FM COURTS MONITORING TOOL
Staff Questionnaire 2018/2019

Department of Planning, Monitoring and Evaluation Office / Department of the Premier				Province:
				Reference Number

Details of FSD Monitoring Site				
Name of Facility				
District				
Municipality				
Street Address				
Date of visit	DD / MM / YYYY			

Details of Staff Member				
First Name				
Last Name				
Gender	Male		Female	
Race	African	Coloured	Asian	White
Designation (level)				
Contact Details	Email			
	Telephone			
	Other			
Disability		Yes	No	

Details of Monitor			
Name and Surname			
Contact Details	Email		
	Telephone		
	Other		

_____
Signature of monitor

_____
Date

Description		Rating Scale - Staff					
PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score	Comments
KPA 1: Location & Accessibility							
	KPA 1	**Location & Accessibility**					
1.1	**PA Statement**	**The facility is accessible to all users in line with travel distance norms set by national or provincial government.**					
Accessible distance	How far do most users travel to reach this facility?	Most users travel more than 30 kilometres.	Most users travel between 10 and 30 kilometres.	Most users travel between 5 and 10 kilometres.	Most users travel 5 kilometres or less.		
					PA Score	**/**	
1.2	**PA Statement**	**The facility's buildings and premises are accessible to the disabled and the elderly.**					
Physical access into facility	To what extent is provision made to assist persons living with disabilities and the elderly to access the facility building(s)?	No provision is made to help persons living with disabilities or elderly gain access to the building and premises.	Some provision is made to help persons living with disabilities or elderly including either a handrail, a ramp or some form of assistance constructed at the entrance of the facility but not easily accessible and/or user-friendly.	Adequate provision is made to help persons living with disabilities and elderly by means of ramps (built on an acceptable gradient), handrails and/or any other appropriate means, that is easily accessible and user-friendly.	There is a continuous path that enables persons living with disabilities and elderly unobstructed access from the facility perimeter to the buildings. This includes clear pathways, ramps and continuous handrails. The ramp's floor is constructed from non-slip material.		
	Is it easy for persons living with disabilities and the elderly to navigate their way inside the facility?	No provision is made to help persons living with disabilities or elderly navigate their way inside the building(s).	Some provision is made to help persons living with disabilities and elderly navigate their way inside the facility. Some points in the facility have sufficient space to allow for ease of movement, and have ramps and/or handrails.	Adequate provision is made to help persons living with disabilities and elderly navigate their way inside the facility. There are ramps and handrails at **all points** within the facility (where needed) and passages are wide enough to allow ease of movement.	To be determined and described during implementation		
					PA Score	**/**	

Description		Rating Scale - Staff					
PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score	Comments
1.3	PA Statement	The facility is fit for purpose, has sufficient space, resources and equipment to provide the services in line with the volume of users it receives.					
Facility premises fit for purpose	To what extent is this facility able to provide all the services it is meant to?	We are able to provide **some** of the frontline services specified in terms of sector norms and standards.	We are not able to provide **most** of the frontline services specified in terms of sector norms and standards.	We are able to provide **all** the frontline services specified in terms of sector norms and standards.	We provide **all** services we are required to provide in terms of sector norms and standards, **and** have added additional services to meet the specific needs of the community.		
					PA Score	**/**	
1.4	PA Statement	The facility has the minimum equipment necessary for its staff to perform their functions and deliver a reliable, efficient and quality service to users.					
Adequacy and availability of equipment and staff to provide services	To what extent are the facility's computers, telephones, and faxes functional?	**None** of the facility's computers, telephones and faxes are functional.	**Some** of the facility's computers, telephones and faxes are functional.	**All** the facility's computers, telephones and faxes are functional.	**All** the facility's computers, telephones and faxes are functional, **and** there is a reliable internet connection at the time of the visit.		
					PA Score	**/**	

PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score	Comments
Description		**Rating Scale - Staff**					
					KPA Score	/	

