

**11.  
SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN (SDBIP) :  
SECOND QUARTERLY REPORT: OCTOBER – DECEMBER 2019**

2/12/1/1

R Louw

13 December 2019

Senior Manager: Strategic Services

(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 top level SDBIP for the second quarter, 1 October 2019 to 31 December 2019.

**2. Service Delivery and Budget Implementation Plan - IGNITE**

Directorate: Management Services  
Strategic Services

**3. Compliance with Strategic Priorities**

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

**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/Discussion/Evaluation/Conclusion**

**Background**

This report is a requirement in terms of Section 52 of the MFMA which provide for:

- The Executive Mayor, to submit to council within 30 days of the end of each quarter, a report on the implementation of the budget and financial state of affairs of the municipality;
- The Accounting Officer, while conducting the above, must take into account:

- ✓ Section 71 Reports;
- ✓ Performance in line with the Service Delivery and Budget Implementation Plans.

### 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.
LASTREV	Reverse Last value	The most recent Target and Actual greater than zero is used to calculate the Overall Performance for the Period. Actuals must be less than or equal to the Target and the Target is greater than 0.

The dashboard (pie chart) is 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 dash board of the strategic/ top layer performance is reflected in Annexure A. The total organisational performance (top layer and departmental SDBIP) is reflected in a separate dash board (Annexure B).

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

<b>KPI Result Categories</b>		
<b>Category</b>	<b>Color</b>	<b>Explanation</b>
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

Printing costs of this report is provided in the 2019/20 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 reflect the inputs of the relevant affected staff.

## 10. Annexures

- Annexure A: Strategic/ Top layer SDBIP performance graphs for current and previous quarter (July-September 2019 and October-December 2019)
- Annexure B: Total organisational performance graphs for current and previous quarter (July-September 2019 and October-December 2019)
- Annexure C: Performance Graphs per Directorate: October – December 2019
- Annexure D: Top Level SDBIP report: October – December 2019

Annexure E: Comments with regard to KPI's not met: October – December 2019

Annexure F: Progress on KPI's not met in previous quarter

**RECOMMENDATION TO THE COUNCIL:**

that the content of the report for the second quarter of the 2019/20 financial year on the top level Service Delivery and Budget Implementation Plan **be noted**.

**RESPONSIBLE OFFICIAL :**

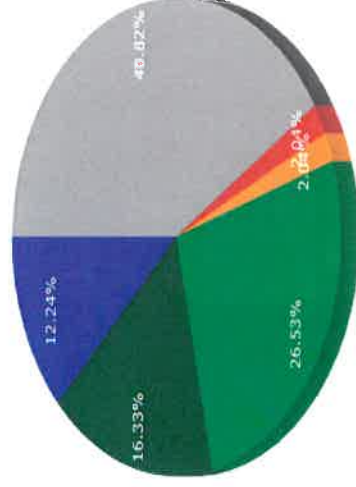
**R LOUW**

**TARGET DATE FOR IMPLEMENTATION :**

**27 JANUARY 2020**

# Strategic/Top Layer SDBIP Performance Q2 (1 October- 31 December 2019)

Overstrand Municipality



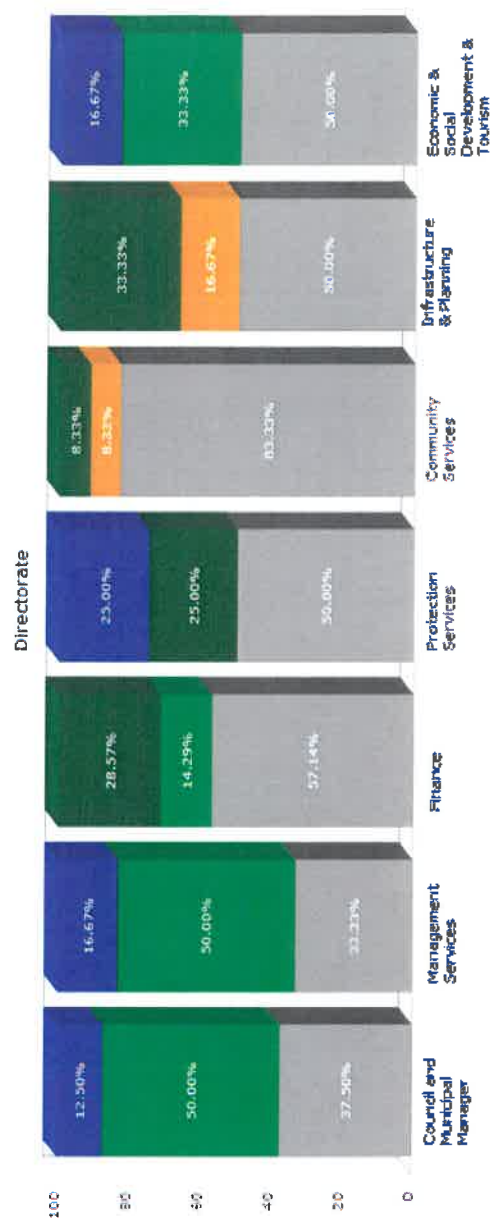
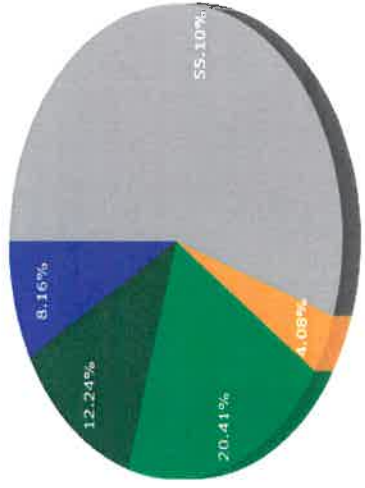
Directorate



