

COMMUNITY MONITORING

Lighthouse Community Grouping

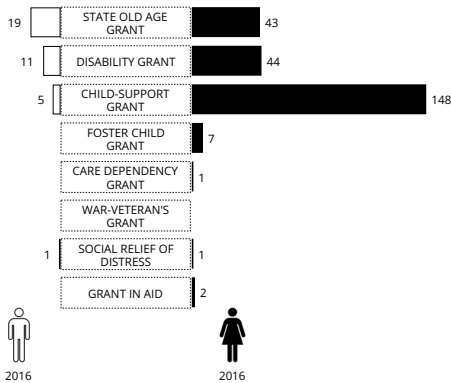
OCTOBER / NOVEMBER 2016

MAKING ALL VOICES COUNT

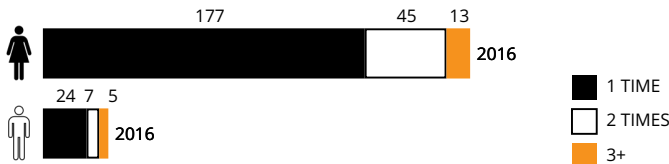
BLACKSASH
MAKING HUMAN RIGHTS REAL

SASSA Service Office: Lotus River

WHAT KIND OF GRANT/S DO YOU RECEIVE - OR ARE YOU APPLYING FOR?



HOW MANY TIMES HAVE YOU COME TO THIS OFFICE FOR THE SAME ISSUE - BECAUSE IT WAS NOT RESOLVED THE FIRST TIME?

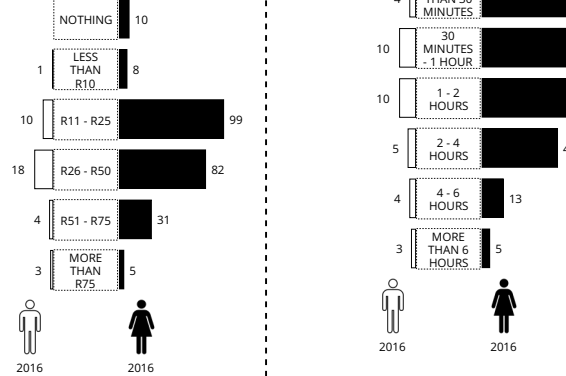


DID YOU KNOW BEFORE YOU CAME WHAT DOCUMENTS YOU HAD TO BRING WITH YOU?

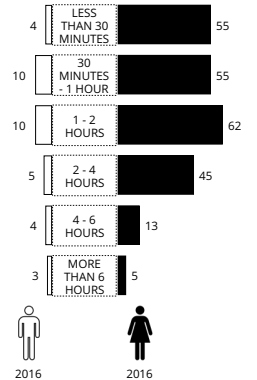


DID THE PERSON SERVING YOU TELL YOU THEIR NAME OR WEAR A NAME TAG?

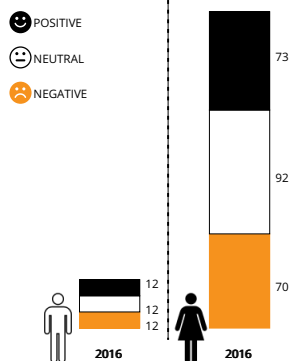
WHAT WAS THE TOTAL AMOUNT YOU HAD TO PAY FOR TRANSPORT TO THE SERVICE OFFICE?



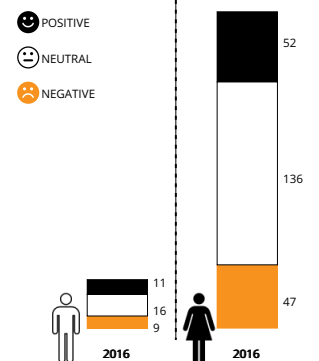
HOW LONG DID YOU WAIT IN THE QUEUE BEFORE YOU WERE ATTENDED TO?



WHAT WAS THE STATE OF THE WAITING AREA?

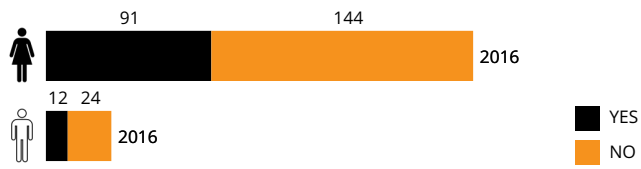


HOW WELL DID THE STAFF MANAGE QUEUES?

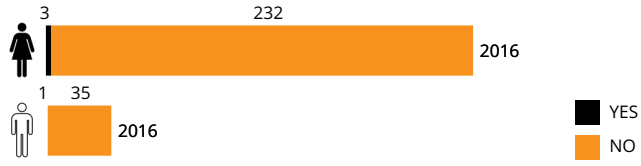


HOW RESPECTFUL WERE THE STAFF TO YOU?

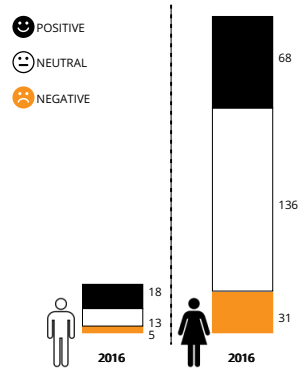
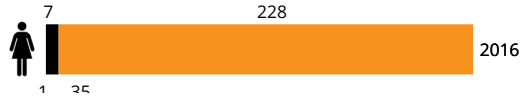
DO YOU THINK THAT THIS SERVICE OFFICE WILL LEARN FROM THIS SURVEY AND



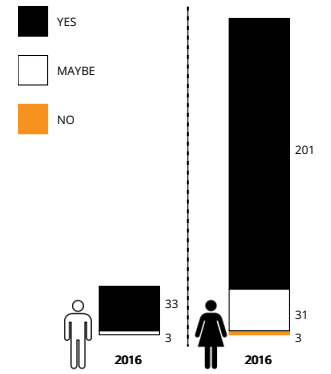
DID ANY OFFICIAL (INCLUDING SECURITY) ASK YOU FOR MONEY OR A FAVOUR IN ORDER TO HELP YOU?



ARE YOU AWARE THAT YOU CAN APPLY FOR A GRANT EVEN IF YOU DO NOT HAVE AN ID BOOK, USING ALTERNATIVE IDENTIFICATION METHODS? (REGULATION 11)



IMPROVE THEIR SERVICES?



	2016
PARTICIPANTS:	271
FEMALE:	235
MALE:	36



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CBM Resources

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Batho Pele Principles

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BLACKSASH
MAKING HUMAN RIGHTS REAL

Hivos
people unlimited

MAKING ALL
VOICES COUNT

A GRAND CHALLENGE
FOR DEVELOPMENT

DG
MT



OpenUp