



THE PRESIDENCY
DEPARTMENT OF PERFORMANCE MONITORING &
EVALUATION

X PROVINCE

MONTHLY SCORECARD TEMPLATE

1 MONTH REPORTING

1. EXECUTIVE SUMMARY: Purpose of the executive summary is to provide details of sites visited, dates of visits, types of visits undertaken and the number of visits for the reporting province, for that month.

Sites monitored

Sector	Facility Name	Date of visit	Type of visit	Number of visits		
SASSA			Baseline	1		
Health			Baseline	1		
			Baseline	1		
SAPS			Baseline	1		
			Baseline	1		
Education			Baseline	1		
			Baseline	1		

Total number of visits	7
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2. SCORECARDS FOR NORMS & STANDARDS FOR NEW VISITS: Scorecards for all sites monitored in the month are to be created, sourcing data from the monthly scoring template.

Norms & standards (Q1-Q8)	Location & Accessibility			Visibility & signage			Queue Management & waiting times			Dignified treatment			Cleanliness & comfort			Safety			Opening & closing times			Complaints management system					
	User	Staff	Monitor	User	Staff	Monitor	User	Staff	Monitor	User	Staff	Monitor	User	Staff	Monitor	User	Staff	Monitor	User	Staff	Monitor	User	Staff	Monitor			
	3	3	1	2	3	1	1	1	1	3	3	2	1	1	1	2	2	2	2	1	1	4	3	2	3	4	2
	4	4	4	4	4	3	1	1	1	4	4	2	2	2	3	2	2	3	4	4	2	0	0	0	4	4	2
	4	3	4	2	2	4	2	2	3	3	3	3	4	2	3	2	3	3	4	2	3	0	0	0	0	3	0
	3	4	3	1	3	2	0	0	0	3	4	3	2	4	2	4	2	2	3	4	3	3	3	3	1	1	1
	3	3	4	1	1	1	0	0	0	2	4	2	4	3	3	3	3	3	1	3	3	2	3	2	3	3	0
	4	4	4	2	3	3	3	3	2	4	4	3	4	3	3	4	3	3	4	4	3	0	0	0	4	4	1
	4	3	4	4	4	2	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	0	0	0	3	3	3
2.1 Score cards for Priorities / Improvement recommendations: scorecards for the improvement recommendations are to be created, sourcing data from the monthly scoring template.																											
Norms & standards (Q1-Q8)	Location & Accessibility			Visibility & signage			Queue Management & waiting times			Dignified treatment			Cleanliness & comfort			Safety			Opening & closing times			Complaints management system					
	User	Staff	Monitor	User	Staff	Monitor	User	Staff	Monitor	User	Staff	Monitor	User	Staff	Monitor	User	Staff	Monitor	User	Staff	Monitor	User	Staff	Monitor			
	3	1	4	2	1	2	3	4	3	3	3	2	3	2	2	2	2	2	2	4	1.3	2	2	2.4	1	1	1
	2	4	1	3	4	1	4	1	2	3	3	3	4	4	3	4	4	4	1	3	1	0	0	0	1	4	4
	4	3	3	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	3	0	0	0	4	4	3
	3	4	2	1	3	2	0	0	0	3	3	1	3	4	4	1	1	1	2	1	4	2	1	2	1	2	3

	4	4	4	1	1	1	0	0	0	2	2	3	3	3	3	3	3	1	1	1	2	3	3
	4	3	4	4	3	2	2	3	3	3	3	3	3	3	3	3	3	0	0	0	2	4	2
	3	3	4	4	3	2	3	4	3	4	4	4	3	4	4	3	4	0	0	0	1	4	4

3. STAKEHOLDER ENGAGEMENTS IN THE PROVINCE: A report back on stakeholder engagements in the province: Feedback visits/ sector meetings that took place in the past quarter. Future engagements in the province are to be highlighted in this section as well.

Facility Name	Nature of engagements	Date of (planned)	Outputs (expected) from the engagement	Next steps

4. INTENSIVE IMPROVEMENTS MONITORING SITES IDENTIFIED IN THE PAST MONTH: Intensive improvements sites (severe findings) for the month need to be detailed in the section below.

Facility name	Date of visit	Nature of poor findings	The scores	Next steps

5. STRATEGIC ISSUES FOR THE MONTH: Strategic issues for the month to be highlighted in the section below. These are issues that arise from the implementation of the programme that require management/ national sector departments attention.

Facility name	Date of occurrence	Strategic issue	Recommendation	Responsibility