



THE PRESIDENCY: DEPARTMENT OF PLANNING MONITORING & EVALUATION

FRONTLINE SERVICE DELIVERY MONITORING PROGRAMME - BASELINE SCORE CONSOLIDATION

Name of Facility	Type of facility (level)																					
Province	Visit Reference Number																					
Sector	Name of Monitor																					
Date of Visit	Total number of citizens interviewed								Number of males interviewed				Number of females interviewed									
A. Key Performance areas	citizen1	citizen 2	citizen3	citizen4	citizen5	citizen6	citizenav	monitor1	monitor 2	monitor 3	monitor 4	monitor5	monitor6	monitor av	staff 1	staff 2	staff 3	staff 4	staff 5	staff 6	staff av	
1. Location & Accessibility							-							-								-
2. Visibility & Signage							-							-								-
3. Queue Management & Waiting Times							-							-								-
4. Dignified Treatment							-							-								-
5. Cleanliness & Comfort							-							-								-
6. Safety							-							-								-
7. Opening & closing times							-							-								-
8. Complaint Management System							-							-								-

****MONITORS' NARRATIVE ON THE SITE FINDINGS- For completion following De-Briefing**

De-briefing narrative

****MONITORS' NARRATIVE ON THE SITE FINDINGS- For completion following feedback meeting**

feedback meeting narratives



THE PRESIDENCY: DEPARTMENT OF PLANNING MONITORING & EVALUATION

FRONTLINE SERVICE DELIVERY MONITORING PROGRAMME - BASELINE VISIT SUMMARY REPORT

Name of Facility	0	Type of facility (level)	0
Province	0	Visit Reference Number	0
Sector	0	Name of Monitor	0
Date of baseline visit	00 January 1900	Reviewer of Summary Report	0
Total number of citizens interviewed	0	Number of males interviewed	0
		Number of females interviewed	0

SECTION A. FINDINGS FROM THE ASSESSMENT OF QUALITY OF SERVICE DELIVERY

PERFORMANCE RATINGS:			KEY PERFORMANCE AREAS:							
Very good	>=3.5	4	Location & Accessibility	Visibility & Signage	Queue Management & Waiting Times	Dignified Treatment	Cleanliness & Comfort	Safety	Opening & Closing Times	Complaints & compliments system
Good	2.5-3.4	3								
Fair	1.5-2.4	2								
Poor	1-1.4	1								
	PERFORMANCE RATINGS (Section A)									
		Citizen	-	-	-	-	-	-	-	-
		Monitor	-	-	-	-	-	-	-	-
		Staff	-	-	-	-	-	-	-	-

****MONITORS' SUMMARY NARRATIVE ON THE SITE FINDINGS-** For completion during the De-briefing

[Monitors' narrative summary following de-briefing](#)

****SUMMARY OF FINDINGS** (For completion during the de-briefing)

Key Performance areas:	Findings- Current situation	Recommended action	Responsible Person/ Department
1.Location & Accessibility	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
2. Visibility & Signage	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	

	Finding 5	Recommendation 5	
3. Queue Management & Waiting Times	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
4. Dignified Treatment & Consultation	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
5. Cleanliness & Comfort	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
6. Safety	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	

	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
7. Opening & closing times	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
8. Complaint & Compliment Managemen System	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
	Finding 3	Recommendation 3	
	Finding 4	Recommendation 4	
	Finding 5	Recommendation 5	
9. Sector specific standards	Finding 1	Recommendation 1	
	Finding 2	Recommendation 2	
10. Other	Finding 1	Recommendation 1	
	Finding 2	Recommensation 2	

PHOTOGRAPHIC EVIDENCE FOR BASELINE MONITORING (For completion during the de-briefing)



IMPROVEMENT PLAN FOR THE SITE MONITORED (For completion during the feedback visit)

Improvement plan objective *The improvement plan is developed following an FSDM baseline monitoring visit, it is intended to develop developed and implement corrective measures for key performance areas found to be performing poorly. The improvement plans are to drive improvements in Frontline Service Delivery , to ensure collaboration in instituting improvements and to ensure that key activities out of the improvement plan are approved by the relevant authority, are allocated budgets, where necessary and are embedded on existing plans.*

To be completed after site visit

To be Completed during the Feedback visit with site, District/ Provincial Stakeholders

FSDM improvement key performance area	Recommendations	Outputs to achieve improvement	Activity to achieve output	Person responsible	Budget implications (Y/N)	Implementation target (Short/ medium/long term)	Completion date	Where can the improvement plan be embedded/aligned?
1. Location & Accessibility	Recommendation 1							
	Recommendation 2							
	Recommendation 3							
	Recommendation 4							
	Recommendation 5							
2. Visibility & Signage	Recommendation 1							
	Recommendation 2							
	Recommendation 3							
	Recommendation 4							
	Recommendation 5							
3. Queue Management & Waiting Times	Recommendation 1							
	Recommendation 2							
	Recommendation 3							
	Recommendation 4							
	Recommendation 5							
4. Dignified Treatment & Consultation	Recommendation 1							
	Recommendation 2							
	Recommendation 3							
	Recommendation 4							
	Recommendation 5							

