		
	Last Name								Contact Details	Telephone		
	Gender	Male		Female						Other		
	Race	African	Coloured		Asi	an		hite	Disability	Yes 🗌	No	
	Name of Facility								Name of Monito	or		
	Date of baseline visit	DD/MM/YYYY		Baseline vis	it 🗆		Improvements	monitoring 1	1 2	3 4 5		
A	Performance Areas								Comments			
1	Location & Accessibi	lity										
1.1	How long did it ta	ke you to get to th	nis 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 ge	et to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr				
			e to get to this facility?	Walk	Public	Private	Other					
1.4		n the front of the b bilities & the elder		Yes		No						
1.5	When inside the for ease of move	facility, are there in ment for the elderl	nternal ramps to allow by & the disabled?	Yes		No						
		Location & Accessi	bility	1 🗆	2 🔲	3 🔲	4 🔲			ou rate accessibility a Poor, 2 Fair, 3 Good,		acility

2	Visibility & Signage					
2.1	External signage: Is there visible signage on the roads 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: Is there a signboard that contains information on services??	Yes		No		
	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? i.e. visuals/symbols	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 time?	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 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					
	Do staff treat you with friendliness, dignity & respect in this facility?	Yes		No		
	Did the staff member address you in the language of your choice?	Yes		No		
	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 🔲	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	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 there working air conditioning / heating in the facility?	Yes		No		
5.5	Are the ablution facilities/ toilets clean and well maintained?	Yes		No		
5.6	Are the ablution facilities / toilets provided with the necessary toiletries?	Yes		No		
	Cleanliness & Comfort	1 🔲	2 🔲	3	4 🔲	How would you rate the facility's Cleanliness and Comfort. Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)

6	Safety					
6.1	Do you feel safe in and around the facility?	Yes		No		
6.2	Is there access control at the main entrance of the police station?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	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	According to your knowledge, are the operating hours adhered to?	Yes		No		
7.2	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 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	Is there a complaints & compliments system for services rendered (i.e Suggestion box /compliments register/ Provincial Hotline/CPF meetings/ Presidential Hotline), in the facility?	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	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)

Th	Presidency:	Department of Pla	anning, Monitoring a	and Evaluatior	1						Office of The Premier:Provi	nce
Fro	ntline Service	Delivery Monitori	ing: SAPS (Police S	tation) Monito	r Questionnaire							Visit Reference Number
	Details of Mo	nitor										
	Name											
	Gender		Male		Female							
	Race		African		Coloured			Asian	White		Disability Yes No	
	Department											
	Persil Numb	er										
		Telephone										
	Contact Details	E-mail										
		Other										
	Name of Fac	ility										
	Date of visit		DD/MM/YYYY	Baseline visit	. 🗆	Improvem	ents monitorir	ng 1	□ 3 □ 4 □	5		
A	Performance	Areas				•					Comments	
1	Location & A											
	According to	your observation	n how far do citize	ens from the	surrounding areas	1-5 km	6-10 km	11-15 i		km		
			et to the facility?	ens nom me	surrounding areas	45		Ш				
		your observation to this facility?	ons, how long does	s it take the ci	itizens from the surroundi					nr		
	According to	your observation	n, how do most cit	tizens get to t	this facility?	Walk	Public	Private	Other			
		mp with rails in the access the buil		ding to assist	citizens with disabilities &	Yes		No				
	When inside elderly & the		there internal ramp	os to allow for	r ease of movement for th	e Yes		No				
			Location & Acc	essibility		1 🗆	2 🔲	3 🔲	4 🗆		How would you rate accessibility and locatio Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very go	
2	Visibility &	Signage					,					
2.1	External si	gnage: Is there v	visible signage on	the roads lea	ding to this facility?	Yes		No				
2.2	External si	gnage: Is there v	visible signage at t	he main gate	/entrance to this facility?	Yes		No				
2.3	External si	gnage: Is there	a signboard that c	ontains inforn	mation on services?	Yes		No				
2.4	Internal sig illiterate? i.e	nage: Does the . visuals/symbols	signage make pro	vision to acco	ommodate citizens that a	e Yes		No				
2.5	illiterate?				ommodate citizens that a	Yes		No				
2.6	Internal sig service?	nage: Does the	signage inside dire	ect citizens w	here to go & for what	Yes		No				
2.7	Are all staff	members wearin	g name tags?			Yes		No				
2.8	Are the con	act details of the	facility manageme	ent clearly dis	splayed in the facility?	Yes		No				
			Visibility & S	Signage		1 🗆	2 🗆	3 □	4 🗆		How would you rate the visibility and s Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Vo	

