



THE PRESIDENCY: DEPARTMENT OF PERFORMANCE MONITORING AND EVALUATION

X PROVINCE

PRESIDENTIAL FRONTLINE SERVICE DELIVERY MONITORING (PFSDM) PROGRAMME: A JOINT DPMU-PRESIDENCY AND OFFICES OF THE PREMIER INITIATIVE
PROVINCIAL REPORTING TEMPLATE

QUARTERLY REPORTING

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.

Reporting period

Province

Sites monitored

Sector	Facility name	Date of visit	Type of visit	Number of visits
Transport			Feedback Visit	1
SAPS			Baseline	1
Justice			Baseline	1
Education			Baseline	1
Total number of visits				4

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 to 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 Scorecards. Improvements recommendation scores are also to be reported on in this section and these will be sourced from Section B of the questionnaire.

Norms & standards (Q1-Q8)	Location & accessibility		Visibility & Signage		Queue Management & waiting times		Dignified treatment		Cleanliness & comfort		Safety		Opening & closing times		Complaints management system		
	Citizen	staff	Citizen	staff	Citizen	staff	Citizen	staff	Citizen	staff	Citizen	staff	Citizen	staff	Citizen	staff	
Facility Name	2	2	3	2	2	3	2	2	1	3	3	3	2	2	2	2	3

2	3	3	2	2	2	N/A	N/A	N/A	3	3	3	4	4	4	3	3	3	3	3	3	2	2	2
3	2	2	2	2	3	2	2	1	3	3	3	2	2	2	3	3	N/A	N/A	N/A	3	2	2	3

2. OVERVIEW OF THE FINDINGS ON NORMS & STANDARDS FOR NEW VISITS: The purpose is to provide a narrative on the trends across the province on the norms & standards. The analysis should indicate whether the practices found were generally poor, average, satisfied or above expectation. Photographs taken on site need to be attached as proof of the analysis.

Location & Accessibility Generally satisfied with levels of Location & accessibility. The findings indicate that citizens, staff and monitors find the location facilities accessible, however there is room for improvement.

Visibility & Signage Generally satisfied with levels of Visibility & signage. Citizens, staff and monitors agree that although signage is available across the facilities monitored, improvements are required, in particular with regards to road signage and way finding inside the facilities.

Queue management & waiting times

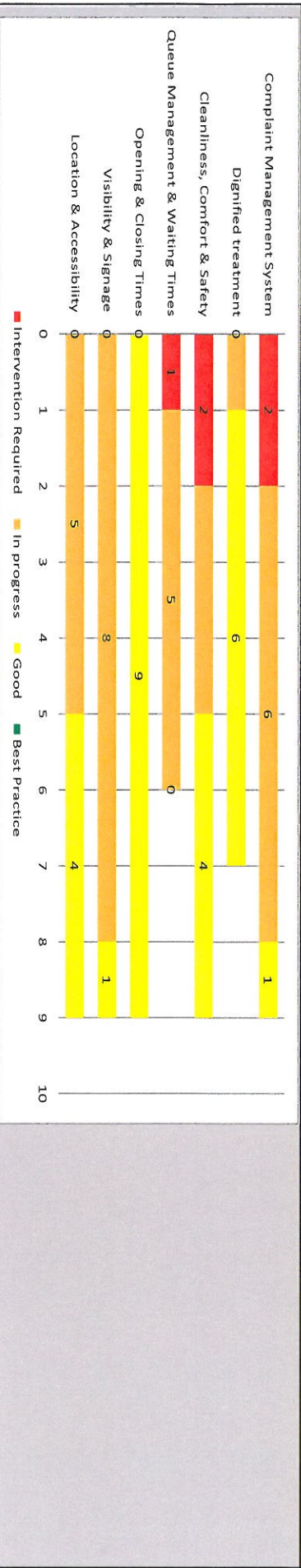
Dignified treatment

Cleanliness, comfort & safety

Opening & closing times

Complaints & compliments system

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 (how many sites in that sector scored 1, 2, 3 or 4 in the seven assessment areas).



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

Cleanliness, Comfort and Safety

