

**13.
REVISED SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN (SDBIP)
FOURTH QUARTERLY REPORT: APRIL - JUNE 2021**

2/12/1/1

RG Louw

Senior Manager: Strategic Services

11 August 2021

(028) 313 8071

1. Executive Summary

The purpose of this report is to provide an executive summary of service delivery performance in terms of the revised top level SDBIP for the fourth quarter, 1 April 2021 to 30 June 2021.

2. Service Delivery and Budget Implementation Plan - IGNITE

Directorate: Management Services
Strategic Services

3. Compliance with Strategic Priorities

Promotion of tourism, economic and social development
Provision and maintenance of municipal services
Provision of democratic, accountable and ethical governance
Encouragement of structured community participation in the affairs of the municipality
Creation and maintenance of a safe and healthy environment

4. Delegated Authority

None

5. Legal Requirements

Section 52(d) of the Local Government: Municipal Finance Management Act, 2003 (MFMA) (Act 56 of 2003)

6. Background

The 4th quarter SDBIP report for April – June 2021 served before a Special Council on 28 July 2021. However on 29 July 2021 and 13 August 2021 a revised capex and opex spending for the 2020/21 financial year and the preliminary Annual Financial Statements (AFS) were issued that necessitate a revised 4th quarter SDBIP report (1 April – 30 June 2021) be tabled to Council.

The adjusted service delivery indicators are reflected in *red italic* in Annexure E: Revised Top Level SDBIP report: April- June 2021. The proposed service delivery amendments to the Top Layer and Departmental SDBIP are attached as Annexure F. Note that Annexures C and G remain unchanged as per the

original 4th Quarter SDBIP report approved at the Special Council on 28 July 2021 and this Annexure is therefore not duplicated in this report.

Discussion

The SDBIP is a layered plan comprising a Top Level SDBIP and Departmental SDBIPs.

- I. The top level SDBIP measures the achievement of the strategic performance indicators of the municipality. These include the prescriptive performance indicators prescribed by Section 10 of the Local Government: Municipal Planning and Performance Regulations of 2001.
- II. The Departmental SDBIP measures the achievement of performance indicators that have been determined with regard to operational service delivery within each department and have been aligned with the Top Layer SDBIP.






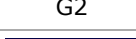
Monthly updates of the actual performance are calculated by the calculation types on the system:

Code	Calculation Type	Explanation
CO	Carry Over	Targets & Actuals carry over from one period to the next (% of project complete). The highest available Target and Actual is used to calculate the Overall Performance for the period.
ACC	Accumulative	The system sums the Targets and Actuals in order to calculate the Overall Performance for the period.
STD	Stand-alone	The system averages the Targets and Actuals over the number of targets greater than 0 in order to calculate the Overall Performance for the period.
ZERO	Zero %	Actuals must be less than or equal to the Target and the Targets are 0. The system sums the Targets and Actuals in order to calculate the Overall Performance for the period.
NA	Not Applicable	No calculation is done.
REV	Reverse Stand-alone	Actuals must be less than or equal to the Target and the Target is greater than 0. The system averages the Targets and Actuals over the number of targets greater than 0 in order to calculate the Overall Performance for the period.
LAST	Last Value	The most recent Target and Actual greater than zero is used to calculate the Overall Performance for the Period.

The dashboards (pie charts) are influenced and generated based on the progressive performance (year to date result) of all the KPI's (key performance indicators) and the calculation type of each KPI. The dashboard of the strategic/ top layer performance is reflected in the Annexure A. The total organisational performance (top layer and departmental SDBIP) is reflected in a separate dashboard (Annexure B).

The KPI result categories are indicated on the dashboard (pie chart) as:

KPI Result Categories

Category	Colour	Explanation
KPI's Not Yet Measured	 N/A	KPIs with no targets or actuals in the selected period.
KPI's Not Met	 R	0% >= Actual/Target < 75%
KPI's Almost Met	 O	75% >= Actual/Target < 100%
KPI's Met	 G	Actual/Target = 100%
KPI's Well Met	 G2	100% > Actual/Target < 150%
KPI's Extremely Well Met	 B	Actual/Target >= 150%

7. Financial Implications

Source of Funding - Operating Budget Provisions

Printing costs provided in the 2021/22 operating budget of Strategic Services.

8. Staff Implications

Report is compiled in-house by the relevant officials.

9. Comments from other Departments, Divisions and Administrations

The content of the annexures reflects the inputs of the relevant affected staff.

10. Annexures

Annexure A: Year to date Total Strategic / Top layer SDBIP Performance, July 2020 – June 2021 (*attached*)

Annexure B: Year to date Total Organisational Performance, July 2020 - June 2021 (*attached*)

Annexure C: Total organisational performance graphs for current and previous quarter (April- June 2021 and January – March 2021) (*not attached*)

Annexure D: Performance Graphs per Directorate: April - June 2021 (*attached*)

Annexure E: Top Level SDBIP report: April - June 2021 (*attached*)

Annexure F: Comments with regard to KPI's not met: April - June 2021 (*attached*)

Annexure G: Progress on KPI's not met in previous quarter (*unchanged from 28.7.2021 Special Council approval*) (*not attached*)

Annexure H: Amendments to the Departmental and Top Layer Service Delivery and Budget Implementation Plan for the fourth quarter (April – June 2021) (*attached*)

Note: Due to year end, the financial figures cited are preliminary and subject to the draft Annual Financial Statements (AFS) that will be available in the 2nd week of August 2021. The draft AFS figures will be verified in the draft unaudited Annual Report at the end of August 2021.

RECOMMENDATION TO THE COUNCIL:

1. that the content of the revised report for the fourth quarter of the 2020/21 financial year on the top level Service Delivery and Budget Implementation Plan **be noted**; and
2. that the amendments to the Departmental and Top layer SDBIP for the revised fourth quarter of the 2020/21 financial year **be approved**.

RESPONSIBLE OFFICIAL :

RG LOUW

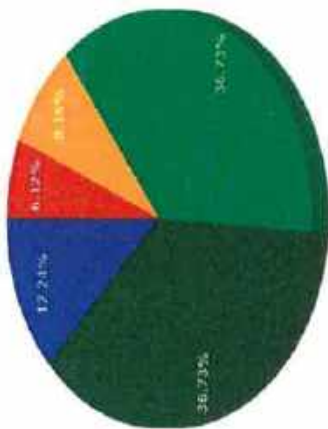
TARGET DATE FOR IMPLEMENTATION :

TO BE NOTED

Revised Year to Date Total Strategic / Top Layer SDBIP Performance (July 2020 to June 2021)

Annexure A
=

Overstrand Municipality



Directorate

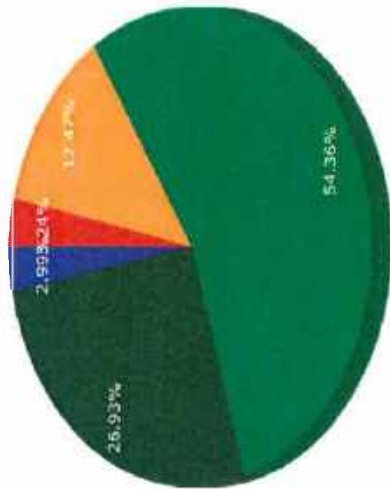


Overstrand Municipality		Directorate					Total:		
Category	Count	Percentage	Council & Municipal Manager	Management Services	Finance	Protection Services	Community Services	Infrastructure & Planning	Economic & Social Development & Tourism
Not Met	3	6.12%	-	-	-	1 (25.00%)	1 (8.33%)	-	1 (16.67%)
Almost Met	4	8.16%	1 (11.11%)	-	-	-	1 (8.33%)	1 (16.67%)	1 (16.67%)
Met	18	36.73%	7 (77.78%)	3 (60.00%)	2 (28.57%)	1 (25.00%)	3 (25.00%)	2 (33.33%)	-
Well Met	18	36.73%	-	2 (40.00%)	1 (14.29%)	2 (50.00%)	7 (58.33%)	2 (33.33%)	4 (66.67%)
Extremely Well Met	6	12.24%	1 (11.11%)	-	4 (57.14%)	-	-	1 (16.67%)	-
Total:	49*		9	5	7	4	12	6	6
	100%		18.37%	10.20%	14.29%	8.16%	24.49%	12.24%	12.24%

