health

Department:
Health
REPUBLIC OF SOUTH AFRICA

NATIONAL ENVIRONMENTAL HEALTH NORMS AND STANDARDS ASSESSMENT TOOL, 2025

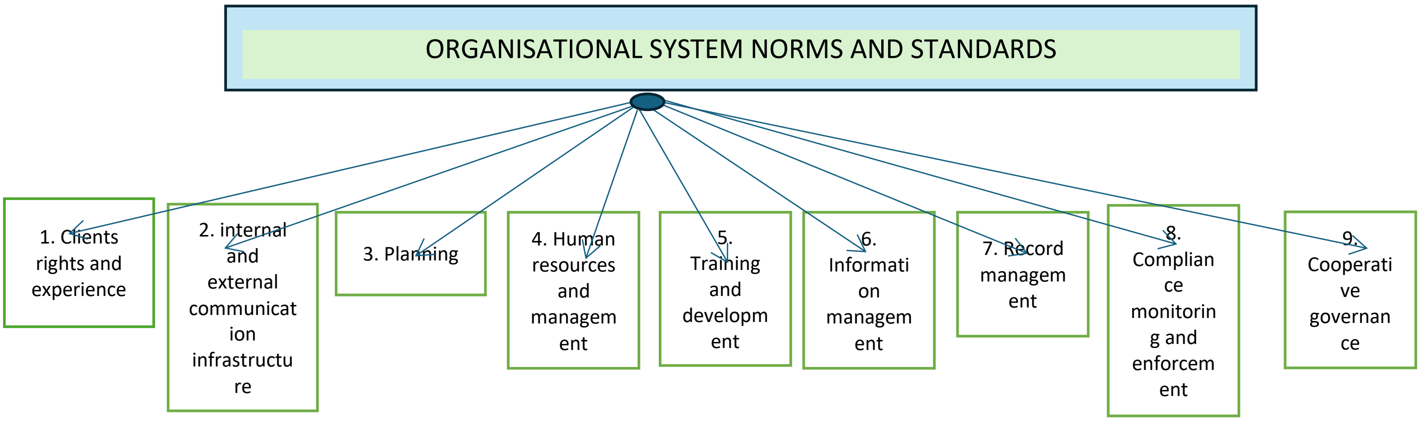
SECTION 1: Organisational Information

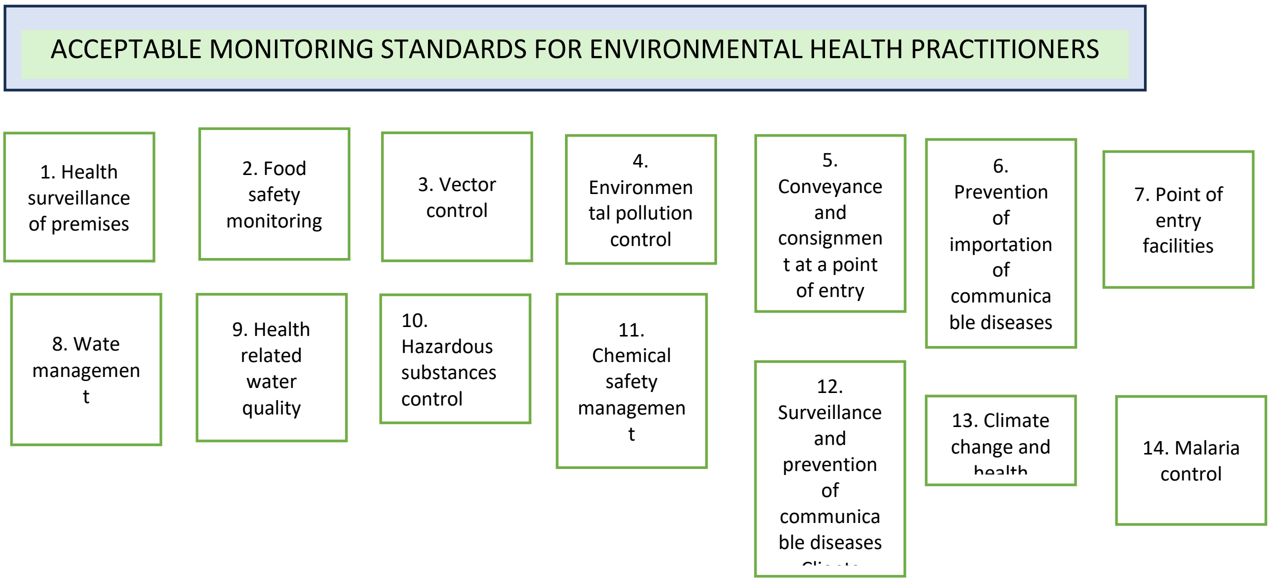
Name of the Province	
Name of Organisation	
Organisational Representative/s	
Name of assessor/s	
Date of Assessment	

GUIDE TO ASSESSMENT

The Framework is structured according to the National Environmental Health Norms and Standards applicable to all spheres of government and entities rendering environmental health services (Section 1: Organisational System Norms and Standards and Section2: Acceptable Monitoring Standards for Environmental Health Practitioners), 2015 and amended in 2025.

