#### **FSD OPERATIONS PROTOCOL** Submission period is between January & March Annually -**SUPPORT MATERIAL** Prepare & Submit FSD Annual Visit Schedule **DESCRIPTION** This is the first step in the process for OoP to STAGE 1 register their Annual Visit Schedule with the FSD national. FSD Guideline & Tools **Orientation Pack** Forward to National & Sector for Input The standard Annual Schedule Template will guide the OoP through the targeting strategy and require information PREPARATION Review & Approval Facilities Data Base about location, sector, and focus area. Should this FSD Programme stage of the process prove successful, the next step in the Framework Final Annual Visit Schedule collaboration will be initiated to sign off the annual visit schedule. Submission will take place between **Targeting Strategy** Preparation Checkpoint: Approved Annual Visit Schedule January & March of every year. Improvement Monitoring **DESCRIPTION Conduct FSD Monitoring Visit** Strategy This stage will start with a process of conducting •Capturing the questionnaires: Monitor, Staff & Service STAGE 2 an unannounced FSD Monitoring visit which is **Baseline Visit Preparation Guidance Notes** User collection of baseline data from the citizen, staff Preparation Guidance Notes Preparation & the monitor. This will be the first step in Monitoring Visit BASELINE VISIT Quality assurance of questionnaires monitoring the improvements in the quality Reporting of service delivery. Then to prepare an Site Visit Analysis Produce a Summary Report & Draft Improvement Plan improvement plan for implementation & Annual FSD Visit monitoring. Baseline Visit Checkpoint: Filled Ouestionnaire, Summary Report & Draft Improvement Plan Schedule Template To be done at least 2 **FSD** Questionnaire Set up meeting with site management months after baseline visit **Template** Visit Summary Report & relevant stakeholders **DESCRIPTION** STAGE 3 This stage will involves conducting of a feedback **Summary Report** Circulate visit summary report to site management Feedback Report meeting with site management to discuss the Template findings & recommendations of the baseline FEEDBACK VISIT Discuss findings at the meeting & agree on the visit and agree on improvement monitoring plan. Improvement Monitoring Monitoring Plan improvement monitoring plan Template Feedback Visit Checkpoint: Final Improvement Monitoring Plan Case Study Template If 3 out 7 scores are "red", alert department Process will start FSD Glossary of Terms six months after baseline visit that intensive monitoring will commence. **DESCRIPTION** •Meet with department to agree on improvements & The purpose of this stage is to alert the **FAQ** STAGE 4 timeframes for the improvements per site. Department that intensive monitoring, If 3 out 7 scores are "red". During this stage also key Reports & Presentation ·Conduct a monitoring visit within 12 months. **IMPROVEMENT** Success case studies are identified and **Case Studies MONITORING** give recognition to good frontline service •Report on findings to responsible national department delivery practice **Overview Presentation** Improvement Monitoring Checkpoint: Final Improvement Plan & Final Intensive Improvement Monitoring Plan Sector Findings Reports Monthly & Quarterly **Develop Summary Report DESCRIPTION** Report Template The purpose of this stage is to report to all STAGE 5 Produce monthly, quarterly and annual report; per Stakeholder affected, site management, Provincial Sector Report Template sector, per province. Reporting Documents EXCO, Sector Departments & to Cabinet on the REPORTING FSD finding & recommendation for mitigation & •Table reports for discussion & actioning: quarterly Cabinet Report Template

Improvements monitoring and best practice.

to Provincial Management Teams, Bi-annually to each

Reporting Checkpoint: Summary Reports, Aggregate Monthly & Quarter Reports, Sector Bi-Annual Reports & Cabinet Annual Reports

national department, annually to G&A Cluster & Cabinet

## STAGE 1: PREPARATION

## **PROCESS**

#### **DESCRIPTION**

The purpose of this stage is to plan for the year for the joint FSD monitoring visits. The standard Annual Schedule Template requires the following information type of facility, name of facility, location, type of monitoring, DPME & OoP monitoring teams.

- Production of an Annual Visit Schedule for each province in line with Targeting Strategy.
- Allocating monitoring teams for each visit and doing the logistic for preparation for the monitoring visits.
- Pre-visit briefing meeting for the monitoring team.

