PRESIDENTIAL FRONTLINE SERVICE DELIVER	IE PRESIDENCY: DEPARTMENT OF PERFORMANCE MONITORING AND EVALUATION	
PRESIDENTIAL FRONTLINE SERVICE DELIVERY MONITORING (PFSDM) PROGRAMME: A JOINT DPME-PRESIDENCY AND PROVINCIAL REPORTING TEMPLATE		
Y AND OFFICES OF THE PREMIER INITIATIVE.	X PROVINCE	

	4				Total number of visits	
		Baseline			Education	
	_	Baseline			Justice	
	1	Baseline			SAPS	-
		Feedback Visit			Transport	
	Number of visits	Type of visit	Date of visit	Facility name	Sector	
	ä	Sites monitored				
					Province	
	-				Reporting period	
e reporting province, for that quarter.	rtaken and the number of visits for the	sited, dates of visit, types of visits under	ride details of sites vis	xecutive summary is to prov	1. EXECUTIVE SUMMARY: Purpose of the executive summary is to provide details of sites visited, dates of visit, types of visits undertaken and the number of visits for the reporting province, for that quarter.	
	ORTING	QUARTERLY REPORTING				
PRESIDENTIAL FRONTLINE SERVICE DELIVERY MONITORING (PFSDM) PROGRAMME: A JOINT DPME-PRESIDENCY AND OFFICES OF THE PREMIER INITIATIVE. PROVINCIAL REPORTING TEMPLATE	A JOINT DPME-PRESIDENCY AND G TEMPLATE	ONITORING (PFSDM) PROGRAMME: A JOINT DPN PROVINCIAL REPORTING TEMPLATE	RVICE DELIVERY M	DENTIAL FRONTLINE SE	PRES	
X PROVINCE			EVALUATION	RMANCE MONITORING AND	THE PRESIDENCY: DEPARTMENT OF PERFORMANCE MONITORING AND EVALUATION	
			100			

2. SUMMARY FINDINGS ON NEW VISITS (The Scorecards): Scores (performance) of each site on the 7 assessment areas is to be captured in this section. Scores to include citizen, staff & monitor's scores for each site. Graphs need to also be created need i) reflect the scores for citizens, monitors & staff and to illustrate the scores per category(how many sites scored 1, 2, 3, or 4s in location & accessibility, etc). These scores are sourced from Section A of the Questionnaires and the Site Norms & standards (Q1-Q8) Scorecards Improvements recommendation scores are also to be reported on in this section and these will be sourced from Section B of the questionnaire. Facility Name Location & accessibility Citize staff monit ors Visibility & Signage Citize staff monit ors Queue Management & waiting times Citize staff monit ors Dignified treatment Citize n staff monit ors Cleanliness & comfort Safety Citize staff monit ors Citize n staff monit ors Opening & closing times Citize staff monit ors Complaints management Citize system staff monit ors

3 2 2	2 2 2 3 2 NW
2. OVERVIEW OF THE FINDINGS ON NORMS & STAN	is should indicate
Location & Accessibility	Generally satisfied with levels of Location & accessibility. The findinds indicate that citizens, staff and monitors find the location f facilities accessible, however the is room for improvement.
Visibility & Signage	Generally satisfied with levels of Visibility & signage. Citizens, staff and monitors agree that although signage is avaible across the facilities monitored, improvements are required, in particular with regards to road signage and way findind inside the facilities.
Queue management & waiting times	
Dignified treatment	
Cleanliness, comfort & safety	
Opening & closing times	
Complaints & compliments system	
2.1Scores per norms & standards: This sub-section is to sectors in the seven assessment areas( how many sites in	2.1 Scores per norms & standards: This sub-section is to focus on dominant findings per norms & standard. The narrative is to highlight the trend in relation to each of the assessed norms and standards. The focus is to highlight detailed scores of all sectors in the seven assessment areas.