KPA 2: Visibility & Signage

PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score	Comments
	KPA 2	**Visibility & Signage**					
2.1	**PA Statement**	Users are able to locate the facility quickly and easily by following external signage.					
Signage to the facility	**External signage:** Is there visible signage on the roads or paths leading to the facility?	There is **no** signage leading to the facility.	There are **some** signage but they are not clear **or** they don't accurately show the distance and direction.	There is **sufficient** and **clear** signage showing directions leading to the facility.	There is **a lot of** signage that clearly shows the direction and distance to the facility from far away.		
	External signage: Is the facility identified on the external sign by the main gate/entrance?	There is **no signage** by the main entrance/gate to identify the facility.	There is a sign but it is **not** clear or visible (e.g. the sign is faded, letters are missing and it is too small).	There is **clear** and **visible** sign at the facility's entrance which describes the name of the facility.	There is clear sign at the facility's entrance **and** on the building which describes the name of the facility.		
					PA Score	/	
2.2	**PA Statement**	The facility provides users with information on its services, fees and management's contact details.					
Service offering/information	Are the contact details of the facility's manager displayed within the facility?	There are **no** contact details available for the facility's manager.	There is some information on the facility manager, but the contact details are incomplete and are not appropriately displayed.	**All** the relevant contact details and name of the facility manager are prominently displayed at the entrance(s) or waiting area(s) of the facility.	**All** the relevant contact details and names of the facility manager and management team are prominently displayed on photo boards at multiple points in the facility. Users are also given the option of texting or emailing the facility management.		
	Information: Is there signage that contains information on services offered at the facility?	There is **no** signposted information on services offered in the facility.	There are signs with **some** information on the services offered at the facility.	The signage describes **all** the services offered in the facility clearly.	The signage contains information about **all** the services, how they can be obtained and requirements for accessing those services.		
					PA Score	/	
					KPA Score	/	

	Description			Rating Scale - Staff			
PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score	Comments
KPA 3: Queue Management & Waiting Times							
	KPA 3	**Queue Management & Waiting Times**					
3.1	**PA Statement**	**The facility has in place a queue management system to direct, manage and control the flow of users quickly and efficiently through the service process.**					
Queue management systems	Is there an effective queue management system in place? (A system may include: a person or signs directing users where to wait , an electronic system or a numbering system).	There is **no** queue management system in place within the facility.	There **is** a queue management system (i.e. queue marshal, helpdesk), **but it is not** effective in directing, managing and controlling the flow of users throughout the facility.	There **is** a queue management system which works well **and** directs users quickly to the right place (i.e. a person or signs directing users where to wait , pole and rope barriers, an electronic system or a numbering system).	There **is** an electronic queue management system which works well and directs users quickly to the right place, **and** there is a dedicated floor-walker.		
					PA Score	**/**	
3.2	**PA Statement**	**The facility keeps users informed of their target waiting times and how long users can be expected to wait before being attended to.**					
Waiting times	Does the facility display the target waiting times for users?	There are no target waiting times displayed.	The target waiting times are displayed but are not visible to the user or are not displayed at all relevant service points.	The target waiting times are visibly displayed in various waiting areas.	There are target waiting times displayed at all waiting areas and delays are communicated to users.		
					PA Score	**/**	
3.3	**PA Statement**	**The facility's queue management system identifies users with special needs, and makes provision to fast-track service delivery and reduce waiting times.**					
Special provisions for users	Are there queues or provisions made for users with special needs (i.e. the disabled, elderly, frail, pregnant women) to reduce waiting times?	There is **no** designated queue(s) or provision(s) made for users with special needs.	There is **no** designated queue(s) or provision(s) made for users with special needs, but preference is given to them if they are identified.	Users with special needs **are** identified promptly and directed towards clearly-marked queues **and/or** given preferential treatment.	To be determined and described during implementation		
					PA Score	**/**	
					KPA Score	**/**	

