planning, monitoring & evaluation

Department:
Planning, Monitoring and Evaluation
REPUBLIC OF SOUTH AFRICA

FSDM COURT MONITORING TOOL
Monitor Questionnaire 2017/2018

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 Monitor		
Name and Surname		
Contact Details	**Telephone**	
	E-mail	
	Other	

_____
Signature of monitor

_____
Date

Description		Rating Scale - Monitor					
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's buildings and premises are accessible to the disabled and the elderly.**					
Physical access into facility	Is the facility accessible to persons living with disabilities and the elderly from the facility perimeter to the 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, **or** 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 the disabled 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 to 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 persons living with disabilities and elderly to 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	/	
					KPA Score	/	

Description		Rating Scale - Monitor					
PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score	Comments
KPA 2: Visibility & Signage							
	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 is **some** signage, but it is broken, vandalised and/or unclear.	There is **sufficient** signage that is: - **Clear** (if it contains a universally accepted icon or legible text); - **Visible** (if it is sufficiently large and easily read by pedestrians, public and private transport users); - **Useful** if it provides directional and distance information on both sides of the road.	There is **excellent** signage that is clear, visible, useful, and is located on the main and feeder roads leading to the facility.		
	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 a **clear** and **visible** sign at the facility's entrance which describes the name of the facility.	There are clear signs at the facility's entrance **and** on the building which describe the name of the facility.		
					PA Score	/	
2.2	**PA Statement**	**Users are able to navigate their way throughout the facility, by following internal signage to the correct service points and waiting areas.**					
Signage within the facility	**Internal signage:** Does the signage inside the facility direct users to the correct service points and waiting areas?	There is **no** internal signage within the facility.	There is **some** internal signage in some areas or the signage is not clear enough to direct users to the correct services points or waiting areas.	There is adequate internal signage that is: **Clear:** contains legible text and is easily understandable; **and Visible:** sufficiently large to be read by all users and is placed prominently at key points throughout the facility; **and Useful:** provides directional assistance to the correct service points and waiting areas.	There is excellent internal signage (electronic) that is clear, visible, useful and contains additional and up-to-date information on the service points and directs users quickly and efficiently.		
					PA Score	/	

Description		Rating Scale - Monitor					
PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score	Comments
2.3	PA Statement	Users are helped to navigate their way through the facility by signage that contains easy-to-understand iconography and is translated into the local language of the community.					
Availability of languages to the community	**Internal signage:** Is the signage in English and the main language(s) of the surrounding community?	There is no signage.	The signage is written in only one language.	The signage is written in English and the local language of the community.	The signage is written in English and at least two local languages relevant to the community.		
	Does the signage make provision for users that are illiterate to find the correct service points and waiting areas?	**None** of the signs have pictures and symbols.	**Very few** of the signs are accompanied by icons, symbols, visualisations or pictures directing users to the main service points **or** waiting areas.	**Enough** of the signs contains icons, symbols, visualisations and pictures directing users to the main service points **and** waiting areas.	**All** of the signs contains icons, symbols, visualisations and pictures directing users to the main service points and waiting areas, **and** are colour-coded and illuminated for maximum visibility.		
					PA Score	/	
2.4	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	/	

4

	Description					Rating Scale - Monitor		Score	Comments

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.		
	Is there a reception or helpdesk, manned and situated in a prominent position in the facility (where applicable)?	There is **no** reception or helpdesk.	There **is** an identified reception or helpdesk **but** no official manning it.	There **is** an identified, and manned reception or helpdesk, **with** an assigned official present, **and** situated in a prominent position within the facility.	There is a reception and a separate helpdesk which is identified and manned with an assigned official present, and situated in a prominent position within the facility.		
					PA Score	/	
3.2	**PA Statement**	The facility keeps users informed of their target waiting times and how long they 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 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 area **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	/	