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	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	Are the ablution facilities / toilets clean and well maintained?	Yes		No		
5.7	Are the ablution facilities / toilets provided with the necessary toiletries?	Yes		No		
	Cleanliness & Comfort	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate the facility's Cleanliness and Comfort. Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
6	Safety		'	<u>"</u>		
6.1	Do you feel safe in and around the facility?	Yes		No		
6.2	Is there access control at the main entrance of the police station?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers,emergency exits etc.	Yes		No		
6.4	Does this office have a first aid kit in place?	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 According to your knowledge, are the operating hours adhered to?	Yes		No		
7.2 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 🗆	the adherence to opening and closing times for this facility 2 Fair, 3 Good, 4 Very good)
8 Complaints & Compliments Management System					
Is there a complaints & compliments system for services rendered (i.e Suggestion box 8.1 /compliments register/ Provincial Hotline/CPF meetings/ Presidential Hotline), in the facility?	Yes		No		
8.2 Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3 Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	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)
C Summary of Findings and Recommendations					
C Summary of Findings and Recommendations					
Performance Areas		Key Find	ings		Recommendations
		Key Find	lings		Recommendations
Performance Areas		Key Find	lings		Recommendations
Performance Areas 1 Location and Accessibility		Key Find	ings		Recommendations
Performance Areas 1 Location and Accessibility 2 Visibility & Signage		Key Find	ings		Recommendations
Performance Areas 1 Location and Accessibility 2 Visibility & Signage 3 Queue Management & Waiting Times		Key Find	ings		Recommendations
Performance Areas 1 Location and Accessibility 2 Visibility & Signage 3 Queue Management & Waiting Times 4 Dignified Treatment		Key Find	ings		Recommendations
Performance Areas 1 Location and Accessibility 2 Visibility & Signage 3 Queue Management & Waiting Times 4 Dignified Treatment 5 Cleanliness & Comfort		Key Find	ings		Recommendations

The	Presidency: Depa	rtment of Plannir	ng, Monitoring and Eva	luation			0	Office of The Pre	emier:	Province
Fro Star	ntline Service Delivery ff Questionnaire	y Monitoring: Local	Government (MCCC)							Visit Reference Number
	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 🔚	3 4	5 6
	Details of Staff Memb									
	First Name								Email	
	Last Name							Contact Details	Telephone	
	Gender	Male		Female					Other	
	Race	African	Coloured		Asian	White	Disa	bility	Yes 🗌	No 🗆
	Designation (level)							Name of monito	,	

A	Performance Areas						Comments
1	Location & Accessibility						
l	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	
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	
В	According to your knowledge, what mode of transport do citizens take to get to this facility?	Walk	Public	Private	Other		
1	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			
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: Is there a signboard that contains information on services?	Yes		No			
2.4	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No			
2.5	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No			
2.6	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No			
2.7	Do facility staff wear name tags at all times?	Yes		No			
2.8	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 🗆	з 🗆	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	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 ablution facilities / toilets clean and well maintained?	Yes		No		
5.6	Are the ablution facilities / toilets provided with the necessary toiletries?	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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards at the facility?	Yes		No		
	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
6.4	Does this office have a first aid kit in place?	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					
8.1	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with	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	ropria	ate	Comments
1.1	Does this facility have norms and standards or a service charter in place?	Yes		No		
1.2	Are these norms and standards / service charter communicated to your clients?	Yes		No		
2	Turnaround Times		Tick the app	ropria	ate	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	Presidency: Dep	partment of Plan	ning, Monitoring and	l Evalua	Office of	The P	remier:		Province				
Froi		Delivery Monit	oring: Local Gover						Visit Reference Number				
Details	of Citizen												
	First Name			Email									
	Last Name								Contact Details	Telephor	ne		
	Gender	Male		Female						Other		•	
	Race	African	Coloured			sian	wr [nite	Disability		Yes 🗌	No	
	Name of Facility								Name of Monito	itor			
	Date of visit	DD/MM/YYYY		Baseline	Baseline Improvements monitoring 1						5 6		
Α	Performance Areas								Comments				
1	Location & Accessibil	lity											
1.1	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					
1.2	How far did you h	nave to travel to g	get to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr					
	What mode of tra facility?	ansport did you u	se to get to this	Walk	Public	Private	Other						
1.4	citizens with disal building?	bilities & the elde	•	Yes		No							
1.5	When inside the allow for ease of disabled?		internal ramps to e elderly & the	Yes		No							
		Location & Accessi	bility	1 🗆	2 🗆	з 🗆	4 🔲		How would yo Score: 1 - 4 (1				on of this facility 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	External signage: Is there a signboard that contains information on services?	Yes		No		
2.5	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No		
2.6	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No		
2.7	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No		
2.8	Are all staff members wearing name tags?	Yes		No		
2.9	Are the contact details of the facility management clearly displayed in the facility ?	Yes		No		
	Visibility & Signage	1 🗆	2 🗆	3 🔲		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 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	Are the ablution facilities / toilets clean and well maintained?	Yes		No		
5.5	Are the ablution facilities / toilets 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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards at the facility?	Yes		No		
	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		