Overstrand Municipality		Directorate							Total	
Category	Count	Council & Municipal Manager	Management Services	Finance	Protection Services	Community Services	Infrastructure & Planning	Economic & Social Development & Tourism	Count	Percentage
Not Yet Applicable	20 (40.82%)	3 (33.33%)	2 (40.00%)	3 (42.86%)	1 (25.00%)	9 (75.00%)	2 (33.33%)	-	20	40.82%
Not Met	1 (2.04%)	-	-	-	-	-	1 (16.67%)	-	1	2.04%
Almost Met	1 (2.04%)	-	-	-	-	-	1 (16.67%)	-	1	2.04%
Met	13 (26.53%)	4 (44.44%)	1 (20.00%)	2 (28.57%)	1 (25.00%)	1 (8.33%)	1 (16.67%)	3 (50.00%)	13	26.53%
Well Met	8 (16.33%)	-	1 (20.00%)	2 (28.57%)	2 (50.00%)	1 (8.33%)	1 (16.67%)	1 (16.67%)	8	16.33%
Extremely Well Met	6 (12.24%)	2 (22.22%)	1 (20.00%)	-	-	1 (8.33%)	-	2 (33.33%)	6	12.24%
<b>Total:</b>	<b>49</b>	<b>9</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>12</b>	<b>6</b>	<b>6</b>	<b>49</b>	<b>100%</b>
		<b>18.37%</b>	<b>10.20%</b>	<b>14.29%</b>	<b>8.16%</b>	<b>24.49%</b>	<b>12.24%</b>	<b>12.24%</b>		<b>12.24%</b>

# Strategic/Top Layer SDBIP Performance Quarter 1 (01 July - 30 September 2019)

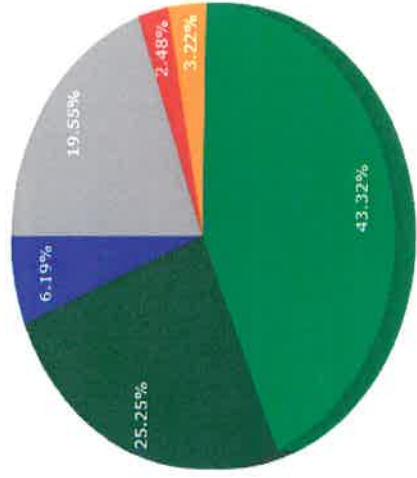
Overstrand Municipality



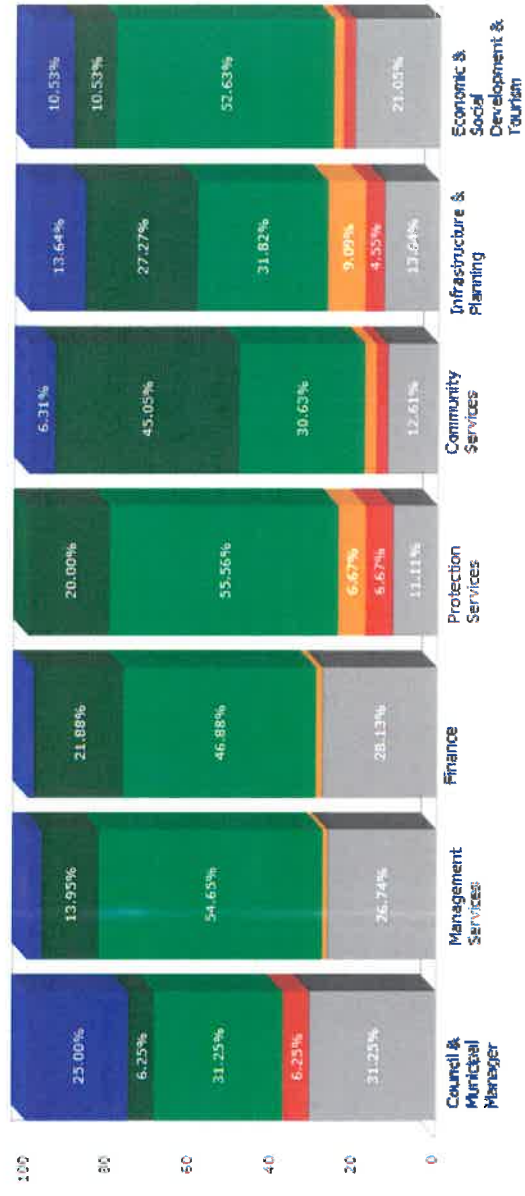
Overstrand Municipality	Directorate						
	Council & Municipal Manager	Management Services	Finance	Protection Services	Community Services	Infrastructure & Planning	Economic & Social Development & Tourism
<b>Not Yet Applicable</b>	3 (37.50%)	4 (57.14%)	2 (50.00%)	10 (83.33%)	3 (50.00%)	3 (50.00%)	3 (50.00%)
<b>Not Met</b>	-	-	-	-	-	-	-
<b>Almost Met</b>	-	-	-	1 (8.33%)	1 (16.67%)	-	-
<b>Met</b>	4 (50.00%)	3 (50.00%)	1 (14.29%)	-	-	2 (33.33%)	2 (33.33%)
<b>Well Met</b>	6 (12.24%)	2 (28.57%)	1 (25.00%)	1 (8.33%)	2 (33.33%)	-	-
<b>Extremely Well Met</b>	1 (12.50%)	1 (16.67%)	1 (25.00%)	-	-	1 (16.67%)	1 (16.67%)
<b>Total:</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>12</b>	<b>6</b>	<b>6</b>	<b>6</b>
	<b>16.33%</b>	<b>12.24%</b>	<b>14.29%</b>	<b>24.49%</b>	<b>12.24%</b>	<b>12.24%</b>	<b>12.24%</b>