5. Cleanliness & Comfort	Recommendation 1							
	Recommendation 2							
	Recommendation 3							
	Recommendation 4							
	Recommendation 5							
6. Safety	Recommendation 1							
	Recommendation 2							
	Recommendation 3							
	Recommendation 4							
	Recommendation 5							
7. Opening & closing times	Recommendation 1							
	Recommendation 2							
	Recommendation 3							
	Recommendation 4							
	Recommendation 5							
8. Complaint & Compliment Management System	Recommendation 1							
	Recommendation 2							
	Recommendation 3							
	Recommendation 4							
	Recommendation 5							
9. Sector specific	Recommendation 1							
	Recommendation 2							
10. Other	Recommendation 1							
	Recommendation 2							
IMPROVEMENT PLAN SUMMARY <i>(For completion at the end of the feedback meeting)</i>								
Number of recommendations put in place			Date of feedback meeting					
Name & position of facility manager			Contact details of facility manager					
Monitors' close out comments on progress to date	Monitors' comment following feedback meeting							



**THE PRESIDENCY: DEPARTMENT OF PLANNING MONITORING & EVALUATION
FRONTLINE SERVICE DELIVERY MONITORING PROGRAMME - VISIT SUMMARY REPORT**

Date of visit																						
Name of Facility	0	Number of males interviewed						Number of females interviewed														
Province	0	citizen 1	citizen 2	citizen 3	citizen 4	citizen 5	citizen 6	citizen ave	monitor1	monitor 2	monitor 3	monitor 4	monitor5	monitor6	monitor ave	staff 1	staff 2	staff 3	staff 4	staff 5	staff 6	staff ave
Sector	0																					
Total number of citizens interviewed																						
A. Key Performance areas																						
1. Location & Accessibility								-							-							-
2. Visibility & Signage								-							-							-
3. Queue Management & Waiting Times								-							-							-
4. Dignified Treatment								-							-							-
5. Cleanliness & Comfort								-							-							-
6. Safety								-							-							-
7. Opening & closing times								-							-							-
8. Complaint Management System								-							-							-

****MONITORS' NARRATIVE ON THE SITE FINDINGS- For completion following Improvement monitoring meeting**

****MONITORS' NARRATIVE ON THE SITE FINDINGS- For completion following re-scoring visit**

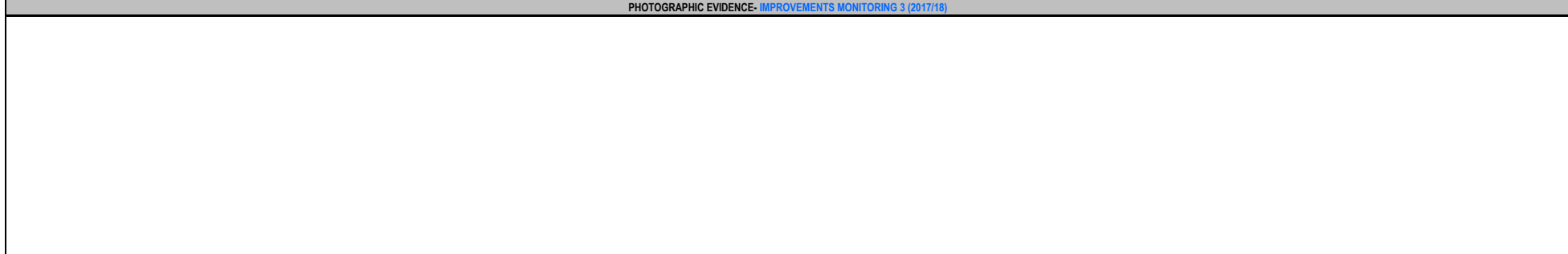
IMPROVEMENTS MONITORING SUMMARY- (For completion at the end of the improvements monitoring meeting) 2015/16

Number of improvement recommendations	0	Number of improvement recommendations Complete	0	Number of improvement recommendations Not Complete	0
Name & position of Facility manager				Contacts of facility manager	
Monitors' close out comments on progress to date	Monitors' narrative following feedback meeting				

PHOTOGRAPHIC EVIDENCE- IMPROVEMENTS MONITORING 3 (2016/17)



IMPROVEMENTS MONITORING SUMMARY- (For completion at the end of the improvements monitoring meeting 2016/17)					
Number of improvement recommendations	0	Number of improvement recommendations Complete	0	Number of improvement recommendations Not Complete	0
Name facility manager			Contacts of facility manger		
Monitors' close out comments on progress to date	Monitors' narrative following improvement meting				



IMPROVEMENTS MONITORING SUMMARY- (For completion at the end of the improvements monitoring meeting 2017/2018)					
Number of improvement recommendations	0	Number of improvement recommendations complete	0	Number of improvement recommendations not complete	0
Name & position of facility manager			Contacts of facility manager		
Monitors' close out comments on progress to date	Monitors' narrative folwing improvement meeting				