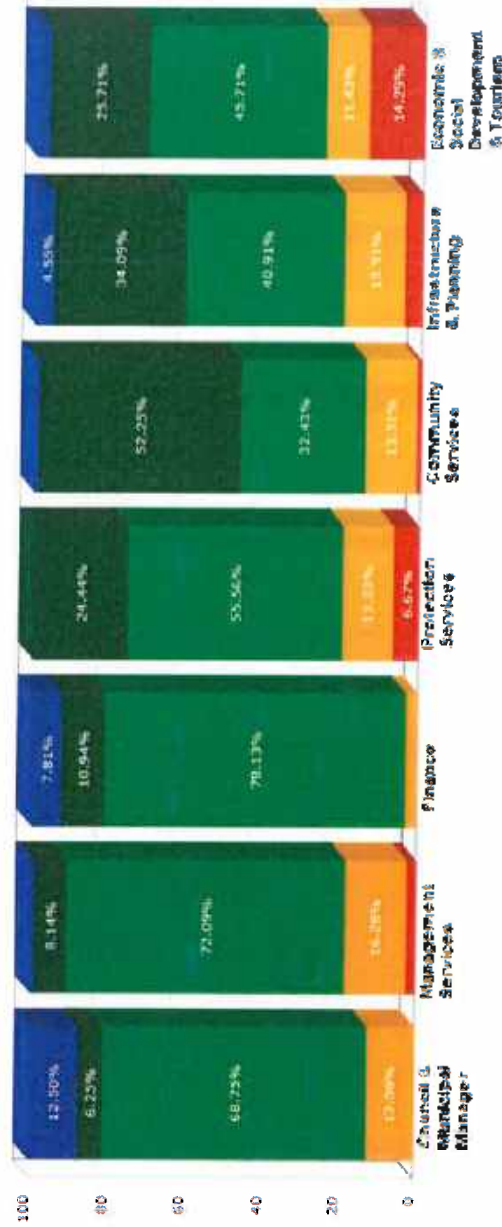
* Excludes 0 KPIs which had no targets/actuals for the period selected. Revisions are indicated in red text

Revised Year to Date Total Organisational Performance (July 2020 to June 2021)

Overstrand Municipality



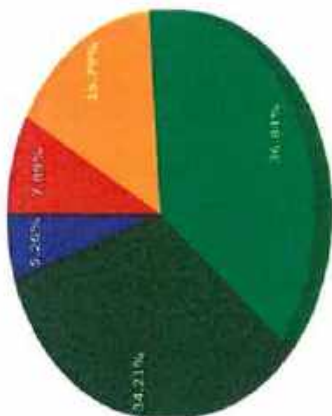
Sub-Directorate



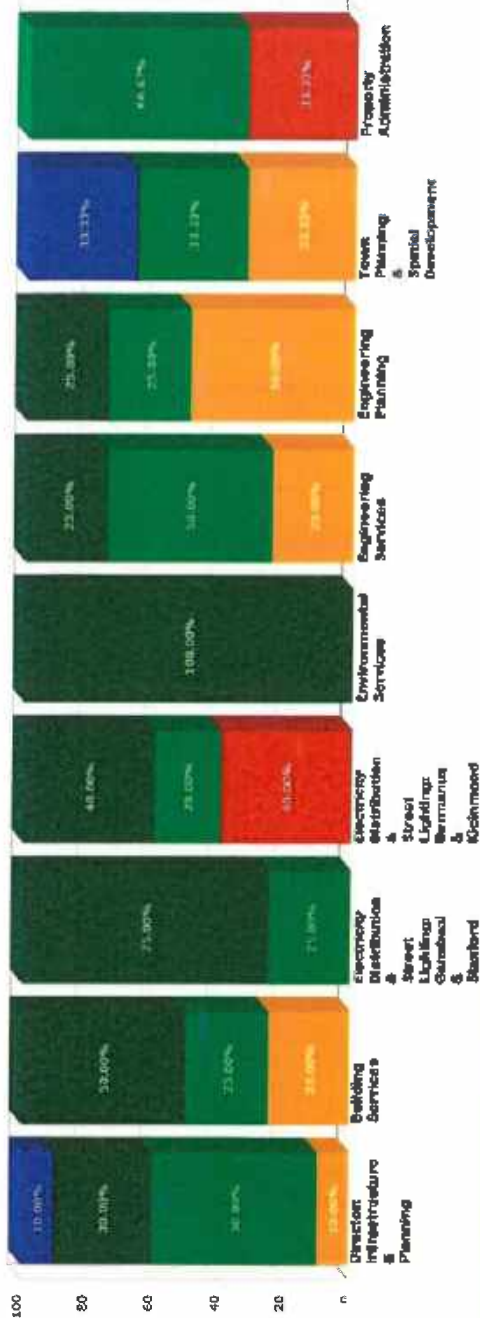
		Sub-Directorate								
		Council & Municipal Manager	Management Services	Finance	Protection Services	Community Services	Infrastructure & Planning	Economic & Social Development & Tourism		
Not Met	13 (3.24%)	-	2 (2.33%)	-	3 (6.67%)	1 (0.90%)	2 (4.55%)	5 (14.29%)		
Almost Met	50 (12.47%)	2 (12.50%)	14 (16.28%)	2 (3.13%)	6 (13.33%)	15 (13.51%)	7 (15.91%)	4 (11.43%)		
Met	218 (54.36%)	11 (68.75%)	62 (72.09%)	50 (78.13%)	25 (55.56%)	36 (32.43%)	18 (40.91%)	16 (45.71%)		
Well Met	108 (26.93%)	1 (6.25%)	7 (8.14%)	7 (10.94%)	11 (24.44%)	58 (52.25%)	15 (34.09%)	9 (25.71%)		
Extremely Well Met	12 (2.99%)	2 (12.50%)	1 (1.16%)	5 (7.81%)	-	1 (0.90%)	2 (4.55%)	1 (2.86%)		
Total:	401*	16	86	64	45	111	44	35		
	100%	3.99%	21.45%	15.96%	11.22%	27.68%	10.97%	8.73%		

* Excludes 0 KPIs which had no targets/actuals for the period selected. Revisions are indicated in red text

Infrastructure & Planning



Sub-Directorate



Infrastructure & Planning		Sub-Directorate												
Not Met	Almost Met	Met	Well Met	Extremely Well Met	Director: Infrastructure & Planning	Building Services	Electricity Distribution & Street Lighting: Gansbaai & Starboard	Electricity Distribution & Street Lighting: Hermanus & Kleinmond	Electricity Distribution & Street Lighting: Hermanus & Kleinmond	Environmental Services	Engineering Services	Engineering Planning	Town Planning & Spatial Development	Property Administration
3 (7.89%)	6 (15.79%)	14 (36.84%)	13 (34.21%)	2 (5.26%)	-	-	2 (40.00%)	-	-	-	-	-	-	1 (33.33%)
					1 (10.00%)	1 (25.00%)	-	-	1 (25.00%)	1 (25.00%)	2 (50.00%)	2 (50.00%)	1 (33.33%)	-
					5 (50.00%)	1 (25.00%)	1 (20.00%)	1 (20.00%)	2 (50.00%)	2 (50.00%)	1 (25.00%)	1 (25.00%)	1 (33.33%)	2 (66.67%)
					3 (30.00%)	2 (50.00%)	3 (75.00%)	2 (40.00%)	1 (100.00%)	1 (25.00%)	1 (25.00%)	1 (25.00%)	-	-
					1 (10.00%)	-	-	-	-	-	-	-	1 (33.33%)	-
Total:	38*	100%	10	4	4	4	5	1	4	4	4	4	3	3
			26.32%	10.53%	10.53%	13.16%	2.63%	10.53%	10.53%	10.53%	10.53%	10.53%	7.89%	7.89%

* Excludes 6 KPIs which had no targets/actuals for the period selected. Revisions are indicated in red text

Overstrand Municipality
SDBIP 2020/2021: Revised Top Layer KPI Report - Quarter 4 (01 April 2021 to 30 June 2021)