# Total Organisational Performance Quarter 2 (01 October 2019 - 31 December 2019)

Overstrand Municipality



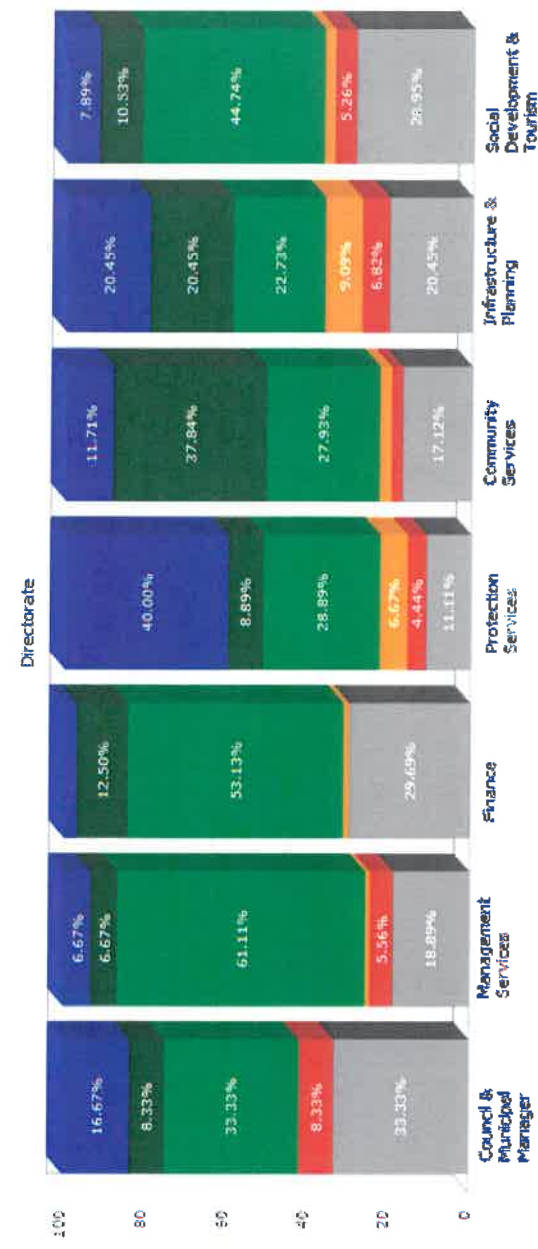
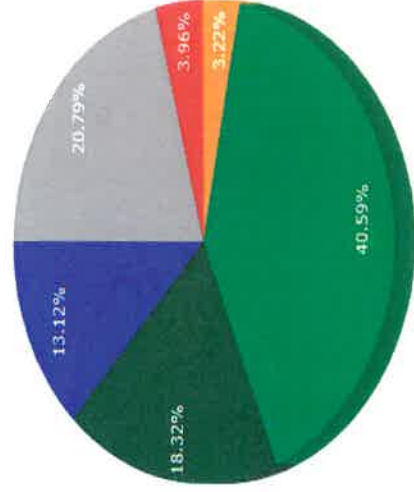
Sub-Directorate