	Safety	1 🗆	2 🗆	3 🗆		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			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	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No		
0.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
0.2	procedures in place (how to complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with	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 P	lanning, Monitoring and Evaluation						Office of The Premier:Pr	ovince
Fro	ntline Servic	e Delivery Monito	ring: Local Government (MCCC) Monitor Questionnaire							Visit Reference Number
		, , , , , , , , , , , , , , , , , , , ,	····•							
	Details of M	lonitor								
	Name									
	Department	t 								
	Persal Num	ber								
	0	Telephone								
	Contact Details	E-mail								
		Other								
	Name of Fac	cility								
	Date of visit	t .	DD/MM/YYYY	Baseline		Improvements i	monitoring 1 2	2 3 5]4	
	Gender		Male	Female						
	Race		African Coloured			Asian	White	, 	Disability Yes No	
А	Performan	nce Areas							Comments	
1	Location 8	& Accessibility								
1.1	According to generally h	to your observati have to travel to	ions, how far do most citizens from the surrounding areas get to this facility?		6-10 km			> 20 km		
1.2		to your observati et to this facility?	ions, how long does it take the citizens from the surroundi		16-30 m			>1 hr		
			ions, how do most citizens get to this facility?	Walk	Public	Private	Other			
1.4	elderly to a	ccess the building		Yes		No				
1.5	When insid elderly & th	de the facility, are ne disabled?	there internal ramps to allow for ease of movement for the	e Yes		No			Haw would you rate accordibility on	Upperlian of this facility
			Location & Accessibility	1 🗆	2 🗆	3 🗆	4 🗆		How would you rate accessibility and Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4	
2	Visibility 8	& Signage		·						
2.1	External si facility?	ignage: Is there	visible signage on the roads or paths leading to this	Yes		No				
2.2	External s	ignage: Is there	visible signage at the main gate/entrance to this facility?	Yes		No				
2.3	External s	ignage: Is there	a signboard that contains information on services?	Yes		No				
2.5	Internal signature	gnage: Does the g area?	e signage reflect the dominant language(s) of the	Yes		No				
2.0	illiterate? i.e	 e. visuals/symbo 	e signage make provision to accommodate citizens that ar Ils	e Yes		No				
27	Internal signature service?	gnage: Does the	e signage inside direct citizens where to go & for what	Yes		No				
2.8	Are all staff	f members weari	ng name tags?	Yes		No				
2.9	Are the cor	ntact details of th	e facility management clearly displayed in the facility?	Yes		No				
			Visibility & Signage	1 □	2 🗆	3 🗆	4 🗆		How would you rate the visibility and Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4	

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	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	tneir choice? 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	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 ablution facilities / toilets clean and well maintained?	Yes		No		
5.6	Are the ablution facilities / toilets 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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards at the facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
6.4	Does this office have a first aid kit in place?	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 🗆		e the adherence to opening and closing times for this facility , 2 Fair, 3 Good, 4 Very good)	
8 Complaints & Compliments Management System							
8.1 Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No				
8.2 Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No				
8.3 Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	Yes		No				
Complaints & Compliments Management System	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate Score: 1 - 4 (1 Poor,	e the complaints and compliments system at the facility (if applicable) , 2 Fair, 3 Good, 4 Very good)	
C Summary of Findings and Recommendations				•	<u>'</u>		
Performance Areas		Key Find	ings			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?							

Ti	he Presidency: Depa	rtment of Planning, Monitoring and Evaluation			Of	ffice of The Pre	mier:	Province Province
	ontline Service Delivery	Monitoring: Health (Clinic, CHC and Hospital)						Visit Reference Number
31	an Questionnaire							
	Details of FSD Monito	ring Site						
	Name of Facility	Type of faci	lity	ic 🗆	СНС		Hospital 🔲	Other:
	District							
	Municipality							
	Street Address							
	GIS coordinates							
	Date of visit	DD/MM/YYYY Baseline	Improvements monito	oring 1 2	3	_ 4 _		
	Details of Staff Memb	er						
	First Name						Email	
	Last Name					Contact Details	Telephone	
	Gender	Male Female					Other	
	Race	African Coloured	Asian	White	Disab	oility	Yes N	•
	Designation (level)					Name of monitor		

А	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	
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						
	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: Is there a signboard that contains information on services?	Yes		No			
2.5	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No			
	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No			
2.6	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No			
2.7	Do facility staff wear name tags at all times?	Yes		No			
2.8	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	Is there a queue manager, marshal or triage officer available to assist patients in the queue/ to show people where to sit?	Yes		No		
	Are the current waiting times 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 or at the entrance of this health facility?	Yes		No		
	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 treat citizens with friendliness, dignity and respect?	Yes		No		
4.2	Do you assist citizens in the language of their choice?	Yes		No		
	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	Are the fablution facilities / toilets clean and well maintained?	Yes		No		
5.5	Is there at least one toilet for disabled persons in a unit?	Yes		No		
5.6	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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards at the facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	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		
	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	Is there an identified/ labelled complaints & compliments box / register in the facility?	s		No								
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	No										
8.3	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with	No										
8.4	Do you undertake Patient satisfaction surveys as per the DOH Essential measures?	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)						
В	Sector Specific Standards: Health											
1	Availability of medicines and other basic supplies					Tick the approp	riate		Comments			
1.1	Do you have a document outlining the terms of agreement for t basic supplies?	he sı	upply of medici	ine & other	Yes		No					
1.2	Is there evidence that compliance with the agreement (1.1 about appropriate action taken, when necessary, in the supply of medians.)		red and	Yes		No						
	Does this facility have a document outlining the delivery schedusupplies?	f medicines & b	oasic	Yes		No						
2	Waiting times for Citizen				Tick the approp	riate		Comments				
2.1	Do you have agreed norms and standards for waiting times for	ens in this heal	Ith facility?	Yes		No						
2.2	Do you believe it to be realistic and achievable?			Yes		No						