Note: Changes are indicated in red text

Council & Municipal Manager

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020				Quarter ending December 2020				Quarter ending March 2021				Quarter ending June 2021				Overall Performance for Quarter ending September 2020 to Quarter ending June 2021								
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R							
TL7	The provision of democratic, accountable and ethical governance	Submit quarterly progress reports on the revision of the top 10 risks as a corrective action to the Executive Management Team	Number of progress reports submitted	EMT minutes where item served	1	1	G	[D11] Chief Risk Officer: The high/ top risks report relating to the period ending in September 2020 was tabled and considered during the EMT meeting, dated 06 October 2020. (September 2020)		0	0	A			2	2	G	[D11] Chief Risk Officer: Risk reports relating to the period ending in February 2021 were tabled and considered during the EMT meeting, dated 9 March 2021 (February 2021). [D11] Chief Risk Officer: The high/ top risks report relating to the period ending in March 2021 was tabled and considered during the EMT meeting, dated 06 April 2021. (March 2021)			1	1	G	[D11] Chief Risk Officer: The high/ top risks report relating to the reporting period was tabled and considered during the EMT meeting, 08 June 2021. (June 2021)			4	4	G
TL35	The provision and maintenance of municipal services	Percentage of municipality's capital budget actually spent on capital projects identified for 2020/21 in terms of the municipality's IDP (Actual amount spent on projects as identified for the year in the IDP/Total amount budgeted on capital projects)(100) (MPPMR Reg 10 (c))	% of the capital budget spent	Expenditure report from SAMRAS	5.00%	8.29%	B	[D14] Municipal Manager: Target exceeded. (September 2020)		20.00%	28.28%	G	[D14] Municipal Manager: Target well met. (December 2020)		98.00%	44.80%	B	[D14] Municipal Manager: Actual spending target not met, but if the shadow amounts are taken into consideration, target is well met at 77.64%. (March 2021)	[D14] Municipal Manager: Shadow amounts mean that orders have been made out. As soon as invoices have been paid, the total spending of the capital budget will stand at 77.86%. (March 2021)	95.00%	90.97%	B	[D14] Municipal Manager: Please see performance comments from individual directors, infrastructure, community and LED services. Lockdown and roll-overs, challenged provincial planning and prolonged procurement processes are given as reasons for under performance. I would like to include the improper implementation of the DMP which in my view also led to under expenditure. (June 2021)	[D14] Municipal Manager: Diligent implementation and reporting on the DMP at all EMT meetings (June 2021)	98.00%	90.97%	B		
TL41	The provision of democratic, accountable and ethical governance	Sign section 56 performance agreements with all directors by the end of July 2020	Number of agreements signed	Cover page and signature section of the performance agreements.	6	6	G	[D1] Municipal Manager: Target met. (July 2020)		0	0	A			0	0	A			0	0	A			6	6	G		
TL42	The provision of democratic, accountable and ethical governance	Monitor the implementation of the action plan developed to address all the issues raised in the management letter of the Auditor General and submit quarterly progress reports to Executive Mayor	Number of progress reports monitored and submitted to Executive Mayor	EMT minutes where item served	1	1	G	[D2] Municipal Manager: Target met. Served at the EMT meetings of 7 May 2020, 4 August 2020 and 8 September 2020. (September 2020)		1	1	G	[D2] Municipal Manager: (November 2020) [D2] Municipal Manager: Report tabled at the EMT held on 09 November 2020 (December 2020)	[D2] Municipal Manager: None required. (December 2020)	1	2	B	[D2] Municipal Manager: Target met. Plan served before the EMT on 2 February 2021 and 9 March 2021. (March 2021)			1	3	B	[D2] Municipal Manager: Target extremely well met. (June 2021)			4	7	B

TL KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020				Quarter ending December 2020				Quarter ending March 2021				Quarter ending June 2021				Overall Performance for Quarter ending September 2020 to Quarter ending June 2021						
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Target	Actual	R		
TL43	The provision of democratic, accountable and ethical governance	Bi-annual formal performance appraisals of the section 56 appointees for the previous financial period April to June 2020 to be completed by Sept 2020 and current period October to December 2020 to be completed by February 2021.	Number of appraisals	Attendance Register	6	0	B	[D5] Municipal Manager: Target not met due to Covid-19 regulations. (September 2020)	[D5] Municipal Manager: Rescheduled for 25 October 2020. (September 2020)	6	6	G	[D5] Municipal Manager: Target for September was not met due to Covid-19 regulations. Evaluations were held on 25 October 2020. (October 2020)		6	6	G	[D5] Municipal Manager: Target met. Evaluations took place 19 February 2021. Virtual attendance - no attendance register available. Teams Meeting serves as Source of Evidence. (February 2021)		0	0	G			13	12	G
TL44	The provision of democratic, accountable and ethical governance	Draft the annual report and submit to the Auditor-General by 31 October 2020 due to extension granted in terms of GG 49592	Draft Annual report submitted	Confirmation of receipt of the report	0	0	G			1	1	G	[D79] Senior Manager: Strategic Services: Target met. (October 2020)		0	0	N/A			0	0	G			1	1	G
TL47	The provision of democratic, accountable and ethical governance	Submit the final Annual report and oversight report to Council before 31 May 2021 due to extension granted in terms of GG 49592	Final Annual report and oversight report submitted	Minutes of Council meeting during which it was discussed	0	0	G			0	0	N/A			0	0	N/A			1	1	G	[D21] Director: Management Services: Target met. Submitted to Council on 31 March 2021. (May 2021)		1	1	G
TL48	The provision of democratic, accountable and ethical governance	Prepare the final IDP for submission to Council by the end of May 2021	Final IDP submitted	Council resolution of the approved IDP	0	0	G			0	0	N/A			0	0	N/A			1	1	G	[D24] Director: Management Services: The final IDP was approved on 26 May 2021. (May 2021)		1	1	G
TL49	The provision of democratic, accountable and ethical governance	Submit the final MTRF budget by the end of May 2021	Final Budget submitted	Agenda of the Council meeting	0	0	G			0	0	N/A			0	0	N/A			1	1	G	[D107] Director: Finance: FINAL MTRF BUDGET 21/21/2021 SUBMITTED TO COUNCIL ON 26 MAY 2021 (May 2021)		1	1	G

Management Services																											
TL KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020				Quarter ending December 2020				Quarter ending March 2021				Quarter ending June 2021				Overall Performance for Quarter ending September 2020 to Quarter ending June 2021						
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Target	Actual	R		
TL20	The provision of democratic, accountable and ethical governance	The percentage of a municipality's budget (excluding budget) actually spent on implementing its workplace skills plan (Actual expenditure divided by the budget allocated) (MPPHR Reg 10 (f))	% of the training budget spent on implementation of the WSP	Expenditure reports from SAMRAS systems	20.00%	48.57%	B	[D89] Director: Management Services: Complied (September 2020)		40.00%	73.00%	B	[D89] Director: Management Services: Target extremely well met. (December 2020)		60.00%	96.59%	B	[D89] Director: Management Services: Target extremely well met. (March 2021)		100.00%	100.00%	G	[D89] Director: Management Services: Target met (June 2021)		100.00%	100.00%	G
TL21	The provision of democratic, accountable and ethical governance	Review the Municipal Organizational Staff Structure by the end of June 2021	Structure reviewed	ULF minutes (restoring) and updated organization	0	0	N/A			0	0	N/A			0	0	N/A			1	1	G	[D90] Director: Management Services: A total number of six staff structures were reviewed. (June 2021)		1	1	G