	Sub-Directorate						
	Council & Municipal Manager	Management Services	Finance	Protection Services	Community Services	Infrastructure Planning	Economic & Social Development & Tourism
<b>Not Yet Applicable</b>	5 (31.25%)	23 (26.74%)	18 (28.13%)	5 (11.11%)	14 (12.61%)	6 (13.64%)	8 (21.05%)
<b>Not Met</b>	1 (6.25%)	-	-	3 (6.67%)	3 (2.70%)	2 (4.55%)	1 (2.63%)
<b>Almost Met</b>	-	1 (1.16%)	1 (1.56%)	3 (6.67%)	3 (2.70%)	4 (9.09%)	1 (2.63%)
<b>Met</b>	5 (31.25%)	47 (54.65%)	30 (46.88%)	25 (55.56%)	34 (30.63%)	14 (31.82%)	20 (52.63%)
<b>Well Met</b>	1 (6.25%)	12 (13.95%)	14 (21.88%)	9 (20.00%)	50 (45.05%)	12 (27.27%)	4 (10.53%)
<b>Extremely Well Met</b>	4 (25.00%)	3 (3.49%)	1 (1.56%)	-	7 (6.31%)	6 (13.64%)	4 (10.53%)
<b>Total:</b>	<b>16</b>	<b>86</b>	<b>64</b>	<b>45</b>	<b>111</b>	<b>44</b>	<b>38</b>
	<b>3.96%</b>	<b>21.29%</b>	<b>15.84%</b>	<b>11.14%</b>	<b>27.48%</b>	<b>10.89%</b>	<b>9.41%</b>
	<b>100%</b>						

# Total Organisational Performance Quarter 1 (01 July 2019 - 30 September 2019)

Overstrand Municipality

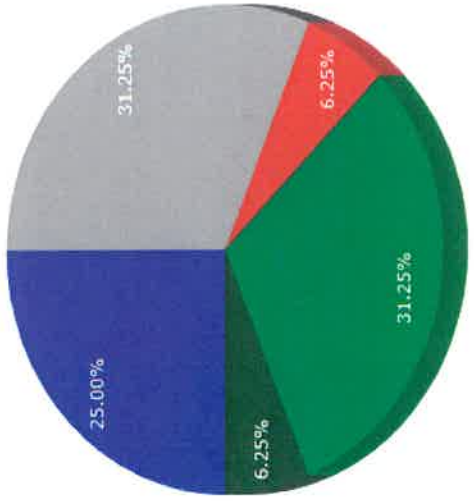


Overstrand Municipality		Directorate						
		Council & Municipal Manager	Management Services	Finance	Protection Services	Community Services	Infrastructure & Planning	Economic & Social Development & Tourism
Not Yet Applicable	84 (20.79%)	4 (33.33%)	19 (29.69%)	5 (11.11%)	19 (17.12%)	9 (20.45%)	11 (28.95%)	
Not Met	13 (3.22%)	1 (8.33%)	-	2 (4.44%)	3 (2.70%)	2 (4.55%)	1 (2.63%)	
Almost Met	16 (3.96%)	-	1 (1.56%)	3 (6.67%)	3 (2.70%)	5 (11.36%)	2 (5.26%)	
Met	164 (40.59%)	4 (33.33%)	34 (53.13%)	13 (28.89%)	31 (27.93%)	10 (22.73%)	17 (44.74%)	
Well Met	74 (18.32%)	1 (8.33%)	8 (12.50%)	4 (8.89%)	42 (37.84%)	9 (20.45%)	4 (10.53%)	
Extremely Well Met	53 (13.12%)	2 (16.67%)	2 (3.13%)	18 (40.00%)	13 (11.71%)	9 (20.45%)	3 (7.89%)	
<b>Total:</b>	<b>404</b>	<b>12</b>	<b>64</b>	<b>45</b>	<b>111</b>	<b>44</b>	<b>38</b>	
	<b>100%</b>	<b>2.97%</b>	<b>15.84%</b>	<b>11.14%</b>	<b>27.48%</b>	<b>10.89%</b>	<b>9.41%</b>	

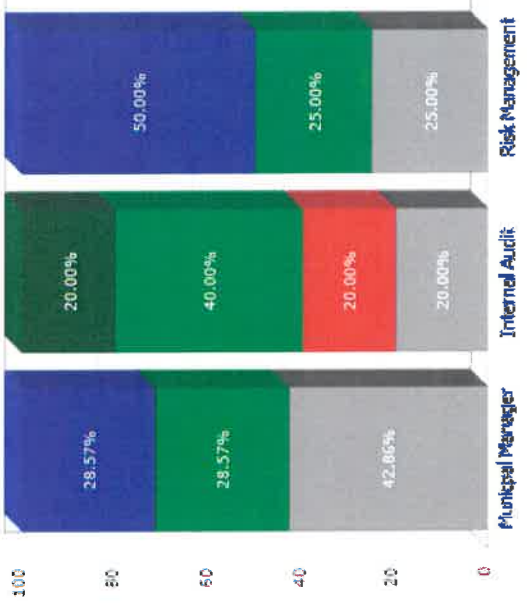
# Performance Per Directorate Quarter 2 (01 October 2019 – 31 December 2019)