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KPA 4: Dignified Treatment

	KPA 4	**Dignified Treatment**					
4.1	**PA Statement**	The facility takes reasonable steps to communicate with users in the language of their choice or provide interpretation services, if necessary.					
Language understood by users	Does the facility make provision to translate or interpret information into a language understood by users, if needed?	There are no efforts made to translate or interpret information for users.	There are some efforts made to translate or interpret information for users, but it is incumbent on users to ask for or pre-arrange these services.	Provision is made to translate or interpret information in the facility without causing delays to users (e.g. staff members are designated to help translate or there is an interpreter on hand).	To be determined and described during implementation		
					PA Score	**/**	
4.2	**PA Statement**	The facility's staff is able to understand and respond appropriately to questions from users, and promptly process their service requests.					
Efficient and responsive officials	Do staff members process the service request quickly once the user has reached the counter or designated service point?	Services requests are processed **very slowly** by staff.	Service requests are processed **slowly,** some staff are slower than others.	Service requests are processed **quickly**.	Service requests are processed **very quickly,** and the time taken is monitored by the facility.		
					PA Score	**/**	
4.3	**PA Statement**	Users recognise the facility's staff by their name tags and/or distinguishing uniforms.					
Easily recognisable staff	Do facility staff wear name tags at all times?	We **never** wear our name tags.	We **sometimes** wear our name tags **or** some staff wear them while others don't.	We wear our name tags at **all** times.	We wear our name tags at **all** times, **and** each tag has a photo of the staff member on it.		
					PA Score	**/**	
4.4	**PA Statement**	The facility publicises its service standards and targets so that users know and understand what to expect during their time at the facility.					
Awareness of service charters and standards	Is the service delivery charter prominently displayed and visible?	The service delivery charter is **not** displayed.	The facility displays a service delivery charter **but** it is not positioned prominently or visible to users.	The facility displays a service delivery charter **and** it is positioned prominently and visible to users.	The facility displays multiple service delivery charters at **all** key points across the facility.		
	Are sector-specific standards prominently displayed and visible?	The sector-specific standards are **not** displayed.	The facility displays sector-specific standards but these are not positioned prominently or visible to users.	The facility displays sector-specific standards **and** these are positioned prominently and visible to users.	The facility displays sector-specific standards at **all** key points across the facility.		
					PA Score	**/**	
					KPA Score	**/**	

PA heading	Description	Rating Scale - Staff				Score	Comments
	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	**Score**	Comments

KPA 5: Cleanliness & Comfort

	KPA 5	**Cleanliness & Comfort**					
5.1	**PA Statement**	The facility has sufficient and comfortable waiting areas that are protected from the elements and have enough seating to accommodate the volumes of users it serves.					
Suitable waiting areas	Does the waiting area(s) have adequate seating to cater for the volumes of users?	There is no seating in the waiting area.	There is some seating but not enough to accommodate all users.	There is adequate seating to cater for all users.	To be determined and described during implementation		
					PA Score	**/**	
5.2	**PA Statement**	The facility provides clean and functioning ablution facilities with the necessary toiletries to prevent the spread of disease.					
Ablution facilities are accessible, clean and in working order	Does the facility make available the necessary toiletries to users?	No amenities are supplied.	Only toilet paper is made available but only when asked for.	All toiletries (toilet paper, soap and hand-drying equipment /paper) are made available, and users are aware of how to access them (in the case of toilet paper).	To be determined and described during implementation		
					PA Score	**/**	
					KPA Score	**/**	

KPA 6: Safety

	KPA 6	**Safety**					
6.1	**PA Statement**	The facility has in place appropriate safeguards to protect users, staff and their possessions from harm and theft.					
Safety and security measures	Do you feel safe in and around the facility with the current safety measures?	I don't feel safe.	I feel safe sometimes.	I always feel safe.	To be determined and described during implementation		
	Is access to the facility controlled and monitored?	There is **no** access control at the facility.	There is **some** form of access control at the facility if **one** of the following criteria is met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process.	There is good access control at the facility if at least two of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process.	There is excellent access control at the facility if most of the following criteria are met: - a turnstile; - a gate or fence (if applicable); - a security guard; - a registration process; - metal detectors and X-rays; - CCTV.		
	Are the facility's restricted areas clearly marked to prevent or minimise the risk of unauthorised entry?	**None** of the restricted areas are marked.	**Some** of restricted areas are marked and others are not.	All restricted areas are clearly marked.	All restricted areas are clearly marked and there is electronic access control or guard services at these entrances.		
					PA Score	**/**	