TL KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020				Quarter ending December 2020				Quarter ending March 2021				Quarter ending June 2021				Overall Performance for Quarter ending September 2020 to Quarter ending June 2021										
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Target	Actual	R						
TL22	The provision of democratic, accountable and ethical governance	Revise the Section 14 Access to Information Manual by the end of June 2021 to ensure compliance and up to date policies	Manual revised	Letter to the Human Rights Commission	0	0	0			0	0	0			0	0	0			0	0	0			1	1	1	1	1	1	
TL23	The provision of democratic, accountable and ethical governance	90% of the approved and funded programs filled (Actual number of posts filled divided by the funded posts budgeted) x1000	% filled	HR statistics on filled and vacant posts	92.00%	90.39%	0	[D92] Director: Management Services: Target not achieved due to COVID-19 Lockdown. (September 2020)	[D92] Director: Management Services: Recruitment and selection processes still in progress. (September 2020)	92.00%	90.64%	0	[D92] Director: Management Services: Target not met due to COVID-19 Lockdown. (December 2020)	[D92] Director: Management Services: Recruitment and selection processes still in progress. (December 2020)	92.00%	91.49%	0	[D92] Director: Management Services: Target not met. (March 2021)	[D92] Director: Management Services: Recruitment and selection processes still in progress. (March 2021)	92.00%	92.08%	0	[D92] Director: Management Services: Target well met (June 2021)		92.00%	92.08%	0				
TL24	The provision of democratic, accountable and ethical governance	The number of people from employment equity target groups employed in the three highest levels of management in compliance with a municipality's approved employment equity plan (MPPMR Reg 10 (a))	The number of people from EE target groups employed	Monthly report to respective Directors. Extract from Payday	70	71	0	[D47] Senior Manager: Human Resources: 71 people from EE target groups employed in the three highest levels of management (July 2020) [D47] Senior Manager: Human Resources: 71 people from EE target groups employed in the three highest levels of management (August 2020) [D47] Senior Manager: Human Resources: 71 people from EE target groups employed in the three highest levels of management (September 2020)		70	71	0	[D47] Senior Manager: Human Resources: 71 people from EE target groups employed in the three highest levels of management (October 2020) [D47] Senior Manager: Human Resources: 71 people from EE target groups employed in the three highest levels of management (November 2020) [D47] Senior Manager: Human Resources: 71 people from EE target groups employed in the three highest levels of management (December 2020)		70	71	0	[D47] Senior Manager: Human Resources: 71 people from EE target groups employed in the three highest levels of management (January 2021) [D47] Senior Manager: Human Resources: 71 people from EE target groups employed in the three highest levels of management (February 2021) [D47] Senior Manager: Human Resources: 71 people from EE target groups employed in the three highest levels of management (March 2021)		70	71	0	[D47] Senior Manager: Human Resources: 71 people from EE target groups employed in the three highest levels of management (April 2021) [D47] Senior Manager: Human Resources: 71 people from EE target groups employed in the three highest levels of management (May 2021) [D47] Senior Manager: Human Resources: 71 people from EE target groups employed in the three highest levels of management (June 2021)		70	71	0				

Finance

TL KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020				Quarter ending December 2020				Quarter ending March 2021				Quarter ending June 2021				Overall Performance for Quarter ending September 2020 to Quarter ending June 2021									
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Target	Actual	R					
TL13	The provision of democratic, accountable and ethical governance	Financial viability measured in terms of the available cash to cover fixed operating expenditure ((Available cash-investments)/ Monthly fixed operating expenditure) (MPPMR Reg 10 (g))	Ratio achieved	Section 71 reports	0	0	0			0	0	0			0	0	0			0	6.32	6	[D360] Director: Finance: KPI EXTREMELY WELL MET - COST COVERAGE RATIO (PRELIM FIGURES UNTIL MID AUGUST WHEN THE FINAL DRAFT RPA AND RAPS BEING SUBMITTED) June 2021)		0	6.32	6			

TL #/ Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020				Quarter ending December 2020				Quarter ending March 2021				Quarter ending June 2021				Overall Performance for Quarter ending September 2020 to Quarter ending June 2021						
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R					
TL14	The provision of democratic, accountable and ethical governance	Financial viability measured in terms of the municipality's ability to meet its service debt obligations (Total operating revenue received)/debt service payments due within the year (MPPAR Reg 10 (g))	Ratio achieved	Section 71 reports	0	0	N/A			0	0	N/A			0	0	N/A			15	23.55	B	[D161] Director: Finance: KPI: EXTREMELY WELL MET - DEBT COVERAGE (PRELIM FIGURES UNTIL MID AUGUST WHEN THE FINAL DRAFT AND AFS BEING SUBMITTED) (June 2021)		15	23.55	B
TL15	The provision of democratic, accountable and ethical governance	Financial viability measured in terms of the outstanding service debtors (Total outstanding service debtors/ revenue received for services) (MPPAR Reg 10 (g))	% achieved	Section 71 reports	0.00%	0.00%	N/A			0.00%	0.00%	N/A			0.00%	0.00%	N/A			14.00%	12.91	B	[D162] Director: Finance: KPI: EXTREMELY WELL MET- OUTSTANDING SERVICE DEBTORS to REVENUE (PRELIM FIGURES UNTIL MID AUGUST WHEN THE FINAL DRAFT AND AFS BEING SUBMITTED) (June 2021)		14.00%	12.91	B
TL16	The provision of democratic, accountable and ethical governance	Financial statements submitted to the Auditor General by 31 October 2020 due to extension granted in terms of GG 49582.	Financial statements submitted	AFS submitted to the AG	0	0	N/A			1	1	G	[D120] Deputy Director: Finance & SCM: Financial Statements were submitted to the AG on 30 October 2020. (October 2020) [D120] Deputy Director: Finance & SCM: Not applicable for the period. (December 2020)		0	0	N/A			0	0	N/A			1	1	G
TL17	The provision of democratic, accountable and ethical governance	Submit a reviewed long term financial plan to the CFO by end of October 2020	Reviewed long term financial plan submitted	Reviewed long term financial plan	0	0	N/A			1	1	G	[D164] Senior Manager: Financial Services: LTFP submitted (October 2020)		0	0	N/A			0	0	N/A			1	1	G

TL KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020				Quarter ending December 2020				Quarter ending March 2021				Quarter ending June 2021				Overall Performance for Quarter ending September 2020 to Quarter ending June 2021								
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Target	Actual	R				
TL34	The provision and maintenance of municipal services	Provision of free basic electricity, refuse removal, sanitation and water in terms of the equitable share requirements (MPPMR Reg 10 (b))	Number of indigent households	Monthly summary from the indigent register	7,750	7,522	B	[D138] Senior Manager: Revenue: 7389 Indigent total of 37 500 households of 20.17% (July 2020) [D138] Senior Manager: Revenue: 7 587 Indigent total of 35 428 households (August 2020) [D138] Senior Manager: Revenue: 7 592 Indigent total of 35 414 households (September 2020)	[D138] Senior Manager: Revenue: Housing busy handing over houses in Howston Heights (July 2020) [D138] Senior Manager: Revenue: Housing Project busy with transfers to owners (August 2020) [D138] Senior Manager: Revenue: The Housing Department is increasingly handing over homes in Howston Heights that will lead to an increase in the number of Indigent Households. (September 2020)	7,750	7,355	B	[D138] Senior Manager: Revenue: 7 909 Indigent total of 35 414 households (October 2020) [D138] Senior Manager: Revenue: 7 955 Indigent total of 35 414 households (November 2020) [D138] Senior Manager: Revenue: 7 323 Indigent total of 35 414 households (December 2020)	[D138] Senior Manager: Revenue: The Housing Department is increasingly handing over homes in Howston Heights that will lead to an increase in the number of Indigent Households. (October 2020) [D138] Senior Manager: Revenue: Housing busy handing over houses in Howston Heights (December 2020)	7,750	7,263	B	[D138] Senior Manager: Revenue: 7 954 Indigent total of 35 414 households (January 2021) [D138] Senior Manager: Revenue: 7 911 Indigent total of 35 433 households (February 2021) [D138] Senior Manager: Revenue: 7 265 Indigent total of 35 431 households (March 2021)	[D138] Senior Manager: Revenue: The Housing Department is increasingly handing over homes in Howston Heights and Gansbaai that will lead to an increase in the number of Indigent Households. (January 2021) [D138] Senior Manager: Revenue: Housing Project busy with transfers to owners. Other housing projects on hold. (February 2021) [D138] Senior Manager: Revenue: The Housing Department is increasingly handing over homes in Howston Heights that will lead to an increase in the number of Indigent Households. Review of actual households (March 2021)	7,750	7,278	B	[D138] Senior Manager: Revenue: 7 258 Indigent total of 35 434 households (April 2021) [D138] Senior Manager: Revenue: 7 245 Indigent total of 35 445 households (May 2021) [D138] Senior Manager: Revenue: 7 278 Indigent total of 35 451 households (June 2021)	[D138] Senior Manager: Revenue: The Housing Department is increasingly handing over homes in Howston Heights that will lead to an increase in the number of Indigent Households. Review of actual households (April 2021) [D138] Senior Manager: Revenue: info (May 2021)	7,750	7,278	B		
TL30	The provision of democratic, accountable and ethical governance	Achieve debt recovery rate not less than 80% (Receipts/total billed for the 12 months period x 100)	% Recovered	Calculation of 12 month rolling average	80.00%	98.16%	G2	[D163] Director: Finance: KPI WELL MET FOR JULY 2020 (July 2020) [D163] Director: Finance: KPI WELL MET FOR AUGUST 2020 (August 2020) [D163] Director: Finance: KPI WELL MET (September 2020)		80.00%	98.62%	G2	[D163] Director: Finance: KPI WELL MET FOR OCTOBER 2020 (October 2020) [D163] Director: Finance: KPI WELL MET FOR NOVEMBER 2020 (November 2020) [D163] Director: Finance: KPI WELL MET FOR DECEMBER 2020 (December 2020)		80.00%	99.18%	G2	[D163] Director: Finance: Debt Recovery Rate KPI met for January 2021 (January 2021) [D163] Director: Finance: DEBT RECOVERY RATE KPI MET FOR FEBRUARY 2021 (February 2021) [D163] Director: Finance: KPI WELL MET FOR MARCH 2021 (March 2021)		80.00%	100.15%	G2	[D163] Director: Finance: KPI WELL MET FOR APRIL 2021 (April 2021) [D163] Director: Finance: KPI WELL MET FOR MAY 2021 (May 2021) [D163] Director: Finance: KPI WELL MET FOR JUNE 2021 (June 2021)		80.00%	100.15%	G2		