Complaint Management System	
Dignified treatment 0	6
Cleanliness, Comfort & Safety	2
Queue Management & Waiting Times	
Opening & Closing Times o	9
Visibility & Signage 0	8
Location & Accessibility 0	5
0 -	1 2 3 4 5 6 7 8 9 10
■ Inter	Intervention Required ■ In progress ■ Good ■ Best Practice
Location & Accessibility	5 out of the 9 respondents noted that the sites visited visited require improvements and 4 respondents note that can be viewed as good practice.
Visibility and signage	8 of the 9 respondents noted that signage requires improvements. Only 1 respondent feels signage is acceptable.
Queue management & waiting times	
Dignified treatment	

Accessibility  Location & Accessibility  Loc	Technology Partnerships	Perfomance management	Visible Processes	Operations Visi	Systems	Facility Best Practice typology :
Walking the Commendations for controlled success seed to be successfrom \$25000. Birth processor and all sources of information to be activated for each set. 2 graphs reveal to creded for improvement sources from the commendations per sector. Indicating the views in each seather.  The commendations for control is set to the control of	nd any improvements case studies completed.	rter to be highlighted a	g visits in the quar	ed out of the monitorin	ractices identifi	Best Practice Sites for New Visits: Best p
Water in Recommendations for increase, said & emotions in intervenent incommendations per sector. Indicating the Javass maints and all 3 sources of information to be advised for each site? graphs need to chelled for indicating the Javass in coach sector.  Water in Sectors in Transportation in the priority in the Carbon in Sectors in Transportation in the priority in the Carbon in Sectors in Transportation in Transportat						
Walting License Household Districts and a source form Section 2 different places information to be entired to each set 2 graphs need to used of the questionnation of the questionnation of the questionnation of the districts and all sources of information to be entired to each set 2 graphs need to used of the provident information of the provident of the provide	Progress on the improvements planning processes	pian	al Improvements		Date of (plan visit	Facility Name
nt recommenda	) be highlighted. Intensive improvements sites to be identified from the <u>Summary visit</u> report, if th	s for the quarter need i	the baseline visits	g sites identified out of	nents monitorir ards) for citizen	4. IMPROVEMENTS MONITORING: Improvements monitoring out of the T assessment areas (norms & standards) for citizen
Walk I RECOMMENDATIONS: The improvements recommendations specially and a sourced from Section Indicating the 3 sources of information to be entered for each site 2 graphs reed to created for Provincial Improvement recommendations per sector information to be entered for each site 2 graphs reed to created for information to be entered for each site 2 graphs reed to created for information to be entered for each site 2 graphs reed to created for information to be entered for each site 2 graphs reed to created for information to be entered for each site 2 graphs reed to created for information to be entered for each site 2 graphs reed to created for information to be entered for each site 2 graphs reed to created for information to be entered for information to be entered for each site 2 graphs reed to created for information to be entered for information to be entered for each site 2 graphs reed to created for information to be entered for information to be entered for each site 2 graphs reed to created for information to be entered for each site 2 graphs reed to created for information to be entered for each site 2 graphs reed to created for information to be entered for each site 2 graphs reed to created for information to be entered for each site 2 graphs reed to create for information to be entered for each site 2 graphs reed for each sector.  In professor in each sector information to be each sector information to be each sector.  In professor in each sector information to be each sector information to be each sector.  In professor in formation to be each sector information to be each sector.  In professor in formation to be each sector information to be each sector.  In professor in formation to be each sector information to be each sector.  In professor in formation to be each sector information to be each sector						Complaints and compliments management
Walkin RECOMMENDIAL (DNS): The Improvements recommendation scores need to be sourced from Section and all 3 sources of information to be entered for each see 2 graphs need to created for Provincial Improvement ecommendations per sector indicating the 3 views in each sector.  We want to principle treatment  In a						Cleanliness, Comfort and Safety
Walk in RECOMMENDALIONS): The Improvement's ecommendation scores need to be sourced from Section B of the questionnaires and all 3 sources and all 4 sources						Dignified treatment