Prepare & Submit FSD Visit Schedule Review & Provide Forward to National & Sectors for input Additional Information Acknowledge draft Visit Schedule Monitoring Team Selection & Orientation Complete & Submit Visit Schedule Adjustments & Additional Information to Visit Schedule Final Approval from FSD

Preparation Checkpoint: Approved Annual Visit Schedule

## **PROGRAMME MANAGEMENT ROLE**

#### **GUIDE:**

Support in preparing & reviewing Visit Schedules Submission (may include combined Provincial workshops)

#### **APPROVE: Annual Visit Schedule.**

#### **GUIDE:**

Guidance on way forward in respect of processes & Procedures to be followed.

Submission period is between **January & March Annually** 

## SUPPORT MATERIAL

#### Inputs

- •FSD Annual Visit Schedule **Template**
- Targeting Strategy
- •Data Base of all service points
- •FSD Guidance Notes, GIS Maps, Teams Contacts.

#### Outputs

- Approved Annual Visit Schedule
- •Briefing packs & guidance notes
- •Daily monitoring itinerary: Site & team details

## **STAGE 2: BASELINE VISIT**

(Conduct an unannounced 1st FSD monitoring visit)

## **PROCESS**

#### **DESCRIPTION**

The purpose of this stage is to conduct an unannounced FSD Monitoring visit which is the collection of baseline data from the citizen, staff & the monitor. This will be the first step in monitoring the improvements in the quality of service delivery. Then to prepare an improvement plan for implementation & monitoring.

- (i) Meet the service site manager & brief him/her about the intended monitoring visit.
- (ii) Conduct an unannounced baseline monitoring visit Administer 3 Questionnaires: Staff, Service User & Monitor
- (iii) Compile the summery report with draft improvements monitoring plan
- (iv) Quality checking by the team leader and electronic capturing of the scores

## **FSD Monitoring Questionnaire**

#### THIS STEP INVOLVES:

- Filling in the questionnaires: Monitor, Staff & Service User
- Quality assurance of all filled in questionnaires
- Photographic evidence of the findings
- Produce a Summary Report: draft Improvement Monitoring Plan

#### **OUTPUTS**:

- \*Filled Questionnaires.
- \*Summary Report.
- \*Evidence (Photo's & other documents)
- \*Stakeholder Engagement Report

## PROGRAMME MANAGEMENT ROLE

#### **GUIDE:**

Provide guidance in respect of FSD monitoring Visits & will assist as Monitors

#### **GUIDE:**

Guidance Note Preparation:

\*Questionnaire,

\*Visit Preparation,

\*Monitoring Visit

\*Reporting

Review QA:
Filled Questionnaire,
Summary Report &
Draft Improvement Plan

#### **GUIDE:**

Guidance on way forward in respect of Processes & Procedures to be followed.

## SUPPORT MATERIAL

Inputs

FSD Questionnaire

Questionnaire Template

**Guidance Notes** 

- •Guidance Note on Preparation
- •Guidance Note on FSD Monitoring Visit
- •Guidance Note on FSD Report

**Summary Report** 

•Summary Report Template

Improvement Plan

•Improvement Monitoring Plan Template

#### Outputs

- Completed questionnaires from the teams
- Quality checked excel field questionnaires
- Summary report with draft Improvements Plan
- •Stakeholder Engagement Report
- √Visit Analysis Checklist

Baseline Visit Checkpoint: Filled Questionnaire, Summary Report & Draft Improvement Plan

o be done at least 2 months
After Baseline Visit

## **STAGE 3: FEEDBACK VISIT**

## **PROCESS**

#### **DESCRIPTION**

The purpose of this stage is to conduct a feedback meeting with site management to discuss the findings & recommendations of the baseline visit and agree on improvement monitoring plan.

- (i) Alert site management about the planned feedback meeting.
- (ii) Send draft findings at least 5 days before the meeting.
- (iii) Conduct the feedback meeting discuss the findings & agree on improvement monitoring plan.
- (iv) Update the baseline report if needed.

## **FSD Monitoring Feedback Visit**

#### THIS STEP INVOLVES:

- Visit Summary Report
- Draft Improvements Plan
- Set up meeting with site management & relevant stakeholders
- Circulate visit summary report to site management (at least 5 days)
- Discuss findings at the meeting and make changes to the summary report, if necessary
- Agree on the improvement monitoring plan

Adjust and Submit Final Improvement Plan

# PROGRAMME MANAGEMENT ROLE

#### **GUIDE:**

Guidance in respect of Feedback Visit

#### **GUIDE:**

- Preparation of Visit Summary Report
- Preparation of draft Improvement Plan

## REVIEW & APPROVE: Final Improvement Plan

#### **GUIDE:**

Guidance on way forward in respect of Processes &

Procedures to be followed

Feedback Visit Checkpoint: Final Improvement Plan

## SUPPORT MATERIAL

### Inputs

- Visit Summary Report
- Draft Improvements Plan

#### Outputs

- Final Improvements Plan
- Feedback Report

Six months after Baseline Visit

## **STAGE 4: IMPROVEMENT MONITORING**

## **PROCESS**

The purpose of this stage is to alert the site management that improvement monitoring is required. During this stage also key success case studies are identified and give recognition to good frontline service delivery practice