The	Presidency: Dep	partment of Plan	nning, Monitoring ar	nd Evalua	tion				Office of The Premier: Province							
	ntline Service I zen Questionna		toring: Health (Cli	nic, CHC	C, Hospital)							Vis	sit Reference	Number	
	of Citizen															
										<u></u>						
	First Name									Telepho	ne					
	Last Name								Contact Details	Email						
	Gender	Male		Female						Other						
	Race	African	Coloured		Asi	ian	Whi	te	Disability		Yes	No [
	Date of monitoring visit	DD/MM/YYYY		Baseline vi	sit 🗌		Improvements	monitoring	1		3 4] 5 []6 [) 🗆		
	Name of Facility								Name of Monit	or						
Α	Performance Areas								Comments							
1	Location & Accessibi	ility														
1.1	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								
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	What mode of tra facility? How did	ansport did you u you get citizens	se to get to this get to this facility?	Walk	Public	Private	Other									
1.4	Are there ramps of gradient available facility?	e at the entrance	s to this health	Yes		No										
1.5	When inside the facility, are there internal ramps to allow for ease of movement for the elderly & the disabled?															

	Location & Accessibility	1 🗆	2	з 🔲	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		
	External signage: Is there facility identification signage at the main gate/entrance of this facility?	Yes		No		
2.3	External signage: Is there a signboard that contains information on services?	Yes		No		
2.4	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No		
2.5	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No		
2.6	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No		
2.7	Do facility staff wear name tags at all times?	Yes		No		
2.8	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		
	Is there a queue manager, marshal or triage officer available to assist patients in the queue/ to show people where to sit?	Yes		No		

3.4	Are the waiting times indicating approximately how long patients will wait displayed on a board?	Yes		No		
	Is there a help desk, situated in a prominent position in the public area or at the entrance of 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	Did staff treat you with friendliness, dignity and respect?	Yes		No		
4.2	Did staff assist you in the language of their choice?	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		
	Are the ablution facilities / toilets clean and well maintained?	Yes		No		
	Is there at least one toilet for disabled persons in a unit?	Yes		No		
5.6	Is there clean water and disposable cup for patients in waiting areas?	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	Cleanliness & Comfort Safety	1 🗆	2 🗆	3 🔲	4 🗆	
		1 Yes		No No		
6.1	Safety					
6.1	Safety Do you feel safe in and around the facility?	Yes		No		

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 🗆		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	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with	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)

The Presid	ency: Department of Pla	anning, Monitoring a	and Evaluation							Office of The Premier:Province					
Frontline S	Frontline Service Delivery Monitoring: Health (Clinic, CHC and Hospital) Monitor Questionnaire												Visit I	Reference Number	
Trontinie	ervice belivery monitori	ing. Health (Oiline, C	orio ana riospital	, morntor Questionnaire											
Details	Details of Monitor														
Name			1		_	1									
Gende	r	Male		Female											
Depar	ment														
Persal	Number														
	Telephone														
Det	tact ails E-mail														
	Other					Г		_							
Name	Name of Facility Type of facility Clinic African Coloured Asian White									снс 🗌	Hospital	Other:			
Race		African		Coloured		Ľ	Asian	Wh		Disability	Yes No				
Date o	f visit	DD/MM/YYYY Base	Baseline visit		Improvemen	nts monitoring	1 2	2 3	* □						
A Perfo	rmance Areas									Comments					
1 Locat	ion & Accessibility														
1.1 Accor gener	ding to your observationally have to travel to g	on, how far do citize et to this facility?	ens from the sur	rounding areas	1-5 km	6-10 km	11-15 km	16-20 km	> 20 km						
According to your observation, how long does it take the citizens from the surrounding areas to get to this facility?						16-30 min	31-45 min	46- 1 hr	>1 hr						
According to your observation, what mode of transport do citizens take to get to this Walk Public Private Other															
Are there ramps with handrails of an acceptable gradient available at the entrances to his health facility?															
When inside the facility, are there internal ramps to allow for ease of movement for the elderly & the disabled?															
	Location & Accessibility 1 2 2 3 4 4									How would you rate Score: 1 - 4 (1 Poor,	accessibility and lo 2 Fair, 3 Good, 4 Ve	ocation of this facility ery 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 signage at the main gate/entrance of this facility?	Yes		No		
2.3	External signage: Is there a signboard that contains information on services?	Yes		No		
	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No		
	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No		
2.6	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No		
2.7	Do facility staff wear name tags at all times?	Yes		No		
2.8	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, marshal or triage officer available to assist patients in the queue/ to show people where to sit?	Yes		No		
3.4	Are the current waiting times 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 or at the entrance of 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 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	Are the ablution facilities / toilets clean and well maintained?	Yes		No		
5.5	Is there at least one toilet for disabled persons in a unit?	Yes		No		
5.6	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			'	<u> </u>	
6.1	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards at the facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	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	•				
	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 Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No		
Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	Yes		No		
Are there records that this facility undertakespatient satisfaction surveys as per 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)
C Summary of Findings and Recommendations		·		·	
Performance Areas		Key Find	ings		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					