The organisational norms and standards consist of (11 components) and the monitoring standards (26 components combined). The norms and standards comprises of a total of 238 elements.





Key and description method of measurement

Key	Method of measurement
RA	Record assessment
	Check applicable document
	Observations of system or processes
CI	Customer interview
SI	Staff interview
	Testing

Rating framework/Level of compliance

	No Capacity	Limited Capacity	Developed Capacity	Demonstrated Capacity	Sustainable Capacity

Level 1	20%				
Level 2		40%			
Level 3			50%		
Level 4				70%	
Level 5					80%

Elements explanatory notes

The institution will have to achieve from level 1 in order to progress to the next level, an institution will not progress to the next level if there are outstanding issues not achieved in the previous level, even if the elements of the next level are in place.

Progression to the next level is confirmed by supporting evidence or proof of evidence.

Assessment tool outline

SECTION 1: General information/organisational details

PART A: applicable to all spheres

PART B: applicable to Points of Entry assessment

PART C: applicable to provinces

PART D: applicable to Local Government

PROCEDURE

What to bring along

- Attendance register
- Notification Letter
- Laptop
- Note pads
- Pen and Paper

In the office of the Person In Charge

- Report at the office of the MM/ HoD or Commissioner, announce your visit based on the notification letter, carry a copy of the notification letter because some institutions may deny having seen the notification. If possible, communicate with the MHS manager prior to the visit and confirm. Some managers may require clarity about the assessment, a short summary on the purpose and why assessments are conducted should be provided. **(APP indicator, DG's Performance and its reportable in Parliament, Aimed at monitoring and improving service delivery, identify gaps and assist in how to address identified gaps, no monetary support but technical.)**
- Establish who will be allocate to the assessment.
- Establish the availability for feedback and agree on times for the feedback.

In the Assessment room

- Circulate attendance register
- Agree on proceedings using draft programme
- Make short presentation on Purpose, process and finalisation of assessment
- Agree on task allocation for NDoH team plus province if available

- Conduct Assessment

Evidence Consideration

- Check if the required evidence is available
- Check if all regions/ locals/ sub districts are using standardised PoE. (Critical to ensure standardisation)
- Check if the prescribed template or format has been used where applicable.
- The 44 DMs and 8 Metros have the mandate for MHS, locals within the DM or Metro do not have any mandate even if they have an SLA in place. (Logos should be for the mandated Authority as indicated above, this will ensure that the authority takes responsibility for the service and can account for it)
- An institution will be allowed to fetch PoE which is not onsite and submit while NDoH officials are still on site. No late submissions will be accepted because these are not perceived to be items that are being used but only prepared for submission for the assessment. Items that are used on a day to day will be available at any time on request.
- Once PoE has been confirmed, the score will also be confirmed.

Assessment and Scoring

- The team lead should ask the questions on the assessment tool,
- allow a response,
- the PoE should be submitted,
- PoE should be recorded on the assessment tool.
- If the PoE is compliant, move to the next element, until you get to the final one or until there cannot be additional PoE to satisfy moving to the next level, the previous level will be selected and marked with an X, the percentage recorded on the summary sheet.
- Each institution should complete Part A plus the relevant part for the instutiton being assessed.
- Once all the percentages for the Components have been captured, the following should be done to calculate the final score.

Steps to complete the score sheet

- Complete the first part on institution details
- Enter the percentage scores under the weight column
- Highlight and select component and weight columns up to the end.
- Click copy
- Open a new excel spread sheet and just paste on the selected first column.
- Click insert
- Look for graph icon and select column graph
- Click on the edges of the graph to highlight it
- Select Chart design on top right
- Look for the graph with percentages on top of each column
- Click on it to show percentages
- You will have the graph, end

Conclusion

- Finalise the preliminary report, report must be signed on site, assessment tool must also be signed before living the institution.
- Provide feedback
- Let all signatories sign and make copies, share with relevant stakeholders
- Way forward and closure