With Michael McCommendations for citizens: staff & monitors, in improvement recommendations per sector, indicating the 3 years and all 3 sources of information to be entered for each state. 2 graphs need to created for marks and all 3 sources of information to be entered for each state. 2 graphs need to created for marks and all 3 sources of information to be entered for each state. 2 graphs need to created for marks and all 3 sources of information to be entered for each state. 2 graphs need to created for marks and all 3 sources of information to be entered for each state. 2 graphs need to created for each state. 2 graphs need to created for marks and all 3 sources of information to be entered for each state. 2 graphs need to created for each state. 2 graphs need for created for each state. 3 graphs need from the following information to be entered for each state. 3 graphs need from the following information to be entered for each state. 3 graphs need from the following information to be entered for each state. 3 graphs need from the following information to be entered for each state. 3 graphs need from the following information to be entered for each state. 3 graphs need from the following information to be entered for each state. 3 graphs need from the following information to be entered for each state. 3 graphs in each sector. 4 graphs need from the following information to be entered for each state. 3 graphs in each sector. 4 graphs need from the following information to be entered for each state. 3 graphs in each sector. 4 graphs need from the following information to be each sector. 4 graphs in each sector. 4 g	nt is not a priority.	that queue manageme	spondents noted t	Not a priority. Most re		Queue management & waiting times
With KI RECOMMENDAL (IONs): The Improvements recommendations scales need to be sourced from Section: But the questionnaives and all 3 sources of information to be entered for each site. 2 graphs need to creded for Provincial Improvement recommendations for discoss. Staff & monitors (i) Improvement recommendations par sector, indicating the 3 was in each sector.  Section of the questionnaives and all 3 sources of information to be entered for each site. 2 graphs need to creded for the provincian to the control of the sector.  Section of the questionnaives and all 3 sources of information to be entered for each site. 2 graphs need to creded for the provincian to the control of the sector.  Section of the questionnaives and all 3 sources of information to be entered for each site. 2 graphs need to creded for the provincian to the control of the sector.  Section of the questionnaives in each sector.  Section of the questionnaives and all 3 sources of information to be entered to each site. 2 graphs need to creded for the provincian to the control of the sector.  Section of the questionnaives and all 3 sources of information to be entered to each site. 2 graphs need to creded to the control of the sector.  Section of the questionnaive in each sector.  Section of the questionnais in each sector.  Section of the questionnais and all 3 sources of information to be entered to each sector.  Section of the questionnais and all all provinciant in each sector.  Section of the questionnais and all all provinciant in each sector.  Section of the questionnais and all all provinciant in each sector.  Section of the questionnais and all all provinciant in each sector.  Section of the questionnais and all all provinciant in each sector.  Section of the questionnais and each sector.  Section of the questi	isbility and signage need improvements, however its not a priority. 2 noted that its important, 1 no	spondents noted that	<u>rity.</u> 4 out of 9 res	Needed but not a pricimportant.		Visibility and signage
Welken RECOMMENDATIONS): The Improvements recommendation scores need to be sourced from Section B of the guestionnaires and all 3 sources of information to be entired for each sete 2 graphs need to create for Provincial improvement recommendations for citizens staff & monitors i) Improvement recommendations per sector, indicating the 3 views in each sector.  Provincial improvement recommendations for citizens staff & monitors ii) Improvement recommendations per sector, indicating the 3 views in each sector.	he locations & accessibility of the facilities are important. 1 respondent noted it was high priority, 'ds to focus on providing imporvements in this areas.	that improvements to riority. Managment nee	espondents noted ded but its not a pr	Important. 6 out of 9 ruimprovements are need		Location & Accessibility
Provincial improvement recommendations for citizens: staff & monitors ii) Improvement recommendations per sector. Bother questionnaires and all 3 sources of information to be entered for each site. 2 graphs need to reach site. 2 graphs need to reach steft.  Provincial improvement recommendations per sector, indicating the 3 views in each sector.  Provincial improvement recommendations per sector, indicating the 3 views in each sector.  Provincial improvement recommendations per sector, indicating the 3 views in each sector.  Provincial improvement recommendations per sector, indicating the 3 views in each sector.  Provincial improvement recommendations per sector, indicating the 3 views in each sector.						