	Presidency: Departm		nitoring and Evaluation						Of	ffice of The Prem	ier: P	Provir	ince Visit Reference Number
	ff Questionnaire	monitoring. Justice	e (Oddit)										A12II VEIGIGING MININGI
	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	monitoring	1		3 4	_ 5	· 🗀 · 🗆
	Details of Staff Memb						1						
	First Name										Email		
	Last Name				_			Contact Details	Telephone				
	Gender	Male Female									Other		
	Race	African	Coloured			ian	Whi	te	Disab	oility	Yes	No	
	Designation (level)								Name of monitor				
Α	Performance Areas								Comments				
1	Location & Accessibi	lity											
	According to your surrounding areast facility?	knowledge, how s generally have	w 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					
			w long does it take the as to get to this facility?	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr					
	According to your citizens take to ge		at mode of transport do	Walk	Public	Private	Other						
	Is there a ramp w citizens with disal	rith rails in the fro pilities & the elde	ont of the building to assist erly to access the building?	Yes		No							
	When inside the f	acility, are there	internal ramps to allow for & the disabled?	Yes		No							
		Location & Acce	essibility	1 🗆	2	з 🗆	4 🔲		How Score	would you rate a e: 1 - 4(1 Poor, 2	ccessibility and Fair, 3 Good, 4	d loc Very	cation of this facility y 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: Is there a signboard that contains information on services?	Yes		No		
2.4	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No		
2.5	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No		
2.6	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No		
2.7	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	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	When inside the court, is there someone directing citizens to where they need to sit/ to the court room where the case will be heard?	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 uphold the human dignity of citizens that utilise court services?	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 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 ablution facilities / toilets clean and well maintained?	Yes		No		
5.6	Are the ablution facilities / toilets provided with the necessary toiletries?	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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards at the facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
6.4	Does this office have a first aid kit in place?	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								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	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No					
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No					
8.3	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with	Yes		No					
8.4	Does this facility adhere to the 14 day turnaround time for replying to complaints?	No							
		Complaints & Compliments Management System 1 2 3 3							
	Complaints & Compliments Management System	1 🔲	2 🔲	3 🔲	4 🔲		How Score	would yo e: 1 - 4 (1	ou rate the complaints and compliments system at the facility (if applicable) Poor, 2 Fair, 3 Good, 4 Very good)
В	Complaints & Compliments Management System Sector Specific Standards: Court	1 🔲	2	3	4 🔲		How Score	would yo	ou rate the complaints and compliments system at the facility (if applicable) Poor, 2 Fair, 3 Good, 4 Very good)
B 1					4 🔲	Tick the appropr	Score	e: 1 - 4 (1	Pour rate the complaints and compliments system at the facility (if applicable) Poor, 2 Fair, 3 Good, 4 Very good) Comments
B 1.1	Sector Specific Standards: Court	orogress	with their	case.	4 T	Tick the appropr	Score	e: 1 - 4 (1	Poor, 2 Fair, 3 Good, 4 Very good)
B 1.1	Sector Specific Standards: Court Turnaround times: feedback to public regarding p Do you have agreed norms and standards for turnaround times.	progress es for fe	with their	case.			Score	e: 1 - 4 (1	Poor, 2 Fair, 3 Good, 4 Very good)
1.1	Sector Specific Standards: Court Turnaround times: feedback to public regarding p Do you have agreed norms and standards for turnaround tim regarding progress with their case? What is the average turnaround time for providing feedback r	progress es for fe	with their	case.			Score	e: 1 - 4 (1	Poor, 2 Fair, 3 Good, 4 Very good)
1.1 1.2 1.3	Sector Specific Standards: Court Turnaround times: feedback to public regarding p Do you have agreed norms and standards for turnaround tim regarding progress with their case? What is the average turnaround time for providing feedback r members of the public by the court?	progress es for fe	with their	case.	Yes		riate No	e: 1 - 4 (1	Poor, 2 Fair, 3 Good, 4 Very good)
1.1 1.2 1.3	Sector Specific Standards: Court Turnaround times: feedback to public regarding p Do you have agreed norms and standards for turnaround tim regarding progress with their case? What is the average turnaround time for providing feedback r members of the public by the court? How do you monitor the turnaround time on cases?	progress es for fe	with their	case.	Yes		riate No	e: 1 - 4 (1	Comments
1.1 1.2 1.3 2	Sector Specific Standards: Court Turnaround times: feedback to public regarding p Do you have agreed norms and standards for turnaround tim regarding progress with their case? What is the average turnaround time for providing feedback r members of the public by the court? How do you monitor the turnaround time on cases? Service charter	es for fe	s with their edback to p g progress v	case. ublic with cases to	Yes	Tick the appropri	riate No No	e: 1 - 4 (1	Comments
1.1 1.2 1.3 2	Sector Specific Standards: Court Turnaround times: feedback to public regarding p Do you have agreed norms and standards for turnaround tim regarding progress with their case? What is the average turnaround time for providing feedback r members of the public by the court? How do you monitor the turnaround time on cases? Service charter Are you familiar with DOJCD service charter? As per the service charter, citizens at domestic violence & ma not wait longer than 2hours in the queue without being attended.	es for fer egarding	edback to p g progress v ce service p this the pra	case. ublic with cases to	Yes Yes	Tick the appropr	No No No	e: 1 - 4 (1	Comments