- Meet with service site to agree on improvements and timeframes for the improvements per site.
- Conduct a second visit within 6 months.
- Produce a score card to assess improvements in scores after baseline visit.
- Report on findings to responsible site management, national department & to Cabinet

## **Improvement Monitoring**

#### THIS STEP INVOLVES:

- Identification of sites for improvements support (Criteria 3 or more out 7 red)
- Meetings with departments & OoP agree on intensive support
- Undertake unannounced monitoring Visit & produce Summary Report
- Report back to sectors department

**Intensive Improvement Monitoring 4.1** 

**Improvement Monitoring Checkpoint: Final Improvement Monitoring Plan** 

## **PROGRAMME MANAGEMENT ROLE**

#### **GUIDE:**

· Guidance in respect of Improvement Monitoring Plan

#### **GUIDE:**

 Preparation of Improvement Monitoring Plan

**REVIEW & APPROVE: Final Improvement Plan** 

#### **GUIDE:**

Guidance on way forward in respect of Processes & Procedures to be followed.

## SUPPORT MATERIAL

#### Inputs

- Targeting Strategy
- Annual Visit Schedule
- Case Study Template

#### Outputs

- Improvements Monitoring Report
- Case Study
- •Progress Report in the **Annual Cabinet Report**

immediately after Baseline Visit

## STAGE 4.1: INTENSIVE IMPROVEMENT MONITORING

## **PROCESS**

The purpose of this stage is to alert the sector department that intensive improvement monitoring is required. During this stage also key success case studies are identified and give recognition to good frontline service delivery practice

- If 3 out 7 scores are "red", alert department that intensive monitoring will commence.
- Meet with department to agree on improvements and timeframes for the improvements per site.
- Conduct a second visit within 6 months.
- Produce a score card to assess improvements in scores after baseline visit.
- Report on findings to responsible national department & to Cabinet

## **Intensive Improvement Monitoring**

#### THIS STEP INVOLVES:

- In a case of severe dysfunctionality OR If 3 out 7 scores are red an Intensive Improvement Plan is to be developed, and alert department that intensive monitoring will commence.
- National & Provincial Task Team to be established
- Intensive Improvement Plan to be prepared, agreed on & Implemented.
- OoP & DPME to Monitor the Intensive Improvement Plan
- Undertake unannounced Monitoring Visit (2<sup>nd</sup> Visit) & produce Summary Report
- Report back to sectors department

## **PROGRAMME MANAGEMENT ROLE**

#### **GUIDE:**

· Guidance in respect of Intensive Improvement Monitoring.

#### **GUIDE:**

• Preparation of Intensive Improvement Monitoring Plan

**REVIEW & APPROVE: Final Intensive Improvement** Plan

#### **GUIDE:**

Guidance on way forward in respect of Processes & Procedures to be followed.

**Memorandum of Agreement** 

## SUPPORT MATERIAL

#### Inputs

- Targeting Strategy
- Annual Visit Schedule
- Case Study Template

#### Outputs

- Intensive Improvements Monitoring Report
- Case Study
- •Progress Report in the **Annual Cabinet Report**

**Improvement Monitoring Checkpoint: Final Intensive Improvement Monitoring Plan** 

## **STAGE 5: REPORTING**

## **PROCESS**

#### DESCRIPTION

The purpose of this stage is to report to all stakeholder affected, site management, Provincial EXCO, Sector Departments & to Cabinet on the FSD finding & recommendation for mitigation & Improvements monitoring and best practice.

- (i) Produce monthly, quarterly & annual report: per sector, per province
- (ii) Table reports for discussion and actioning: quarterly to Provincial Management Teams, Bi-Annually to each National Sector Department, Annually Reporting to G&A Cluster and Cabinet.