Provincial improvement recommendations for citizens, staff & monitors ii) Improvement recommendations per sector, indicating the 3 views in each sector.  Provincial improvement recommendations for citizens, staff & monitors ii) Improvement fector mendations per sector, indicating the 3 views in each sector.  Indicating the 3 views in each sector.  Sector information to be entered for each site. 2 graphs need to created for provincial improvement fector mendations per sector, indicating the 3 views in each sector.  Sector information to be entered for each site. 2 graphs need to created for provincial improvement fector mendations per sector, indicating the 3 views in each sector.				eeded bt not a priorit		■ Not a p
VENIENT RECOMMENDATIONS: The Improvements recommendation scores need to be sourced from Section B. of the questionnaires and all 3 sources of information to be entered for each site. 2 graphs need to created for Provincial improvement recommendations per sector, indicating the 3 views in each sector.         Provincial improvement recommendations sper sector, indicating the 3 views in each sector.         Inflied treatment       1       4       2       1         Waiting Times       2       0       4       0       0         & Closing Times       2       0       4       0         ibility & Signage       1       4       2       1         ibility & Signage       1       4       2       1	9	6 7			ъ	0
VEMENT RECOMMENDATIONS): The Improvements recommendation scores need to be sourced from Section B of the questionnaires and all 3 sources of information to be entered for each site. 2 graphs need to created for Provincial Improvement recommendations per sector, indicating the 3 views in each sector.         Provincial Improvement recommendations for citizens. staff & monitors ii) Improvement recommendations per sector, indicating the 3 views in each sector.         Comfort & Safety       2       0       4       2       1         & Waiting Times       2       0       4       0       0         & Closing Times       2       0       4       0       0         ibility & Signage       1       4       2       3			- <mark>-</mark> -		1	Location & Accessibility
VEMENT RECOMMENDATIONS): The Improvements recommendation scores need to be sourced from Section B of the questionnaires and all 3 sources of information to be entered for each site. 2 graphs need to created for Provincial Improvement recommendations per sector, indicating the 3 views in each sector.         Provincial Improvement recommendations for citizens. Staff & monitors ii) Improvement recommendations per sector, indicating the 3 views in each sector.         Improvement System       1       4       2       1       4       2       1       4       3 views in each sector.         Comfort & Safety       2       0       4       2       1       4       2       4       2       4       2       4       2       4       4       2       4       2       4       4       2       4       4       2       4       4       2       4       4       2       4       4       4       4       2       4		_ 2 -		4	1	Visibility & Signage
VEMENT RECOMMENDATIONS): The Improvements recommendation scores need to be sourced from Section B of the questionnaires and all 3 sources of information to be entered for each site. 2 graphs need to created for Provincial improvement recommendations for citizens, staff & monitors ii) Improvement recommendations per sector, indicating the 3 views in each sector.         agement System       2       0       3         comfort & Safety       4       2       0         4       2       0         4       2         Comfort & Safety       2       0         4       2         9       4			-4-		2	Opening & Closing Times
Provincial improvement recommendations for citizens, staff & monitors ii) Improvement recommendations per sector, indicating the 3 views in each sector.  agement System  omfort & Safety  omfort & Safety			9			Queue Management & Waiting Times
Provincial improvement recommendations for citizens, staff & monitors ii) Improvement recommendations per sector, indicating the 3 views in each sector.  agement System  1			4 -	0	2	Cleanliness, Comfort & Safety
Provincial improvement recommendations for citizens, staff & monitors ii) Improvement recommendations per sector, indicating the 3 views in each sector.  By the questionnaires and all 3 sources of information to be entered for each site. 2 graphs need to created for provincial improvement recommendations per sector, indicating the 3 views in each sector.		2 -		- 4 -	1	Dignified treatment