	Description		Rating Scale - Staff				
PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	**Score**	Comments
6.2	**PA Statement**	**Facilities have health and safety procedures in place to handle emergencies or when dealing with sensitive user information.**					
Safety procedures	Does this facility have a fully-stocked first aid kit in a marked location?	There is no first aid kit.	There is a first aid kit but it is not well stocked.	There is a fully-stocked first aid kit in a marked location with a checklist.	There are several fully-stocked first aid kits in all key points, and several staff members are trained on how to use them to treat injuries.		
	Are emergency procedures (e.g. evacuation plan, marked exits) and equipment (e.g. fire extinguishers) clearly displayed and signposted within public spaces?	Emergency procedures are not compliant with building regulations if: - the evacuation plan is not displayed at key points within the facility; and - emergency exits are not appropriately signposted; and - fully-serviced fire extinguishers are not available in the public spaces.	Emergency procedures are **partially compliant** with building regulations if **one** of the following criteria is **not met**: - the evacuation plan is displayed at key points within the facility; - emergency exits are appropriately signposted; - fully-serviced fire extinguishers are available in the public spaces.	Emergency procedures are fully compliant with building regulations if: - the evacuation plan is displayed at key points within the facility; and - emergency exits are appropriately signposted; and - fully-serviced fire extinguishers are available in the public spaces.	All building regulations are complied with. Emergency drills are performed at least twice a year to test the safety procedures and plans.		
					PA Score	**/**	
6.3	**PA Statement**	**The facility stores all user records in a secure location from where they can be retrieved quickly, and puts in place safeguards to prevent loss and unauthorised access and protect the confidentiality of users.**					
Safety of records	Are user records stored securely, protected from unauthorised access, and classified for easy retrieval?	There is **no** secure place to store user records.	There is a records storage area **but** it doesn't appear secured or there is no restricted access to the area.	There is a restricted-access area where user documentation is stored **and** classified for easy retrieval.	All user records are stored electronically, easily retrieved **and** are kept safe through access controls and passwords.		
					PA Score	**/**	
					KPA Score	**/**	

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PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score	Comments
KPA 7: Service Availability & Efficiency							
	KPA 7	**Service Availability and Efficiency**					
7.1	**PA Statement**	**The facility operates in line with the operational hours prescribed in norms and standards, ensures that services are provided on an ongoing basis during these times, and has backup systems in place when utilities fail.**					
Adherence to operational hours	Are the opening times adhered to?	We **never** open on time.	We **sometimes** open on time.	We **always** open on time.	We open **earlier** than our advertised opening times.		
	Does service start on time as soon as the facility opens?	Service never starts on time.	Service sometimes starts on time.	Service always starts on time.	Service always starts earlier than our opening times.		
	Are closing times adhered to?	We always close the doors before closing time.	We sometimes close the doors before closing time.	We only close the doors at closing time but don't stop serving users.	We often close the doors, and stop service after closing time.		
	Do you have a backup system to continue providing services when the electricity or water is interrupted?	There is **no** backup, we have to turn users away.	There is backup, **but** it doesn't always work or it doesn't last sufficiently long for the service to continue.	There is a good backup **and** it allows us to continue doing our work.	To be determined and described during implementation		
	If the facility's computers and networks are offline, are there alternative systems for staff to use?	There is **no** manual or alternative system to use so service delivery has to stop.	There is **an** alternative system but it is not implemented or followed.	There is **an** alternative system which allows the staff to continue providing services.	To be determined and described during implementation		
					PA Score	**/**	