Annexure C  
P1/7

Council & Municipal Manager

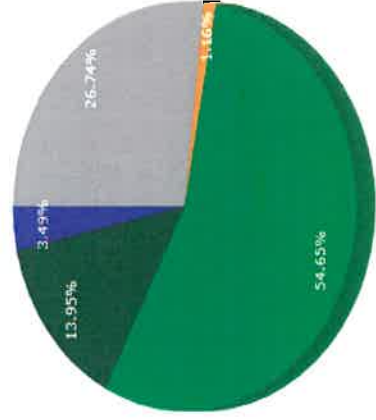


Sub-Directorate

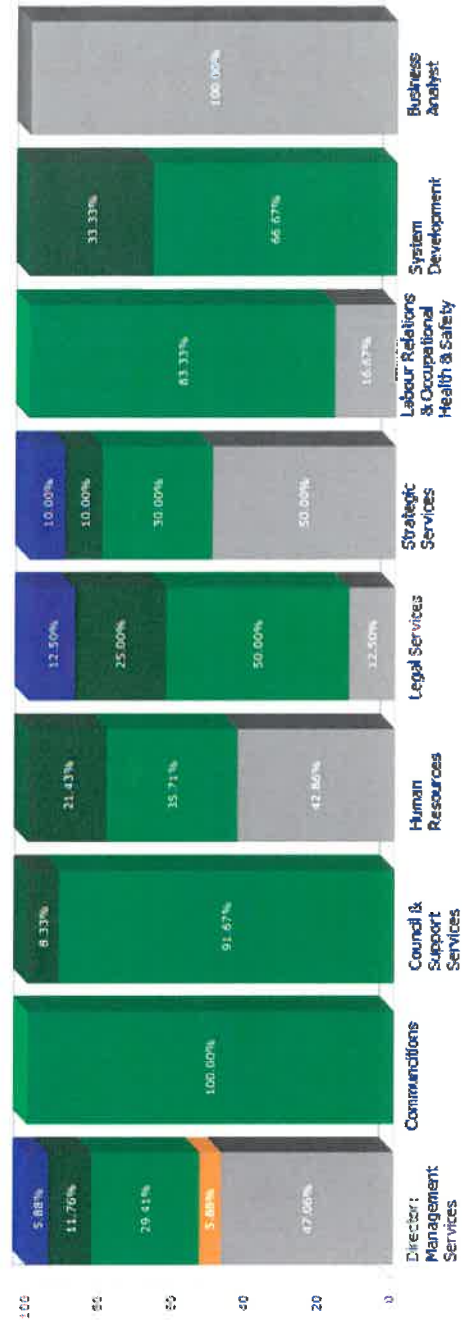


	Council & Municipal Manager		Sub-Directorate			
	Municipal Manager	Internal Audit	Risk Management	Municipal Manager	Internal Audit	Risk Management
<b>Not Yet Applicable</b>	5 (31.25%)	3 (42.86%)	1 (20.00%)	1 (25.00%)	1 (25.00%)	1 (25.00%)
<b>Not Met</b>	1 (6.25%)	-	1 (20.00%)	-	-	-
<b>Almost Met</b>	-	-	-	-	-	-
<b>Met</b>	5 (31.25%)	2 (28.57%)	2 (40.00%)	1 (25.00%)	1 (25.00%)	1 (25.00%)
<b>Well Met</b>	1 (6.25%)	-	1 (20.00%)	-	-	-
<b>Extremely Well Met</b>	4 (25.00%)	2 (28.57%)	-	2 (50.00%)	-	-
<b>Total:</b>	16	7	5	5	4	4
	100%	43.75%	31.25%	25.00%	25.00%	25.00%

Management Services

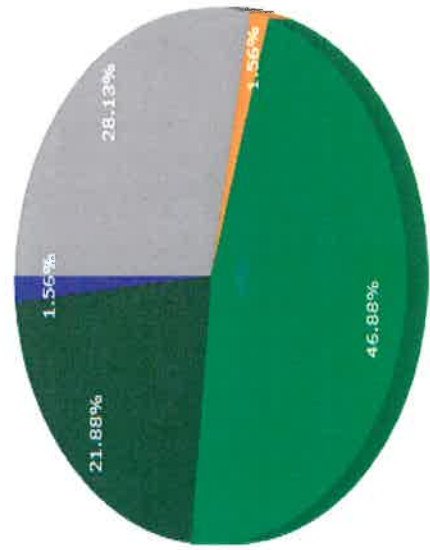


Sub-Directorate



Management Services		Sub-Directorate									
		Director: Management Services	Communications	Council & Support Services	Human Resources	Legal Services	Strategic Services	Labour Relations & Occupational Health & Safety	System Development	Business Analyst	
Not Yet Applicable	23 (26.74%)	8 (47.06%)	-	-	6 (42.86%)	1 (12.50%)	5 (50.00%)	1 (16.67%)	-	2 (100.00%)	
Not Met	-	-	-	-	-	-	-	-	-	-	
Almost Met	1 (1.16%)	1 (5.88%)	-	-	-	-	-	-	-	-	
Met	47 (54.65%)	5 (29.41%)	8 (100.00%)	11 (91.67%)	5 (35.71%)	4 (50.00%)	3 (30.00%)	5 (83.33%)	6 (66.67%)	-	
Well Met	12 (13.95%)	2 (11.76%)	1 (8.33%)	3 (21.43%)	2 (12.50%)	2 (25.00%)	1 (10.00%)	-	3 (33.33%)	-	
Extremely Well Met	3 (3.49%)	1 (5.88%)	-	-	-	1 (12.50%)	1 (10.00%)	-	-	-	
<b>Total:</b>	<b>86</b>	<b>17</b>	<b>8</b>	<b>12</b>	<b>14</b>	<b>8</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>2</b>	
	<b>100%</b>	<b>19.77%</b>	<b>9.30%</b>	<b>13.95%</b>	<b>16.28%</b>	<b>9.30%</b>	<b>11.63%</b>	<b>6.98%</b>	<b>10.47%</b>	<b>2.33%</b>	