Protection Services

TL KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020				Quarter ending December 2020				Quarter ending March 2021				Quarter ending June 2021				Overall Performance for Quarter ending September 2020 to Quarter ending June 2021									
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Target	Actual	R					
TL25	The creation and maintenance of a safe and healthy environment	Annually review and submit Disaster Management Plan to Council by the end of October 2020	Reviewed plan submitted	Council minutes noting the Reviewed Disaster Management Plan	0	0	G			1	1	G	[D206] Chief: Fire and Rescue, Disaster Management and Security Services: Target was not met due to Covid 19 (October 2020) [D206] Chief: Fire and Rescue, Disaster Management and Security Services: Disaster Management Plan served before Council on the 25th of November 2020 (November 2020)			0	0	G			0	0	G			0	0	G		

TL KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020				Quarter ending December 2020				Quarter ending March 2021				Quarter ending June 2021				Overall Performance for Quarter ending September 2020 to Quarter ending June 2021						
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Target	Actual	R		
TL26	The creation and maintenance of a safe and healthy environment	Review Community Safety Plan in three year cycle by end of June 2021 in conjunction with the Department of Community Safety	Plan reviewed	Reviewed Community Safety Plan	0	0	0		0	0	0		0	0	0		1	0		[D207] Director: Protection Services: KPI not met (June 2021)	[D207] Director: Protection Services: KPI carried over to the 2021/2022 SCBP. The plan will be reviewed by or before end June 2022. Covid-19 Reg (June 2021)	0	0	0			
TL27	The creation and maintenance of a safe and healthy environment	Arrange public awareness sessions on Protection Services	Number of sessions held	Quarterly statistical report	15	18	0	[D208] Director: Protection Services: LB Awareness conducted for the quarter (September 2020)		23	26	0	[D208] Director: Protection Services: Traffic, law enforcement & fire awareness (December 2020)		32	24	0	[D208] Director: Protection Services: 24 awareness conducted (March 2021)	[D208] Director: Protection Services: more awareness will be conducted in the next term (March 2021)	31	32	0	[D208] Director: Protection Services: Target well met. 32 public awareness conducted (June 2021)		300	303	0
TL28	The creation and maintenance of a safe and healthy environment	Collect R16,500,000 Public Safety Income by 30 June 2021 (Actual revenue, excluding the fine impairment amount)	A-value of public safety collected income	SAMRAS report and Journal for fines impairment	R4 125 000.00	R3 035 165.01	0	[D209] Director: Protection Services: target not met on revenue collected due to Covid 19 lock down (September 2020)	[D209] Director: Protection Services: revenue generated will improve as at Oct 2020 (September 2020)	R4 125 000.00	R11 647 674.00	0	[D209] Director: Protection Services: Target well met (December 2020)		R4 125 000.00	R4 078 504.00	0	[D209] Director: Protection Services: Period Jan - March 2021 (March 2021)	[D209] Director: Protection Services: Increase in collection of flow for next quarter (March 2021)	R4 125 000.00	R558 520.00	0	[D209] Director: Protection Services: KPI not met (June 2021)	[D209] Director: Protection Services: An incorrect revenue amount of R3 805 880 was captured in quarter 2. The correct figure is R11 647 674. The error constituted from the inclusion of other item figures in the Journal rather than only the IMPAIRMENT figure. The figure will be amended after the Council approval on 28 July 2021. The overall performance for the year is thus exceeded. (June 2021)	R16 500 000.00	R19 716 064.01	0

Community Services																											
TL KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020				Quarter ending December 2020				Quarter ending March 2021				Quarter ending June 2021				Overall Performance for Quarter ending September 2020 to Quarter ending June 2021						
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Target	Actual	R		
TL1	The provision and maintenance of municipal services	98% of the operational conditional grant (libraries & CDW's) spent (Actual expenditure divided by the total grant received)	% of total conditional operational grants spent (libraries & CDW's)	Year to date expenses (SAMRAS report)	20.00%	35.69%	0	[D309] Director: Community Services: Complied (September 2020)		50.00%	82.14%	0	[D309] Director: Community Services: Complied (December 2020)		75.00%	96.84%	0	[D309] Director: Community Services: Complied (March 2021)		98.00%	100.00%	0	[D309] Director: Community Services: KPI Well Met (June 2021)		98.00%	100.00%	0
TL2	The provision and maintenance of municipal services	m ² of roads patched and resoled according to Pavement Management Systems within available budget	m ² of roads patched and resoled	Consulents road statistical report	0	0	0			15,000	0	0	[D310] Deputy Director: Operational Services: Under performed, due to the tender only being adjudicated in December 2020.	[D310] Deputy Director: Operational Services: Construction to start 1 Feb 2021 (December 2020)	45,000	5,222	0	[D310] Deputy Director: Operational Services: Construction commenced in March 2021 after being delayed due to the late issue of a safety permit by the Department of Labour. (March 2021)	[D310] Deputy Director: Operational Services: Target will be reached by the end of the 4 quarter. (March 2021)	106,000	105,067	0	[D310] Deputy Director: Operational Services: KPI Almost Met. Tender adjudicated December 2020, but contractor could only start in March 2021, due to challenges with Department of Labour. (June 2021)		106,000	305,067	0