5

Description		Rating Scale - Monitor					
PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score	Comments
KPA 4: Dignified Treatment							
	KPA 4	**Dignified Treatment**					
4.1	**PA Statement**	The facility's staff treats users with courtesy, dignity and respect and provide services in a friendly manner.					
Courteous, dignified and respectful service	Did the staff treat users with courtesy, friendliness, dignity and respect? (Courtesy = the showing of politeness in one's attitude and behaviour toward others. Respect = to show regard or consideration for users rights. Dignity = quality of being worthy of honour or respect)	**Most** users **are not** treated with courtesy, friendliness, dignity and respect.	**Some** users **are not** treated with courtesy, friendliness, dignity and respect.	**All** users **are** treated with courtesy, friendliness, dignity and respect.	Staff go an **extra mile** to assist users beyond expectations of the service centre.		
					PA Score	/	
4.2	**PA Statement**	The facility takes reasonable steps to communicate with users in the language of their choice or provide interpretation services, if necessary.					
Language of choice	Did the staff address users in the dominant language(s) of the community?	**None** of the users are spoken to in the dominant language(s) of the community.	**Some** of the users are spoken to in the dominant language(s) of the community.	**All** the users are spoken to in the dominant language(s) of the community.	To be determined and described during implementation		
					PA Score	/	
4.3	**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.**		
					PA Score	/	
4.4	**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?	**None** of the staff are wearing name tags.	**Some** of the staff are wearing name tags.	**All** of the staff are wearing name tags.	**All** of the staff are wearing name tags **with** their photographs printed on them.		
					PA Score	/	
4.5	**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 displayed?	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.	The facility displays multiple service delivery charters at **all** key points across the facility.		
	Are sector-specific standards displayed?	The sector-specific standards are **not** displayed.	The facility displays sector-specific standards but it is not positioned prominently or visible to users.	The facility displays sector-specific standards **and** it is positioned prominently and visible.	The facility displays sector-specific standards at **all** key points across the facility.		
					PA Score	/	
					KPA Score	/	

	Description			Rating Scale - Monitor			
PA heading	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 is clean and maintained in a manner that enhances the user's experience and ensures a safe environment for the delivery of frontline services.**					
Cleanliness and maintenance of facility	Are the facility's grounds and outside areas kept clean and maintained?	The facility's grounds and outside areas are heavily littered with significant accumulations in bins **and/or** on the grounds, the plants and shrub beds are overgrown and the grass is not mowed.	There is littering with minor accumulations in bins **and/or** on the grounds, the grass and plants have been cut but demonstrate signs of regrowth.	The facility's ground and outside area are clean (i.e. no littering) and maintained (the grass and plants are cut and neat).	To be determined and described during implementation		
	Is the inside of the facility clean ?	The facility is **very dirty** if **all** of the criteria is met: -the public spaces and waiting areas are heavily littered, **and** - the floors are dirty, **and** - a foul smell is present.	The facility is **dirty** if **two of three** criteria is met: -the public spaces and waiting areas are heavily littered, **and/or** - the floors are dirty, **and/or** - a foul smell is present.	The inside of the facility is clean (free from litter in public spaces, free from dirt on floors and no foul smells) **and** well kept.	The inside of the facility is clean (free from litter and dirt) and well kept. There is continuous cleaning or it is done frequent intervals throughout the day. There is an mechanism through which users can rate the cleanliness of the facility.		
	Is the facility's buildings, fittings and fixtures well maintained?	The facility is poorly maintained if **five or more** of the following conditions are met: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) -Doors are broken - Gutters are blocked	The facility is somewhat maintained if between **one and five** of the conditions are met:: - There is visible water damage on the ceiling - The ceiling is broken - The paint is peeling off the walls - There are cracks on the walls - Electrical wiring is exposed - Lights are broken - Windows are broken - Air-conditioning is not functional.(if available) -Doors are broken - Gutters are blocked	The facility is well maintained if all of the ten conditions are met: - There is no visible water damage on the ceiling; - The ceiling is intact; - The paint is not peeling off the walls; - There are no cracks on the walls; - Electrical wiring is not exposed; - Lights are working; - Windows are not broken; - Air-conditioning is functional (if available); - Doors are intact (not broken); - Gutters are clear.	To be determined and described during implementation		
	Is the furniture well maintained?	The furniture is poorly maintained if: - **most** of the chairs are broken, and/or - there is **significant** damage to most of the tables and counters.	The furniture is maintained if: - **some** of the chairs are broken and/or - there is **some** damage to the tables and counters.	The furniture is well maintained if **none** of the chairs, tables or counters are broken or damaged.	To be determined and described during implementation		
					PA Score	/	