The	Presidency: Dep	partment of Pla	anning, Monitorin	ng and Ev	<i>r</i> aluation				Office of	[:] The P	remier:	Province
	ntline Service I zen Questionn		itoring: Justice	(Court)								Visit Reference Number
Details	of Citizen											
	First Name									Telephor	ne	
	Last Name								Contact Details	Email		
	Gender	Male		Female					Dotailo	Other		
	Race	African	Coloured		A :	sian	Whit	e	Disability		Yes	No
	Date of monitoring visit	DD/MM/YYYY		Baseline vis	it 🗌		Improvements	monitoring	1 2	<u></u> 3	4	5 🗀 🗆
	Name of Facility								Name of Monito	or		
Α	Performance Areas								Comments			
1	Location & Accessibil	lity										
1.1	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 facility?	nave to travel to	get to this	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr				
1.3	facility? How did facility?	you get citizens		Walk	Public	Private	Other					
1.4	Is there a ramp i assist citizens wit access the building	th disabilities & ng?	the elderly to	Yes		No						
1.5	When inside the to allow for ease the disabled?			Yes		No						
	Lo	cation & Accessibil	lity	1 🗆	2 🔲	3 🗌	4 🔲		How would yo Score: 1 - 4 (1			I signage of this facility I 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: Is there a signboard that contains information on services?	Yes		No		
2.4	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No		
2.5	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No		
2.6	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No		
2.7	Do facility staff wear name tags at all times?	Yes		No		
	Are the contact details of the facility	.,				
2.8	management clearly displayed in the facility?	Yes		No		
2.8		Yes	2	3 <u></u>	4	How would you rate the visibility and signage of this facility Score: 1 - 4 (1 Poor, 2 Fair, 3 Good, 4 Very good)
2.8	management clearly displayed in the facility?	Yes	2	3	4	
3	wanagement clearly displayed in the facility? Visibility & Signage Queue Management & Waiting Times Is there a queue management system in place?	1 Yes	2	3 No	4	
3	wanagement clearly displayed in the facility? Visibility & Signage Queue Management & Waiting Times Is there a queue management system in place?	1		3 📉		
3 3.1	Wisibility & Signage Queue Management & Waiting Times Is there a queue management system in place? If yes, specify what kind of system If you answered yes above, Is the queue management system effective (e.g. are the queues moving quickly, are people shown the	1 Yes		3 No		
3.3.1	wanagement clearly displayed in the facility? Visibility & Signage Queue Management & Waiting Times Is there a queue management system in place? If yes, specify what kind of system 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.)? Does the queue management make provision for the elderly and citizens with disabilities, sickly	Yes Yes		No No		

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	Are the ablution facilities / toilets clean and well maintained?	Yes		No		
5.5	Are the ablution facilities / toilets 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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards at the facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	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					
	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					
	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
	compliments procedures in place (how to complain, feedback mechanisms, contact of	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)

The F	Presidency: D	Department of Pla	nning, Monitoring and Eval	uation						Office of The Prem	nier:Provir	ince	
Front	line Service	Delivery Monitori	ng: Justice (Courts) Monito	or Questionnaire								Visit Reference Number	
		,											
C	etails of Mor	nitor											
N	lame												
	epartment												
P	ersal Numbe	er											
	Contact	Telephone											
	Details	E-mail											
Other													
	lame of Facil	ity				_							
	ate of visit		DD/MM/YYYY		Baseline		Improvements mo	4 🗆 🗆					
G	ender		Male		Female [n %	T			
R	ace		African	Coloured		. [Asian		/hite	Disability	Yes No		
A F	Performance	e Areas							Comments				
1 L	1 Location & Accessibility												
1.1 A	According to lave to trave	your knowledge el to get to this fa	e, how far do citizens from acility?	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 t	your knowledge to this facility?	, how long does it take the	e citizens from the surrounding	<15 min	16-30 min	31-45 min	46- 1 hr	>1 hr				
1.3 f	According to acility?	your knowledge	, what mode of transport	do citizens take to get to this	Walk	Public	Private	Other					
4 a ls	s there a ran	mp in the front o		zens with disabilities & the	Yes		No						
1.5 e	Vhen inside elderly & the	the facility, are t disabled?	here internal ramps to all	ow for ease of movement for the	Yes		No						
			Location & Accessibil	ity	1 🗆	2 🔲	3 🔲	4 🗆			r, 2 Fair, 3 Good, 4 Ve	ocation of this facility ery good)	
	isibility & S												
14	acility:			ds or paths leading to this	Yes		No						
2.2 t	external sign his facility?	nage: Is there fa	acility identification signag	e at the main gate/entrance of	Yes		No						
2.3	xternal sig	nage: Is there a	signboard that contains i	nformation on services?	Yes		No						
	nternal sigr surrounding		signage reflect the domina	ant language(s) of the	Yes		No						
2.5 li	nternal sigr literate? i.e.	nage: Does the visuals/symbols	signage make provision to	accommodate citizens that are	Yes		No						
	nternal sigr ervice?	nage: Does the	signage inside direct citize	ens where to go & for what	Yes		No						
2.7	o facility sta	aff wear name ta	gs at all times?		Yes		No						
284	re the conta	act details of the	facility management clea	rly displayed in the facility 2	Yes	П	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		
Does the queue management make provision for the elderly and citizens with disabilities, sickly including pregnant women?	Yes		No		
When inside the court, is there someone directing citizens to where they need to sit/ court room where the case will be heard?	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					
According to your observation, does staff uphold the human dignity of citizens that utilise court services?	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 the citizens, is 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 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 Are the ablution facilities / toilets clean and well maintained?	Yes		No		
5.6 Are the ablution facilities / toilets 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 Do you feel safe in and around the facility?	Yes		No		
6.2 Are there security guards at the facility?	Yes		No		
Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
6.4 Does this office have a first aid kit in place?	Yes		No		