TL KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020				Quarter ending December 2020				Quarter ending March 2021				Quarter ending June 2021				Overall Performance for Quarter ending September 2020 to Quarter ending June 2021			
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R		
TL32	The provision and maintenance of municipal services	Provision of refuse removal refuse dumps and solid waste disposal to all informal households at least once a week (MPPMR Reg 10 (a))	Number of weekly removal of refuse in informal households (Once per week = 52 weeks per annum)	5F annual eMIS report on the weekly refuse removal.	0	0	N/A		0	0	N/A		0	0	N/A		52	52	G	[D316] Deputy Director: Operational Services: KPI Met (June 2021)		52	52	G
TL35	The provision and maintenance of municipal services	The provision of sanitation services to informal households (excluding invaded state owned land and private land) based on the standard of 1 toilet to 5 households (MPPMR Reg 10 (a))	The number of toilet structures provided in relation to the number of informal households (excluding invaded land unsuitable for housing and private land)	Annual report from Housing Department indicating the number of informal households (excluding invaded land unsuitable for housing and private land). Report on the GPS coordinates for the number of the toilets to informal households (excluding invaded land unsuitable for housing and private land)	0	0	N/A		0	0	N/A		0	0	N/A		930	934	G2	[D317] Deputy Director: Operational Services: KPI Met (June 2021)		930	934	G2
TL37	The provision and maintenance of municipal services	Provision of sanitation services to formal residential households (A household is defined as a residential unit billed for the particular services rendered by way of the financial system (SAMRAS)) (MPPMR Reg 10 (a))	No of formal residential households which are billed for sewerage in accordance to the SAMRAS financial system	Yearly statistics provided by the Department of Finance	0	0	N/A		0	0	N/A		0	0	N/A		30,050	30,420	G2	[D318] Deputy Director: Operational Services: KPI Met (June 2021)		30,060	30,420	G2
TL45	The provision and maintenance of municipal services	Provision of water to informal households on invaded land with available funding ("Land Invasion" refers to the illegal occupation of land, with the intention of establishing dwellings / a settlement upon it. An invasion may be by one individual or by hundreds of households).	The number of taps installed for informal households on invaded land with available funding	Report on the GPS coordinates on the number of taps installed for informal households on invaded land	0	0	N/A		0	0	N/A		0	0	N/A		80	80	G	[D319] Deputy Director: Operational Services: KPI Met (June 2021)		80	80	G

TL KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020			Quarter ending December 2020			Quarter ending March 2021			Quarter ending June 2021			Overall Performance for Quarter ending September 2020 to Quarter ending June 2021													
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R								
TL6	The provision and maintenance of municipal services	The provision of sanitation services to informal households on invaded land with available funding ("Land Invasion" refers to the illegal occupation of land, with the intention of establishing dwellings / a settlement upon it. An invasion may be by one individual or by hundreds of households).	The number of toilets provided for informal households on invaded land with available funding	Report on the GPS coordinates for the number of toilets provided for informal households on invaded land	0	0				0	0				0	0					105	130		[D320] Deputy Director: Operational Services: KPI Well Met (June 2021)				105	130	

Infrastructure & Planning

TL KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020			Quarter ending December 2020			Quarter ending March 2021			Quarter ending June 2021			Overall Performance for Quarter ending September 2020 to Quarter ending June 2021										
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R					
TL3	The provision and maintenance of municipal services	Quality of effluent comply 90% with general or special limit in terms of the Water Act (Act 35 of 1998)	% compliance	Report from Directorate Infrastructure (WSA) compiled from independent laboratory test results	90.00%	79.18%		[D359] Deputy Director: Engineering Planning: 79.18% of effluent results complied with the requirements. (September 2020)	[D359] Deputy Director: Engineering Planning: Some poor quality raw influent was dumped by an external party at the Houston WWTW during the period. This practice was stopped immediately after being discovered. The Pearly Beach WWTW's process design (oxidation ponds) is of such a nature that it cannot comply fully with the General Standards. Feasibility studies for the refurbishment and upgrade of the Pearly Beach WWTW's process design (oxidation ponds) have been completed. (September 2020)	90.00%	90.60%		[D359] Deputy Director: Engineering Planning: 90.6% of effluent results complied with the requirements. (December 2020)	[D359] Deputy Director: Engineering Planning: The Pearly Beach WWTW's process design (oxidation ponds) is of such a nature that it cannot comply fully with the General Standards. Feasibility studies for the refurbishment and upgrade of the Richmond and Houston WWTW's have been completed. (December 2020)	90.00%	74.42%		[D359] Deputy Director: Engineering Planning: Target almost met. 74.42% of effluent results complied with the requirements. (March 2021)	[D359] Deputy Director: Engineering Planning: The Pearly Beach WWTW's process design (oxidation ponds) is of such a nature that it cannot comply fully with the General Standards. Feasibility studies for the refurbishment and upgrade of the Richmond and Houston WWTW's have been completed. Budgetary provision will have to be made for upgrades at these plants. (March 2021)	90.00%	82.45%		[D359] Deputy Director: Engineering Planning: Target almost met. 82.45% of effluent results complied with the requirements in the 4th quarter. (June 2021)	[D359] Deputy Director: Engineering Planning: The Pearly Beach WWTW's process design (oxidation ponds) is of such a nature that it cannot comply fully with the General Standards. Feasibility studies for the refurbishment and upgrade of the Richmond and Houston WWTW's have been completed. Budgetary provision to be made for upgrades at these plants. (June 2021)	90.00%	79.16%	
TL4	The provision and maintenance of municipal services	Quality of potable water comply 95% with SANS 241	% compliance with SANS 241	Independent Laboratory test result	95.00%	96.04%		[D360] Deputy Director: Engineering Planning: 96.04% of samples taken at water treatment plants during the period complied with the SANS241 drinking water standards. (September 2020)		95.00%	99.51%		[D360] Deputy Director: Engineering Planning: 99.51% of samples taken at water treatment plants during the period complied with the SANS241 drinking water standards. (December 2020)		95.00%	98.52%		[D360] Deputy Director: Engineering Planning: Target well met. 98.52% of samples taken at water treatment plants during the period complied with the SANS241 drinking water standards. (March 2021)		95.00%	99.26%		[D360] Deputy Director: Engineering Planning: Target well met. 99.26% of samples taken at water treatment plants during the period complied with the SANS241 drinking water standards. (June 2021)		95.00%	98.83%	
TL10	The provision and maintenance of municipal services	Limit electricity losses to 7.5% at least (Number of Electricity Units Purchased - Number of Electricity Units Sold) / Number of Electricity Units Purchased and/or Generated) x 100	% of electricity unaccounted for	Electricity losses Excel spreadsheet from Manager: Costing and Reports in Finance Directorate	0.00%	0.00%				0.00%	0.00%				0.00%	0.00%				7.50%	7.35%		[D362] Director: Infrastructure & Planning: Target extremely well met. 7.35% losses (June 2021)		7.50%	7.35%	

TL KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2020				Quarter ending December 2020				Quarter ending March 2021				Quarter ending June 2021				Overall Performance for Quarter ending September 2020 to Quarter ending June 2021							
					Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R	Departmental KPI: Performance Comment	Departmental KPI: Corrective Measures	Target	Actual	R						
TL10	The promotion of tourism, economic and social development	Support 120 SME's in terms of the SME Development Programme by 30 June 2021	Number of SME's supported	Internally verified list of SME's supported	0	0	0			60	120	B	(D384) Director: Economic & Social Development & Tourism: 125 SME's supported (December 2020)		0	0	0			60	47	A	(D384) Director: Economic & Social Development & Tourism: Target for the quarter almost met (June 2021)	(D384) Director: Economic & Social Development & Tourism: Overall annual target exceeded. 172 SME's supported during the financial year. (June 2021)	120	172	A	
TL11	The promotion of tourism, economic and social development	Report on projects/initiatives in collaboration with other stakeholders for local economic development, social development and tourism	Number of projects/initiatives collaborated on	Implementation in plan and/or letter of intent	3	3	G	(D385) Manager: LED: Projects in collaboration with other stakeholders (September 2020) (D386) Manager: Social Development: The after school project in Mount Pleasant is a collaboration between the department and JustCare. The department provides support through temporary workers that assist with caring for the children, while JustCare is responsible for all the operational costs and other staff required to provide a quality after school service (September 2020)		3	3	G	(D385) Manager: LED: Target met (December 2020) (D386) Manager: Social Development: Different initiatives and outreach programmes took place in collaboration with other stakeholders. (December 2020)		3	4	G	(D385) Manager: LED: Solid project conceptualized with Goodbos Foundation (March 2021) (D386) Manager: Social Development: Just Care After School, is a collaboration between the department and this organisation. The department also worked with other organisations in the establishment of local area based drug action committees. Reports on these projects are included in the Monthly / Quarterly report (March 2021)		3	3	G	(D385) Manager: LED: There's one organisation, Goodbos, where we collaborated on joint initiatives due to the limitations of Covid19 (June 2021) (D386) Manager: Social Development: During this quarter the Department collaborated with the following organisations on the Rural Child and Youth Survey during June. (June 2021)		12	13	A	
TL12	The promotion of tourism, economic and social development	The number of job opportunities created through the EPWP programme and as per set targets (grant agreement - FTE's translates to 1038 work opportunities) (MPPMR Reg. 10 (d))	Number of temporary jobs created	Internally verified list of beneficiaries appointed	0	0	A			578	713	C	(D388) Director: Economic & Social Development & Tourism: 713 EPWP jobs created (December 2020)		210	107	R	(D388) Director: Economic & Social Development & Tourism: 107 job opportunities created in the 3rd quarter. Overall year-to-date actual is at 620. (March 2021)	(D388) Director: Economic & Social Development & Tourism: December target exceeded. Annual target will be reached by June 2021. (March 2021)		220	418	B	(D388) Director: Economic & Social Development & Tourism: Target extremely well met. (June 2021)		1,038	1,238	A
TL14	The promotion of tourism, economic and social development	Support 50 SME's in terms of the Emerging Contractor Development Programme by 30 June 2021	Number of Emerging Contractors supported	Internally verified list of small contractors supported	0	0	A			25	25	G	(D390) Manager: LED: Target met (December 2020)		0	0	A			25	40	B	(D390) Manager: LED: Target extremely well met. (June 2021)		50	85	A	