Finance

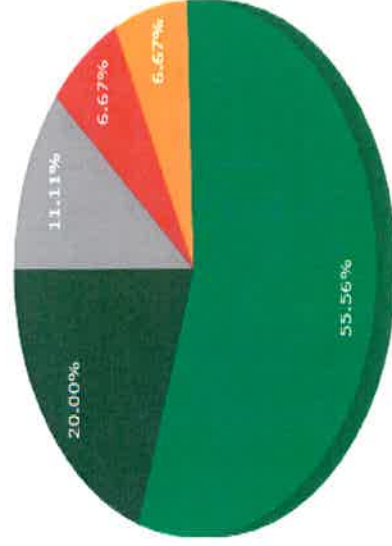


Sub-Directorate



Finance		Sub-Directorate							
		Director: Finance	Deputy Director Finance & SCM	Accounting Services	Expenditure & Asset Management	Revenue	SCM: Demand And Procurement Management	System Administrator Finance	Contract Management
Not Yet Applicable	18 (28.13%)	6 (46.15%)	3 (14.29%)	5 (41.67%)	2 (22.22%)	2 (22.22%)	-	-	-
Not Met	-	-	-	-	-	-	-	-	-
Almost Met	1 (1.56%)	-	-	-	1 (11.11%)	-	-	-	-
Met	30 (46.88%)	2 (15.38%)	16 (76.19%)	5 (41.67%)	3 (33.33%)	4 (44.44%)	-	-	-
Well Met	14 (21.88%)	4 (30.77%)	2 (9.52%)	2 (16.67%)	3 (33.33%)	3 (33.33%)	-	-	-
Extremely Well Met	1 (1.56%)	1 (7.69%)	-	-	-	-	-	-	-
<b>Total:</b>	<b>64</b>	<b>13</b>	<b>21</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>100%</b>	<b>20.31%</b>	<b>32.81%</b>	<b>18.75%</b>	<b>14.06%</b>	<b>14.06%</b>	<b>-</b>	<b>-</b>	<b>-</b>

Protection Services

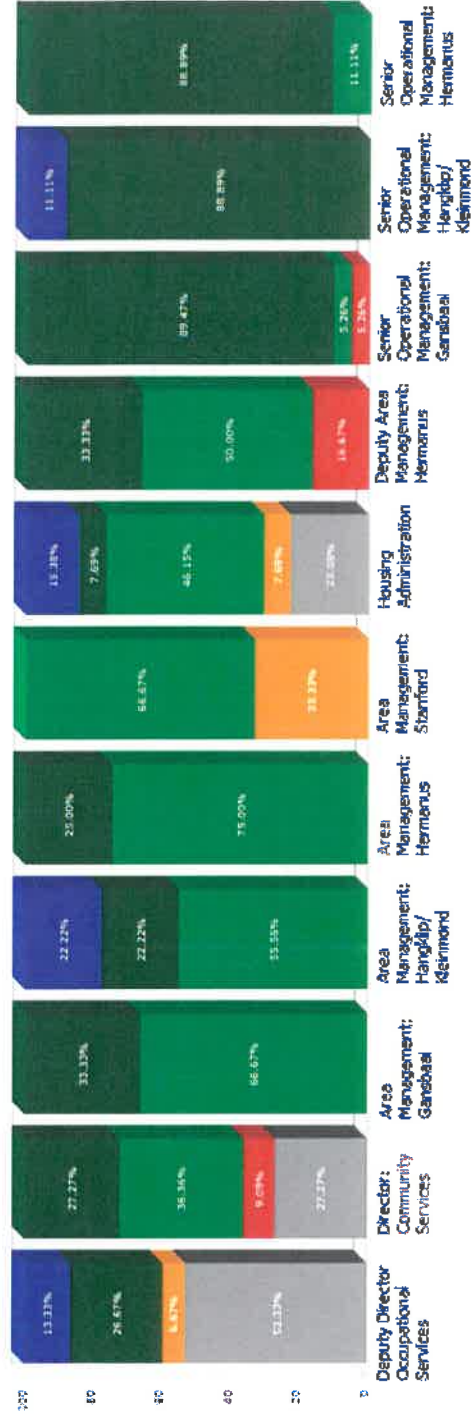
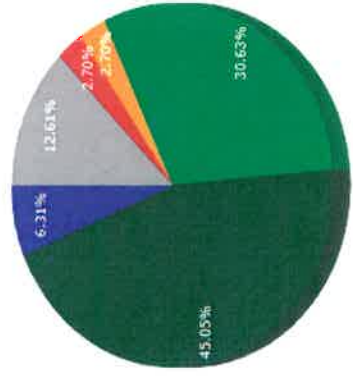