	Safety	1 🗆	2 🗆	3 🗆	4 🗆	How would you rate Score: 1 - 4 (1 Poor,	the general level of safety at the facility 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?			No			
7.2	Are the opening & closing times adhered to?	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?			No			
	Opening & Closing Times		2 🗆	3 🗆	4 🗆		the adherence to opening and closing times for this facility 2 Fair, 3 Good, 4 Very good)
8	Complaints & Compliments Management System						
	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No			
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or Yes			No			
8.3	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	Yes		No			
8.4	Does this facility have a record / register of complaints?	Yes		No			
B8	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						
9	Sector Specific Standards						
10	Are there any good practises / procedures to be noted?						

The	Presidency: Depar	rtment of Plannir	ng, Monitoring and Evalu	ation			Office of The Premier:Province						
Froi Staf	ntline Service Delivery ff Questionnaire	Monitoring: Home	Affairs							Visit Reference Number			
ı	Details of FSD Monito	oring Site											
	Name of Facility				Type of facility	Large office	Medium office Small office Other:						
	District					-							
	Municipality												
	Street Address												
	GIS coordinates												
	Date of visit	DD/MM/YYYY		Baseline	Improvements	monitoring 1 2] 3	_ 4 _	•				
	Details of Staff Memb	er											
	First Name								Email				
	Last Name							Contact Details	Telephone				
	Gender	Male		Female					Other				
	Race	African	Coloured		Asian	White	Disa	bility	Yes	No			
	Designation (level)							Name of monitor	r				

A	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	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			
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: Is there a signboard that contains information on services?	Yes		No			
2.4	Internal signage: Is there a signboard that contains information on costs?	Yes		No			
2.5	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No			
2.6	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No			
2.7	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No			
2.8	Do facility staff wear name tags at all times?	Yes		No			
2.9	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)
	Dignified Treatment					
4.1	Do you treat citizens with friendliness, dignity and respect?	Yes		No		
4.2	Do you assist citizens 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	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 ablution facilities / toilets clean and well maintained?	Yes		No		
5.6	Are the ablution facilities / toilets provided with the necessary toiletries?	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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security guards at the facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
6.4	Does this office have a first aid kit in place?	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					
8.1	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No		
8.2	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with	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: Home Affairs				
1	Service charter		Tick the appropr	iate	Comments
1.1	Does this office have the service charter in place?	Yes		No	
2	Turnaround times for issuing Identity Documents (ID)		Tick the appropr	iate	Comments
1.1	Do you have agreed norms and standards for turnaround times for issuing Identity Documents (ID) for this service office?	Yes		No	
1.2	Are the targets for issuing of IDs are realistic and achievable?	Yes		No	
1.4	Do you have a system, for monitoring the turnaround times on applications?	Yes		No	