Description		Rating Scale - Staff					
PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score	Comments
7.2	PA Statement	Government must ensure that users receive services within the turnaround times as defined in the sector-specific standards or service delivery charter					
Service efficiency and availability	Was the service delivered within the turnaround time as described in the service standards while in the facility?	We **never** deliver within the timeframes specified in norms and standards.	We **sometimes** deliver within the timeframes specified in norms and standards.	We **always** deliver within the timeframes specified in norms and standards.	We deliver **faster** than the timeframes specified in norms and standards.		
	As per the service charter, citizens at domestic violence & maintenance service points should not wait longer than 2hours in the queue without being attended to. Is this the practice in this facility?	We **never** adhere to this practice	We **sometimes** adhere to this practice	We **always** adhere to this practice	To be determined and described during implementation		
	For domestic violence, a protection order must to be issued within 1 day of it being granted. Is this practice adhered to?	We **never** adhere to this practice	We **sometimes** adhere to this practice	We **always** adhere to this practice	To be determined and described during implementation		
	Does this court finalise maintenance orders within the specified 90 days?	We **never** finalize maintenance orders within 90 days	We **sometimes** finalize maintenance orders within 90 days	We **always** finalize maintenance orders within 90 days	To be determined and described during implementation		
	Do you monitor the turnaround times for service delivery?	We **never** monitor service delivery turnaround times.	We **sometimes** monitor service delivery turnaround times.	We **always** monitor service delivery turnaround times.	We monitor service delivery turnaround times and regularly track our progress towards achieving the targets.		
					PA Score	/	
					KPA Score	/	

	Description					Rating Scale - Staff		
PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score		Comments
KPA 8: Complaints & Compliments Management								
	KPA 8	**Complaints & Compliments Management**						
8.1	**PA Statement**	**The facility displays the complaints procedure in the waiting areas, public spaces and close to the exits.**						
Awareness of complaint-lodging mechanisms	Does the facility prominently display the complaints procedure to its users?	The complaints, compliments and suggestion procedure is **not** displayed.	The complaints, compliments and suggestion procedure **is** displayed **but** not prominently.	The complaints, compliments and suggestion procedure **is** displayed prominently.	The complaints, compliments and suggestion procedure is prominently displayed in waiting areas, public spaces and close to exits **AND** there are pamphlets available at the helpdesk **and** a staff member is on hand to explain the procedure.			
					PA Score	**/**		
8.2	**PA Statement**	**The facility provides users with the equipment to lodge a complaint or compliment and tracks these until they are resolved**						
Complaint- and compliment-lodging systems	Is there a clearly-marked complaints, compliments lodging mechanism (suggestion box, register, hotline number, email address) at this facility, that is easily accessible to users	There is **no** complaints, compliments and suggestions lodging mechanism at this facility.	There is **a** complaints, compliments and suggestions lodging mechanism at this facility, but it is not clearly marked.	There is a complaints, compliments and suggestions lodging mechanism at this facility, that is clearly marked with stationery made available to users.	There is a complaints, compliments and suggestions box at this facility, that is clearly marked with stationery made available to users. There is also a complaints officer on hand to offer assistance.			
	Does the facility have an internal system of managing lodged complaints and compliments?	There is no internal system to manage lodged complaints and compliments.	There is an internal system to manage lodged complaints, but it is managed by one person (the facility manager).	There is a complaints register which documents: the date, nature and severity of the complaint and who is responsible for following up or resolving the complaint.	All complaints are logged onto an electronic system and referred to a dedicated case manager.			
	Has the facility's frontline staff received training on how to record and resolve a complaint?	**No** training on how to record and resolve a complaint was received.	**Some** training on how to record but not resolve a complaint was received.	**Regular** training is received on how to record and resolve a complaint.	**Continuous** and extensive training was received on how to record and resolve a complaint.			
					PA Score	**/**		
					KPA Score	**/**		