Sub-Directorate



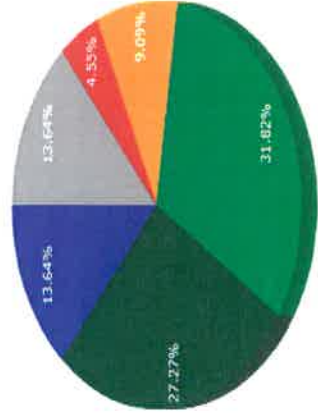
P4/7

	Sub-Directorate		
	Director: Protection Services	Fire & Disaster Management and Security Services	Traffic Services, Law Enforcement and Task Team
Not Yet Applicable	5 (11.11%)	3 (25.00%)	1 (4.55%)
Not Met	3 (6.67%)	1 (8.33%)	-
Almost Met	3 (6.67%)	1 (8.33%)	2 (9.09%)
Met	25 (55.56%)	5 (41.67%)	13 (59.09%)
Well Met	9 (20.00%)	2 (16.67%)	6 (27.27%)
Extremely Well Met	-	-	-
<b>Total:</b>	<b>45</b>	<b>12</b>	<b>22</b>
	<b>100%</b>	<b>26.67%</b>	<b>48.89%</b>



Community Services	Deputy Director: Operational Services	Director: Community Services	Area Management: Gansbaai	Area Management: Hangklip/Kleinmond	Area Management: Hermanus	Area Management: Stanford	Housing Administration	Deputy Area Management: Hermanus	Senior Operational Management: Gansbaai	Senior Operational Management: Hangklip/Kleinmond	Senior Operational Management: Hermanus
Not Yet Applicable	14 (12.61%)	3 (27.27%)	-	-	-	-	3 (23.08%)	-	-	-	-
Not Met	3 (2.70%)	1 (9.09%)	-	-	-	-	-	1 (16.67%)	1 (5.26%)	-	-
Almost Met	3 (2.70%)	-	-	-	1 (33.33%)	1 (7.69%)	-	-	-	-	-
Met	34 (30.63%)	4 (36.36%)	6 (66.67%)	5 (55.56%)	2 (66.67%)	6 (46.15%)	1 (7.69%)	3 (50.00%)	1 (5.26%)	-	1 (11.11%)
Well Met	50 (45.05%)	3 (27.27%)	3 (33.33%)	2 (22.22%)	2 (25.00%)	1 (7.69%)	2 (15.38%)	2 (33.33%)	17 (89.47%)	8 (88.89%)	8 (88.89%)
Extremely Well Met	7 (6.31%)	-	-	2 (22.22%)	-	-	2 (15.38%)	-	-	1 (11.11%)	-
<b>Total:</b>	<b>111</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>13</b>	<b>6</b>	<b>19</b>	<b>17</b>	<b>9</b>	<b>9</b>
	<b>100%</b>	<b>9.91%</b>	<b>8.11%</b>	<b>8.11%</b>	<b>7.21%</b>	<b>11.71%</b>	<b>5.41%</b>	<b>17.12%</b>	<b>15.26%</b>	<b>8.11%</b>	<b>8.11%</b>