	Description					Score	Comments
		Rating Scale - Monitor					
PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score	Comments
5.2	**PA Statement**	**The facility has sufficient and comfortable waiting areas that are protected from adverse weather conditions and have enough seating to accommodate the volumes of users it serves.**					
Suitable waiting areas	Do 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		
	Is the waiting area protected from adverse weather conditions?	The waiting area is **outside, not** covered **and** exposed to the elements	The waiting area is outside, covered with an overhead awning, **and** offers **some** protection from adverse weather conditions.	The waiting area is **inside,** enclosed, **and** well protected from adverse weather conditions, **and** has suitable ventilation.	The waiting area is inside, enclosed, and well protected from adverse weather conditions, and has suitable ventilation and heating systems.		
	Do users have access to drinking water in the waiting area(s)?	There is **no** drinking water in the waiting area.	There **is** drinking water, **but** only one clean cup available in the waiting areas(s)	There is drinking water, **which is** refilled regularly, **and** clean cups available in the waiting area(s).	There is a drinking water dispensed through a water purifier, **with** disposable cups.		
					PA Score	/	
5.3	**PA Statement**	**The children's court has child-friendly facilities to improve the experience of children, mothers and babies.**					
Child-friendly facilities	Does the court have a child-friendly waiting area?	There is **no** child-friendly waiting area at the court.	There is a waiting area **but** it is not child-friendly. There are no kid-sized table(s) and chairs or activities within the waiting area.	There is a waiting area for children with kid-sized table(s) **and** chairs **and** age-appropriate games.	There is separate waiting area for children, **and** this is equipped with tables, chairs and age-appropriate games, **and** overseen by a child-minder.		
					PA Score	/	

Description		Rating Scale - Monitor					
PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance	Score	Comments
5.4	**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	Are the facility's ablution facilities clean and in working order?	The ablution facility is **very dirty** and **broken** if it meets **all** of the following criteria: - is dirty, and - toilets are broken/leaking, and - has no running water, and - doesn't flush.	The ablution facility is dirty, broken but still usable if it meets **one** of the following criteria: - is dirty, and - toilets are broken/leaking but still able to flush.	The ablution facility is clean, **in** working order, **has** running water **and** can be flushed.	To be determined and described during implementation		
	Are the ablution facilities supplied with the necessary toiletries (toilet paper, soap, drying equipment)?	The ablution facilities has **none** of the necessary amenities and no provision is made to supply these amenities if there is no: - toilet paper; and - soap; and - hand-drying equipment or paper towels.	The ablution facilities has **some** of the necessary amenities and no provision is made to supply these amenities if there is toilet paper, but no soap, and/or hand-drying equipment or paper towels.	The ablution facility has **all** the necessary amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets.	The ablution facility has **all** amenities if it has: - toilet paper (or toilet paper is made accessible); and - soap and soap dispensers; and - hand-drying equipment or a functioning paper towel dispenser; and - appropriate disposal facilities in both male and female toilets; and - nappy changing facilities.		
	Do persons living with disabilities have access to suitable ablution facilities?	There are **no** ablution facilities suitable for persons living with disabilities	There is an ablution facility **but** it is not suitable for persons living with disabilities as it is either too small or the amenities are not suitable for the disabled.	There is an ablution facility suitable for persons living with disabilities, **and** it is in working order.	There is an ablution facility suitable for persons living with disabilities, **and** it is in working order **and** clearly marked.		
					PA Score	/	
					KPA Score	/	

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

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	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 signposted to prevent or minimise the risk of unauthorised entry?	Restricted areas are **not** marked or signposted.	There is considerable **variation** in the signposting of restricted areas, some are marked and others are not	All restricted areas are **clearly** marked.	Restricted areas are clearly marked and there is electronic access control or guard services at entrances.		
					PA Score	/	
6.2	PA Statement	Facilities have health and safety procedures in place to handle emergencies or when dealing with sensitive user information.					
Safety procedures	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	/	
					KPA Score	/	

Description		Rating Scale - Monitor				Score	Comments
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 & Efficiency**					
7.1	**PA Statement**	**Governments must ensure that users know the operational hours of the service point in order to access it**					
Operational hours	Are the opening and closing times displayed at the main entrance or within the facility?	There are no opening and closing times displayed	The opening and closing times are displayed, but these are not visible.	Opening and closing times are clearly displayed, and visible at the main entrance of the premises or within the facility	Opening and closing times are clearly displayed and visible at the main entrance to the premises, to the buildings and at specific service points if they differ to that of the main facility.		
					PA Score	/	
7.2	**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.**					
Service Disruptions	Did you observe any disruptions to services due to staff breaks, meetings or system failures?	There were **major disruptions** as a result of staff members taking tea breaks, lunch breaks, attending staff meetings or equipment or power failures, and this impacted heavily on services.	There were **minor disruptions,** when staff chatted to each other or on their cell phones.	There were **no** disruptions at all.	To be determined and described during implementation		
					PA Score	/	
					KPA Score	/	

Description		Rating Scale - Monitor				Score	Comments
PA heading	Questions	1 = Not achieved	2 = Partially Achieved	3 = Fully Achieved	4 = Achieved beyond compliance		
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 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.	There complaints 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.		
					PA Score	/	
					KPA Score	/	