Overstrand Municipality

2020/2021: Revised Quarterly Departmental KPI Report on KPIs Not Met in Quarter 4 (01 April 2021 to 30 June 2021)

Annexure F
1/3

Management Services

Dept KPI Number	KPI Description	Unit of Measurement	KPI Owner	Apr-21						May-21						Jun-21						Overall Performance for April 2021 to June 2021		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R			
				074	Expansion of the legal resources of the municipality on a quarterly basis (including case law, common law and new legislation relating to local government)	Number of responses submitted	Senior Manager: Legal Services	5	0	R	No legal updates due to the capacity constrain within the legal services department with the illness and absence of the Sen Legal Advisor	This KPI will be reviewed for the new financial year	5	0	R	No legal updates due to the capacity constrain within the legal services department with the illness and absence of the Sen Legal Advisor	This KPI will be reviewed for the next financial year	5	0	R	No legal updates due to the capacity constrain within the legal services department with the illness and absence of the Sen Legal Advisor	This KPI was reviewed for the next financial year	5	0

Protection Services

Dept KPI Number	KPI Description	Unit of Measurement	KPI Owner	Apr-21						May-21						Jun-21						Overall Performance for April 2021 to June 2021		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R			
				0173	55% of the total approved capital budget spent (Actual expenditure divided by the total approved capital budget)	% of the capital budget spent	Director: Protection Services	0.00%	0.00%	N/A			0.00%	0.00%	N/A			55.00%	54.00%	R	Target not met. As per latest updated capital budget extract of 19 July 2021	A few capital projects were carried over to year 2021/22 for implementation and completion due to covid-19	55.00%	54.00%
D195	Number of Learner's Licenses issued	Number of successful licences issued	Chief: Traffic Services, Law Enforcement & Task Team	100	116	G	116 Learners licenses issued		100	158	B	155 Learners licenses issued		500	190	R	Target not met. 190 Learner licenses issued	Due to Covid-19 regulations as per directive from the Department of Transport, only 50% capacity is allowed. The ENATIS system was adapted accordingly.	700	401	R			
D204	Perform inspections for the cleaning & Maintenance of municipal vacant land and private land	Number of inspections performed	Chief: Fire and Rescue, Disaster Management and Security Services	0	0	N/A			0	0	N/A			650	401	R	Target not met. 401 inspections conducted in terms of cleaning and maintenance of municipal and vacant land	Due to the rise in Covid cases certain inspections could not take place but will be done as soon as personnel is made available to do inspections.	650	401	R			
D205	Survey and approval of building plans received	Number of building plans received	Chief: Fire and Rescue, Disaster Management and Security Services	0	0	N/A			0	0	N/A			350	181	R	Target not met. April - 5 May - 58 June - 118 TOTAL: 181	Unable to scrutinize any plans if not received from Building Department. Number of plans received are the number of plans received from Building Department.	350	181	R			
D207	Review Community Safety Plan in three year cycle by end of June 2021 in conjunction with the Department of Community Safety	Plan reviewed	Director: Protection Services	0	0	N/A			0	0	N/A			1	0	R	KPI not met	KPI carried over to the 2021/2022 SDBIP. The plan will be reviewed by or before end June 2022, Covid-19 Reg	1	0	R			

Dept KPI Number	KPI Description	Unit of Measurement	KPI Owner	Apr-21					May-21					Jun-21					Overall Performance for April 2021 to June 2021		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
D209	Collect R16,500,000 Public Safety Income by 30 June 2021 (Actual revenue, excluding the fine Impairment amount)	R-value of public safety collected income	Director: Protection Services	R0.00	R0.00	N/A			R0.00	R0.00	N/A			R4 125 000.00	R54 620.00	R	KPI not met	An incorrect revenue amount of R5 305 800 was captured in quarter 2. The correct figure is R11 647 674. The error constituted from the inclusion of other item figures in the Journal rather than only the IMPAIRMENT figure. The figure will be amended after the Council approval on 28 July 2021. The overall performance for the year is thus exceeded.	R4 125 000.00	R54 620.00	R

Community Services

Dept KPI Number	KPI Description	Unit of Measurement	KPI Owner	Apr-21					May-21					Jun-21					Overall Performance for April 2021 to June 2021			
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	
D311	Limit unaccounted water to less than 20% ((Number of kilolitre water purified - Number of kilolitre water sold)/Number of kilolitre purified x 100)	% of water unaccounted for	Director: Community Services	0.00%	0.00%	N/A			0.00%	0.00%	N/A			19.00%	28.26%	R	KPI Not Met	Operational/Technical Losses = 16.73% (1228569kl) Usage for Fire Fighting = 908350kl	Reduction in Operational Losses. Pipe and meter replacements.	19.00%	28.26%	R

Infrastructure & Planning

Dept KPI Number	KPI Description	Unit of Measurement	KPI Owner	Apr-21					May-21					Jun-21					Overall Performance for April 2021 to June 2021		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
D336	Directorate Coordinator for Occupational Health and Safety (OHS) submit quarterly report to OHS Manager at HR	Quarterly reports	Senior Manager: Electro-Technical Services (Hermanus and Kleinmond)	0	0	N/A			0	0	N/A			1	0	R	KPI not met. No Health and Safety meeting for the Infrastructure and Planning directorate was held in 3rd quarter due to COVID-19 restrictions and no quorum reached on the planned meeting for 2 June 2021.	The suggestion for having TEAMS meetings in the future was put forward as a corrective measure. The challenge still is that not all committee members have access to TEAMS at this stage. This is still further investigated.	1	0	R
D341	95% of the total approved capital budget spent (Actual expenditure divided by the total approved capital budget)	% of the capital budget spent	Senior Manager: Electro-Technical Services (Hermanus and Kleinmond)	0.00%	0.00%	N/A			0.00%	0.00%	N/A			95.00%	58.90%	R	KPI not met. Only 58.9% of total Capital budget spent at end June 2021. Main capital tender for MV and LV work not approved by end June 2021.	The Capital project tender is in process and will only be awarded in 2021/2022 financial year. Request for roll over of capital funds was granted.	95.00%	58.90%	R
D355	95% of the total approved operational budget of the Property Administration department spent (Actual expenditure divided by the total approved operational budget)	% of operating budget spent	Manager: Property Administration	0.00%	0.00%	N/A			0.00%	0.00%	N/A			95.00%	57.25%	R	Target of 95% not met.	Most registrations could not take place within time (as on 30 June 2021). Transactions could not register in Deeds Office - constant closure due to COVID19	95.00%	57.25%	R

Economic & Social Development & Tourism

Dept KPI Number	KPI Description	Unit of Measurement	KPI Owner	Apr-21					May-21					Jun-21					Overall Performance for April 2021 to June 2021		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
D372	95% of the total approved capital budget spent (Actual expenditure divided by the total approved capital budget)	% of the capital budget spent	Director: Economic & Social Development & Tourism	0.00%	0.00%	N/A			0.00%	0.00%	N/A			95.00%	58.44%	R	KPI not met	All budgeted projects were completed, quotations were less than budgeted amount and remaining budget is not rolled over.	95.00%	58.44%	R

