

Presidential Frontline Service Delivery Unit

FSD Good Practice Note¹

Document Author	Author Name: Thabo Makhosane Author Designation: Deputy Director: FSD Organization: DPME Telephone: 012 - 308 1425 Email: Thabo.Makhosane @po-dpme.gov.za	Creation Date	03 June 2013
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Good Practice Title: Internal Signage at Molefe Mooke Primary School

Purpose: The purpose of this good practice note is to document and report on practical & educational internal signage at Molefe Mooke Primary School.

Target Audience: Citizens, Sector Departments, OoP.

Glossary:

FSD	Frontline Service Delivery Monitoring
OoP	Office of the Premier

1 Basic Information

Fill all relevant fields:

Project name	Internal Signage Good Practice at Molefe Mooke Primary School
Province	Gauteng Province
Project Managers / Contact	Name: Ndumbi Machimana Designation: Deputy Manager: Dept / Org: Department of the Premier Tel. 011 – 355 5660 Email: ndhambi.machimana@gauteng.gov.za

2 The Good Practice Story

Programme Summary:	<p>The aim of frontline service delivery monitoring is to both affirm good performance and assist departments, municipalities and entities to improve service delivery points which are performing poorly. This is done by:</p> <ul style="list-style-type: none"> (i) Assessments of the state of FSD at the points of service delivery, through visits by officials from DPME and Offices of the Premiers (ii) Verification of the progress with FSD at the points of service delivery, through visits by the Executive, (iii) Monitoring by citizens of the performance with frontline service delivery. Verify if government is meeting the expectations of the citizens (iv) Assist DPME and Offices of the Premier to collect and analyse data on service delivery at local level and to identify where improvement initiatives should be targeted (v) Enable DPME and Offices of the Premier and/or other relevant transversal or line function departments to facilitate or put in place interventions to
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¹ This template has been prepared to serve as a guide for the development of thumbnail good practice or story sketches from projects of the FSDM Programme. The purpose of these "good practice note" is to document, in a standardized and accessible format, cases that highlight key innovations and practices in development programmes/ projects which offer relevant lessons for FSD practice. These good practices are meant to provide readers with an easy-to-grasp-and-understand snapshot of a project, or components of a project, focusing on key learning points that contribute to future practice. Where possible, the good practice should provide references to more detailed reports on the projects covered and to relevant resources for interested readers.

	<p>address identified weaknesses</p> <p>(vi) Identify good front line service delivery practice and develop learning networks</p> <p>(vii) Outputs will be reports on quality of frontline service delivery (provided to management of relevant departments and municipalities and Cabinet and Executive Councils)</p> <p>(viii) Results should feed into initiatives to improve frontline service delivery Monitoring process will also catalyse improvements in management of service delivery</p>
<p>Background / Context</p>	<p>An unannounced FSD monitoring visit was conducted on the 24 April 2013, by Officials from Performance Monitoring and Evaluation Branch, Department of the Premier, as well as officials from the Department of Performance Monitoring and Evaluation in the Presidency to Molefe Mooke Primary School in Dilopye, one of the findings was the lack of or insufficiency of external signage on route leading to the school, but great internal signage was observed. Hence, the writing of this good practice notes.</p>
<p>Findings:</p>	<p>All the eight (8) performance areas were assessed and the findings were geared and presented to the School's management during the feedback meeting dated 31 May 2013. Internal Signage at Molefe Mooke Primary School is really practical and educational.</p> <p>Signage at the entrance of the school</p> <p>The entrance signage provides a clear & visible indication of the Name of the school, Vision & Mission, contact details and the School's Code of Conduct.</p> <div data-bbox="472 1146 927 1487" data-label="Image"> </div> <div data-bbox="938 1146 1396 1487" data-label="Image"> </div> <p>Opening & Closing Times (and Visitation) Signage</p> <p>This signage provides visitors (or parents) with clear Opening & Closing Times or Teaching Times and Visiting Times to avoid teaching interruption.</p> <div data-bbox="683 1686 1190 2067" data-label="Image"> </div>

Safety Signage


These safety signages provide clarity on all things that are prohibited at the school and safety warning to motorists and to learners.



Cleanliness & Hygiene Signage

Ablutions facilities have wash hands & close the tap signage, which creates awareness on hygiene and also preservation of water resources.



	<p>Directional Signage</p> <p>Directional signage provides clear location & direction to different areas in the school.</p> 
<p>Lessons learned:</p>	<p>Key lessons learned from the good practice note.</p> <p>Signage assists with the following:</p> <ol style="list-style-type: none"> 1. Communicating the school's code of conduct and rules to the learners and community. 2. Helps in creating awareness on safety issues, hygiene and also preservation of water resources. 3. Signage assists with the education of the learners.

3 References

<p>Contacts:</p>	<p>Name: Ndumbi Machimana Designation: Deputy Manager: Dept / Org: Department of the Premier Tel. 011 - 355 5660 Email: ndhambi.machimana@gauteng.gov.za</p> <p>Name: Thabo Makhosane Designation: Deputy Director: FSD Organization: DPME Telephone: 012 - 308 1425 Email: Thabo.Makhosane @po-dpme.gov.za</p>
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Contact