<b>VEMENT RECOMMENDATIONS):</b> The Improvements recommendation scores need to be sourced from <u>Section B</u> of the questionnaires and all 3 sources of information to be entered for each site. 2 graphs need to created for Provincial Improvement recommendations per sector, indicating the 3 views in each sector.				0 3	-2	Complaint Management System
VEMENT RECOMMENDATIONS): The Improvements recommendation scores need to be sourced from Section B of the questionnaires and all 3 sources of information to be entered for each site. 2 graphs need to created for Provincial Improvement recommendations for call the provincial improvement recommendations for call the provincial interest and all 3 sources of information to be entered for each site.	uois per secor, marcaing the 3 views in each secon.	overneut teconimendo	or monitors ii) impri	mons for chizens, stand	T econmenda	oung on this data. I) i rountela improvemen
	om $\frac{\operatorname{Section } B}{\operatorname{Section } B}$ of the questionnaires and all 3 sources of information to be entered for each site. 2	s need to be sourced	nmendation score	he Improvements reco	NDATIONS): 7	PRIORITIES (IMPROVEMENT RECOMMENT)
iments management						complaints and compliments management

i diffic processes	Department to start planning & implementation process		A		2	Landhack visit			
Enturo processos		Outputs (expected) from the engagement	Outputs (exp	Date of (planned) engagement	Nature of engagements	Nature o		dame	Facility Name
5. 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.	ok place in the past quarter. Futun	ack visits/ sector meetings that to	in the province: Feedb	keholder engagements	A report back on sta	IN THE PROVINCE: /	ENGAGEMENTS	EHOLDER s well.	5. STAKEHOL section as well
							pliments	Complaints & compliments system	Complair system
							times	Opening & closing times	Opening
									Safety
							nfort	Cleanliness & Comfort	Cleanline
							•	Dignified treatment	Dignified
s to the waiting times at the clinic.	also found suggesting improvements to the waiting times at the clinic	Above expectation. Findings from the improvements monitoring visits indicate improvements to scores. Evidence was also	isits indicate improvem	rovements monitoring v	ndings from the imp	Above expectation. Fi	Queue management & waiting times	anagemer	Queue m times
nagement noted that the matter had been escalated to the Provincial office for consideration.	ement noted that the matter had b	Poor. Responses by citizens, staff & monitors indicate no improvements. Location of the facility is still a challenge. Manage	nents. Location of the	ors indicate no improve	izens, staff & monit	Poor. Responses by cit		Visibility & signage	Visibility
Poor. Responses by citizens, staff & monitors indicate no improvements. Location of the facility is still a challenge. Management noted that the matter had been escalated to the Provincial office for consideration.	ement noted that the matter had b	facility is still a challenge. Manag	ments. Location of the	ors indicate no improve	izens, staff & monit	Poor. Responses by cit			
							ibility	Location & accessibility	Location
		Narrative on improvements processes	Narrative on impro						
3 3 1	2 2 2	<u> </u>	4	1	1	1 1			
3 3 1	2 2 2	1	3 4	1	Î	1			
\$ \$ \$ \$	2 2 2	<u>-</u>	4	1	1	1			
Opening & closing times compliments system	ety Safety	Dignified treatment & safety	tem	Visibility & signage system		Location & accessibility			nts visit
Complaints &	eanliness, comfort	Clear	Queue management	Que			Source	me Name	Date of improveme
4.2 Intensive improvements monitoring sites: progress report. This report is to provide a progress report on sites for improvements monitoring. Improvements monitoring scores are to be reflected in relation to the baseline visit scores and improvements in scores to be communicated. This improvements reporting is to be done per site, indicating improvements across the sector.	nts monitoring scores are to be ref	4.2 Intensive improvements monitoring sites: progress report. This report is to provide a progress report on sites for improvements monitoring. Improvement inprovements for improvements in scores to be communicated. This improvements reporting is to be done per site, indicating improvements across the sector.	eport on sites for impro	to provide a progress rents reporting is to be do	eport. This report is ted. This improveme	ring sites: progress r	ovements monito	sive impro	4.2 Inten
school.	on. owwerts and community men	א וומי סמומי אמומי ממומי ומחוו	3000			school.	o non		
where are insolved in the maintanance and alconing of the	on Chidonts and community more	that other sphericand learn fr	nd to be a good proof:	Pa of the school was four	X maintanance	Fraguant cla	practice	on hact r	Narrative