The	Presidency: Dep	partment of Pla	nning Monitorir	ng and Fy	<i>y</i> aluation				Office of	The Pre	·mier·	Province	
Froi	ntline Service I zen Questionna	Delivery Moni							Visit Reference Number				
Details	of Citizen												
	First Name									Telephone			
	Last Name								Contact	Email			
		Male 🗔		Female	<u>-</u>				Details	Other			
		African	Coloured			ian	Whit						
	Race								Disability Yes No No				
	Date of monitoring visit DD/MM/YYYY Baseline visit Improvements moni									3 [] 4 □]5 <u> </u>	
	Name of Facility								Name of Monito	or			
Α	Performance Areas								Comments				
1	Location & Accessibil	lity											
1.1	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	<15 min	16-30 min	31-45 min	46- 1 hr	> 1 hr					
	What mode of tra facility?	ansport did you (use to get to this	Walk	Public	Private	Other						
1.4	Is there a ramp i assist citizens wit access the building		No										
1.5	When inside the facility, are there internal ramps to allow for ease of movement for the elderly & Yes No the disabled?												
	Lo	ocation & Accessibili	ity	1 🗆	2 🔲	3 🔲	4 🔲		How would yo Score: 1 - 4 (1			l location of this facility 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: Is there a signboard that contains information on services?	Yes		No		
2.4	Internal signage: Is there a signboard that contains information on costs?	Yes		No		
2.5	Internal signage: Does the signage reflect the dominant language(s) of the surrounding area?	Yes		No		
2.6	Internal signage: Does the signage make provision to accommodate citizens that are illiterate? i.e. visuals/symbols	Yes		No		
2.7	Internal signage: Does the signage inside direct citizens where to go & for what service?	Yes		No		
2.8	Do facility staff wear name tags at all times?	Yes		No		
2.9	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		
0.0	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					
	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		
	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	Are the ablution facilities / toilets clean and well maintained?	Yes		No		
	Are the ablution facilities / toilets 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	Do you feel safe in and around the facility?	Yes		No		
6.2	Are there security gaurds at this facility?	Yes		No		
6.3	Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	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	Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No		
	Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No		
8.3	compliments procedures in place (how to complain, feedback mechanisms, contact of	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)

The	Presidency	r: Department of Pl	anning, Monitoring and Evalu	uation						Office of The Prem	ier:Provin	nce
												Visit Reference Number
From	ntline Servic	ce Delivery Monitor	ring: Home Affairs Monitor Qu	uestionnaire								
	Details of N	lonitor										
	Name											
	Department	t										
	Persal Num	ber										
		Telephone										
	Contact Details	E-mail										
		Other										
	Name of Fa	cility				_						
	Date of visi	t	DD/MM/YYYY		Baseline		Improvements me	onitoring 1	2 🔲 3	_4		
	Gender		Male		Female							
	Race		African	Coloured			Asian	w	hite	Disability	Yes No	
A	Performar	nce Areas								Comments		
1	Location a	& Accessibility										
1.1	1.1 According to your observations, how far do most 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			
		to your observation to this facility?	ons, how long does it take t	the citizens from the surrounding	<15 min		31-45 min	46- 1 hr	>1 hr			
1.3	According facility?	to your observation	ons, what mode of transpor	ort do citizens take to get to this	Walk	Public	Private	Other				
		ramp in the front the building?	of the building to assist citiz	zens with disabilities & the elderly			No					
		de the facility, are ne disabled?	there internal ramps to allo	ow for ease of movement for the	Yes		No					
			Location & Accessibili	ity	1 🔲	2 🗀	3 🗀	4 🗆			e accessibility and loo , 2 Fair, 3 Good, 4 Ver	ocation of this facility ery good)
2	Visibility 8	& Signage										
2.1	External s	signage: Is there	visible signage on the roads	Is or paths leading to this facility?	Yes		No					
2.2	External s this facility	ignage: Is there	facility identification signage	e at the main gate/entrance of	Yes		No					
2.3	External s	signage: Is there	a signboard that contains in	nformation on services?	Yes		No					
			a signboard that contains inf		Yes		No					
	Internal si surroundin		signage reflect the domina	ant language(s) of the	Yes		No					
2.6	illiterate? i.	e. visuals/symbol	s	accommodate citizens that are	Yes		No					
27	Internal si service?	gnage: Does the	signage inside direct citize	ens where to go & for what	Yes		No					
		f members wearing	ng name tags?		Yes		No					
2.9	Are the co	ntact details of the	e facility management clear	rly displayed in the facility?	Yes		No					
			Visibility & Signage		1 🗆	2 🗆	3 🗆	4 🗆			e the visibility and sig , 2 Fair, 3 Good, 4 Ver	

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 Does the staff treat citizens with friendliness, dignity and respect?	Yes		No		
4.2 When attending to citizens, do they address them in the 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, 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		'	- 		1
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) functioning?	Yes		No		
5.5 Are the ablution facilities / toilets clean and well maintained?	Yes		No		
5.6 Are the ablution facilities / toilets 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 Do you feel safe in and around the facility?	Yes		No		
6.2 Are there security gaurds at this facility?	Yes		No		
6.3 Are there health & safety procedures displayed at the facility, to assist in an emergency situation? i.e. evacuation plan, fire extinguishers, emergency exits etc.	Yes		No		
6.4 Does this office have a first aid kit in place?	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 Score: 1 - 4 (1 Poor,	e the adherence to opening and closing times for this facility 2 Fair, 3 Good, 4 Very good)	
8 Complaints & Compliments Management System							
8.1 Is there an identified/ labelled complaints & compliments box / register in the facility?	Yes		No				
8.2 Are the guidelines/ procedures displayed in a place where citizens can easily see or access them?	Yes		No				
8.3 Does the facility have the complaints & compliments procedures in place (how to complain, feedback mechanisms, contact of person dealing with complaints,etc)?	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)	
C Summary of Findings and Recommendations							
Performance Areas		Key Findings				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?			<u></u>				