## **FSD Monitoring Reporting**

- Develop Summary Report
- Analyse Summary Report & Questionnaire Data
- Compile a stakeholder engagement report after visit
- •Aggregate monthly & quarterly data
- •Compile sector bi-annual reports
- •Compile cabinet annual report

## Quarterly Reporting

Report finding to EXCO

(at least 5 days)

Tabling findings at

the National M&E

Forum

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**Bi-Annual Sector Reporting** 

## THIS STEP INVOLVES Set up meeting with

- THIS STEP INVOLVES: Sector Department's management

  •Tabling FSD Quarterly
  •Circulate Sector
  - •Circulate Sector findings report to management (at least 5 days)
  - Discuss the national findings & agree on Improvement Monitoring Plan.

# Annual Cabinet Reporting

#### THIS STEP INVOLVES:

- •Draft Annual Report for programme for DG's comments.
- Finalise report, obtain
- Approval from management team & submit to provincial M&E Forum, G&A cluster & Cabinet.

# PROGRAMME MANAGEMENT ROLE

#### **GUIDE:**

 Guidance in respect of Monitoring Reporting

#### **GUIDE:**

 Preparation of monthly, quarterly, Bi-Annual Sector Report, & Annual Cabinet Report

### **REVIEW & APPROVE:**

EXCO – Quarterly Report DG's – Annual Cabinet Report

#### **GUIDE:**

Guidance on way forward in respect of Processes & Procedures to be followed.

## SUPPORT MATERIAL

#### Inputs

- Monitoring Visit Data (web based)
- •Stakeholders Engagement Template
- Sector Reporting Template
- •Cabinet Reporting Template

#### Outputs

- Monthly Report (internal)
- Stakeholders Engagement Report
- •Quarterly top management reports
- National Sector Reports
- Cabinet Report

FSD Reporting Checkpoint: Summary Reports, Aggregate Monthly & Quarter Reports, Sector Bi-Annual Reports & Cabinet Annual Reports

## **FSD PROCESS MAP**

Planning for programme implementation: Jan-March **TIMELINES PROCESS INPUTS OUTPUTS** .1 Annual schedule template Draft annual schedule 1.2 Approved annual visit 1.1.1 Site selection approach **Planning** Forward draft schedule to provinces Schedule 1.1.2 Database of national service STAGE 1 & sectors for input 1.2.1 Briefing packs January - March: points Team selection & orientation 1.2.2 Approved Travel plan Planning for new visits & 1.1.3 Guidance notes, GIS maps, Plan visit logistics 1.2.4 Daily monitoring itinerary Identification of **Preparation** team contacts Compile daily itinerary Improvements sites 1.1.4 Travel motivation template 1.1.5 Daily itinerary template Approval Required Conduct visit: fill in questionnaires: 2.2 Completed questionnaires 2.1. Questionnaire templates The Visits monitor, staff & service user 2.2.1 Summary report 2.1.1 Summary report template STAGE 2 Consolidate team questionnaires 2.2.2 Q.A questionnaires & 2.1.2 Visit analysis checklist Produce summary report summary report Q.A reports **Baseline Visit** 2.2.3 Electronically captured April - October : Capture reports electronically reports to be done at least 2 months Baseline, Feedback & improvements After 1st visit monitoring visits to be undertaken Set up meeting with site management 3.1 Visit summary report & draft 3.2 Final Improvement plan & stakeholders improvement plan 3.2.1 Final scores Circulate visit summary report 3.1.1 Visit questionnaires STAGE 3 (at least 5 days before) 3.1.2 Feedback visit template Table visit findings Feedback Visit Agree on draft improvement plan **Improvements** Sign Off Sign off on final improvement plan from 2012/13 visits to Required be visited six months To be done at least after the baseline visit: Identify improvements sites 4.2 Improvements monitoring 6 months 2013/14 4.1 Selection criteria Meet departments & OoP by May 2012 After 1st visit report 4.1.1 Improvements monitoring & agree on intensive monitoring programme 4.2.1 Improvements case study template (outstanding) STAGE 4 Undertake improvements visits by October 4.2.2 Progress report in the 4.1.2 Improvements case study 2012 annual report template **Improvements** Report back to sectors& Cabinet **Monitoring** 5.1 Monthly scores aggregation Reporting Aggregate monthly & quarterly scores 5.2 Monthly aggregated scores November - February:

## STAGE 5

Reporting

- Produce monthly, quarterly, bi-annual & annual reports
- Arrange meetings with departments & table findings
- 5.1.1 Monthly reporting template
- 5.1.2 Quarterly reporting template
- 5.1.3 Bi-annual sector template
- 5.1.4 Annual reporting template
- 5.2.1 Monthly report
- 5.2.2 Quarterly management reports
- 5.2.3 Bi- annual sector reports 5.2.2 Annual report

Annual & Bi-Annual Reports Stakeholder **Engagements Report**