Dept KPI Number	KPI Description	Unit of Measurement	KPI Owner	Apr-21					May-21					Jun-21					Overall Performance for April 2021 to June 2021		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
				D394	Convene quarterly LDAC (Local Drug Action Committee) meetings	Quarterly LDAC meetings	Manager: Social Development	0	0	N/A			0	0	N/A			1	0	R	No LDAC meetings were held during this quarter. The reporting template required to guide the activities and plan of the LDAC was made available and clarified during a virtual training workshop on the new National Drug Master Plan on 10 June 2021.
D397	Report on the implementation of corporate social investment commitments made in tenders awarded	Quarterly Reports	Manager: Social Development	0	0	N/A			0	0	N/A			1	0	R	The situation regarding the inability of the department on social investments made in tenders awarded remains unchanged.	The Directorate has put measures in place to ensure that the Directorate will be able to report on these commitments in the new financial year.	1	0	R
D398	Report on the implementation of commitments made to emerging contractors in tenders awarded	Quarterly Reports	Manager: LED	0	0	N/A			0	0	N/A			1	0	R	KPI not met	The fourth Quarterly Report will be submitted in August so as to accommodate report on work done in June 2021	1	0	R

KPI AMENDMENTS TO THE REVISED 4TH QUARTER TOP LAYER AND DEPARTMENTAL SDBIP 2020/2021
24 August 2021

Directorate	TOP LAYER KPI NO.	DEPT KPI No.	Current KPI Description	Request made by	Change made	Original	After amendment	Reason
Municipal Manager	TL35	D14	Percentage of a municipality's capital budget spent on capital projects identified for 2020/21 in terms of the municipality's IDP $\{ \frac{\text{Actual amount spent on projects as identified for the year in the IDP}}{\text{total amount budgeted on capital projects}} \times 100 \}$ (MPPMR Reg 10 (c))	Municipal Manager	June 2021 Actual	83,30%	84,28%	Updated Capital Budget & Ward Specific Project Expenditure 29 July 2021
Finance	TL13	D160	Financial viability measured in terms of the available cash to cover fixed operating expenditure $\{ \frac{\text{Available cash} + \text{investments}}{\text{Monthly fixed operating expenditure}} \}$ (MPPMR Reg 10 (g))	Finance Dept	June 2021 Actual	6,89	6,32	Preliminary figures as per the Draft AFS 13 August 2021
Finance	TL14	D161	Financial viability measured in terms of the municipality's ability to meet it's service debt obligations $\{ \frac{\text{Total operating revenue} - \text{operating grants received}}{\text{debt service payments due within the year}} \}$ (MPPMR Reg 10 (g))	Finance Dept	June 2021 Actual	23,50	23,55	Preliminary figures as per the Draft AFS 13 August 2021
Finance	TL15	D162	Financial viability measured in terms of the outstanding service debtors $\{ \frac{\text{Total outstanding service debtors}}{\text{revenue received for services}} \}$ (MPPMR Reg 10 (g))	Finance Dept	June 2021 Actual	13,03%	12,91%	Preliminary figures as per the Draft AFS 13 August 2021
Finance	TL39	D163	Achieve a debt recovery rate not less than 80% $\{ \frac{\text{Receipts}}{\text{total billed for the 12 month period}} \times 100 \}$	Finance Dept	June 2021 Actual	100,41%	100,15%	Preliminary figures as per the Draft AFS 13 August 2021

Directorate	TOP LAYER KPI NO.	DEPT KPI No.	Current KPI Description	Request made by	Change made	Original	After amendment	Reason
Finance		D109	95% of the total approved capital budget spent (Actual expenditure divided by the total approved capital budget)	Director: Finance	June 2021 Actual	90,63%	91,64%	Updated Income & Expenditure Trial Balance per Directorate, 29 July 2021.
Management Services		D27	95% of the total approved operational budget spent (Actual expenditure divided by the total approved operational budget)	Strategic Services	June 2021 Actual	87,44%	87,46%	Updated Income & Expenditure Trial Balance per Directorate, 29 July 2022
Management Services		D44	95% of the total approved operational budget of the Human Resources Department spent (Actual expenditure divided by the total approved operational budget)	Senior Manager: Human Resources	June 2021 Actual	87,36%	87,45%	Updated Income & Expenditure Trial Balance per Directorate, 29 July 2022
Community Services		D216	95% of the total approved capital budget spent (Actual expenditure divided by the total approved capital budget)	Director: Community Services	June 2021 Actual	86,97	87,02%	Updated Capital Budget & Ward Specific Project Expenditure 29 July 2021
Community Services		D217	95% of the total approved operational budget spent, excluding capital charges and depreciation	Director: Community Services	June 2021 Actual	98,10 %	98,93%	Updated Income & Expenditure Trial Balance per Directorate, 29 July 2022
Community Services		D219	95% of the total approved operational budget spent by the Senior Manager: Gansbaai, excluding capital charges and depreciation.	Director: Community Services	June 2021 Actual	90,65 %	92,58%	Updated Income & Expenditure Trial Balance per Directorate, 29 July 2023
Community Services		D227	95% of the total approved operational budget spent by the Senior Manager: Hangklip/Kleinmond, excluding capital charges and depreciation.	Director: Community Services	June 2021 Actual	91,59 %	93,06%	Updated Income & Expenditure Trial Balance per Directorate, 29 July 2024

Directorate	TOP LAYER KPI NO.	DEPT KPI No.	Current KPI Description	Request made by	Change made	Original	After amendment	Reason
Community Services		D234	95% of the total approved operational budget spent by the Senior Manager: Hermanus, excluding capital charges and depreciation.	Director: Community Services	June 2021 Actual	95.08 %	95.11%	Updated Income & Expenditure Trial Balance per Directorate, 29 July 2025
Community Services		D250	95% of the total approved operational budget spent by the Deputy Director: Operational Services, excluding capital charges and depreciation. (Includes office of Deputy Director, parks, beaches, sports grounds, roads, water, storm water, sewerage and solid waste & Fleet Management) (Actual expenditure divided by the approved operational budget)	Director: Community Services	June 2021 Actual	105.67 %	106.40%	Updated Income & Expenditure Trial Balance per Directorate, 29 July 2026
Community Services		D267	95% of the total approved operational budget spent by the Senior Operational Manager: Gansbaai, excluding capital charges and depreciation.	Director: Community Services	June 2021 Actual	97.47 %	98.42%	Updated Income & Expenditure Trial Balance per Directorate, 29 July 2027
Community Services		D275	95% of the total approved operational budget spent by the Senior Operational Manager: Hangklip/Kleinmond, excluding capital charges and depreciation.	Director: Community Services	June 2021 Actual	99.59 %	99.79%	Updated Income & Expenditure Trial Balance per Directorate, 29 July 2028
Community Services		D283	95% of the total approved operational budget spent by the Senior Operational Manager: Hermanus, excluding capital charges and depreciation.	Director: Community Services	June 2021 Actual	97.61 %	98.65%	Updated Income & Expenditure Trial Balance per Directorate, 29 July 2029
Protection Services	TL 28	D209	Collect R16,500,000 Public Safety Income by 30 June 2022 (Actual revenue, excluding the fine impairment amount)	Director Protection Services	Actual - December 2020	RS 305 800	R11 647 674	Amendment approved by Council at the end of July 2021. Overall performance for the year is well met (R19 716 064.01) Changes indicated in revised Top Layer dashboard graphs and Revised 4th Quarter Top Layer Report.

Directorate	TOP LAYER KPI NO.	DEPT KPI No.	Current KPI Description	Request made by	Change made	Original	After amendment	Reason
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Infrastructure & Planning		D358	95% of the total approved capital budget spent (Actual expenditure divided by the total approved capital budget)	Deputy Director: Engineering Planning	June 2021 Actual	69,64%	72.41%	Updated Capital Budget & Ward Specific Project Expenditure 29 July 2022
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APPROVAL BY MUNICIPAL MANAGER: D O'Neill



DATE:

17/08/2021

APPROVAL BY EXECUTIVE MAYOR: D GOETZEE



DATE:

17/08/2021