Infrastructure & Planning

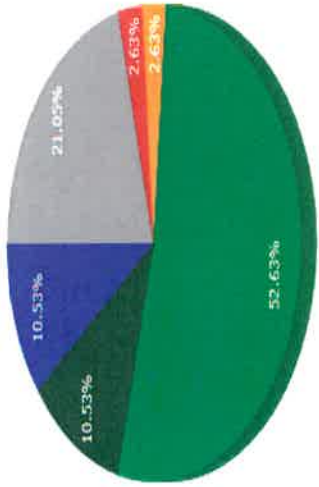


Sub-Directorate

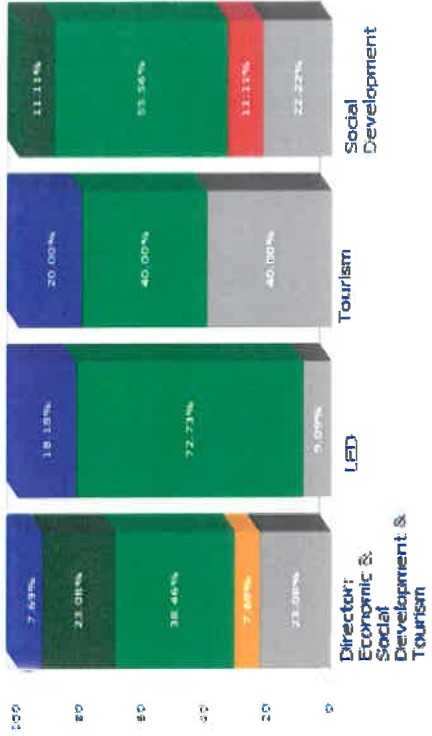


Infrastructure & Planning		Sub-Directorate								
		Director: Infrastructure & Planning	Building Services	Electricity Distribution & Street Lighting: Gansbaai & Stanford	Electricity Distribution & Street Lighting: Hermanus & Kleinmond	Environmental Services	Engineering Services	Engineering Planning	Town Planning & Spatial Development	Property Administration
Not Yet Applicable	6 (13.64%)	4 (36.36%)	-	-	-	-	1 (20.00%)	-	-	1 (33.33%)
Not Met	2 (4.55%)	1 (9.09%)	1 (25.00%)	-	-	-	-	-	-	-
Almost Met	4 (9.09%)	1 (9.09%)	-	-	1 (50.00%)	-	-	1 (16.67%)	-	1 (33.33%)
Met	14 (31.82%)	3 (27.27%)	1 (25.00%)	1 (25.00%)	2 (33.33%)	-	2 (40.00%)	3 (50.00%)	1 (33.33%)	1 (33.33%)
Well Met	12 (27.27%)	2 (18.18%)	3 (75.00%)	1 (25.00%)	2 (33.33%)	1 (50.00%)	-	2 (33.33%)	1 (33.33%)	-
Extremely Well Met	6 (13.64%)	-	-	1 (25.00%)	2 (33.33%)	-	2 (40.00%)	-	1 (33.33%)	-
<b>Total:</b>	<b>44</b>	<b>11</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>3</b>
	<b>100%</b>	<b>25.00%</b>	<b>9.09%</b>	<b>9.09%</b>	<b>13.64%</b>	<b>4.55%</b>	<b>11.36%</b>	<b>13.64%</b>	<b>6.82%</b>	<b>6.82%</b>

Economic & Social Development & Tourism



Sub-Directorate



	Sub-Directorate			
	Director: Economic Development, Social Development & Tourism	LED	Tourism	Social Development
Not Yet Applicable	8 (21.05%)	1 (9.09%)	2 (40.00%)	2 (22.22%)
Not Met	1 (2.63%)	-	-	1 (11.11%)
Almost Met	1 (2.63%)	-	-	-
Met	20 (52.63%)	8 (72.73%)	2 (40.00%)	5 (55.56%)
Well Met	4 (10.53%)	-	-	1 (11.11%)
Extremely Well Met	4 (10.53%)	2 (18.18%)	1 (20.00%)	-
<b>Total:</b>	<b>38</b>	<b>11</b>	<b>5</b>	<b>9</b>
	<b>100%</b>	<b>28.95%</b>	<b>13.16%</b>	<b>23.68%</b>

P7/7

## Overstrand Municipality

## SDBIP 2019/20: Top Layer KPI Report - Quarter 2 (01 October 2019 to 31 December 2019)

## Council &amp; Municipal Manager

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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	[D13] Chief Risk Officer: 1 report submitted electronically. (September 2019)		0	0	N/A			1	1	G
TL35	The provision and maintenance of municipal services	Percentage of a municipality's capital budget actually spent on capital projects identified for 2019/20 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)X100) (MPPMR Reg 10 (c))	% of the capital budget spent	Expenditure report from SAMRAS	5.00%	14.00%	B	[D12] Municipal Manager: Target exceeded (September 2019)		20.00%	35.00%	B	[D12] Municipal Manager: Target exceeded (December 2019)		20.00%	35.00%	B
TL41	The provision of democratic, accountable and ethical governance	Sign section 56 performance agreements with all directors by the end of July 2019	Number of agreements signed	Cover page and signature section of the performance agreements.	6	6	G	[D1] Municipal Manager: Target met. Performance Agreements signed before end of July 2019. (July 2019)		0	0	N/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			1	2	B	[D3] Municipal Manager: Target met. Reported progress on 8/10/2019 and 7/11/2019 to the Executive Mayor. (December 2019)		2	3	B
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 2019 to be completed by Sept 2019 and the current period October to December 2019 to be completed by February 2020.	Number of appraisals	Attendance Register	6	6	G	[D4] Municipal Manager: Target met (September 2019)		0	0	N/A			6	6	G
TL44	The provision of democratic, accountable and ethical governance	Submit the final Annual report and oversight report to Council before 31 March 2020	Final Annual report and oversight report submitted	Minutes of Council meeting during which it was discussed	0	0	N/A			0	0	N/A			0	0	N/A
TL45	The provision of democratic, accountable and ethical governance	Prepare the final IDP for submission to Council by the end of May 2020	Final IDP submitted	Council resolution of approved IDP	0	0	N/A			0	0	N/A			0	0	N/A
TL46	The provision of democratic, accountable and ethical governance	Draft the annual report and submit to the Auditor-General by the end of August 2019	Draft Annual report submitted	Confirmation of receipt of the report	1	1	G	[D78] Senior Manager: Strategic Services: Complied. Draft unaudited AR for 2018/19 was hand delivered to the AG on site on 30 August 2019. (August 2019)	[D78] Senior Manager: Strategic Services: n/a (August 2019)	0	0	N/A			1	1	G

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
TL47	The provision of democratic, accountable and ethical governance	Submit the Final MTREF budget by the end of May 2020	Final Budget submitted	Agenda of the Council meeting	0	0	N/A			0	0	N/A			0	0	N/A

Management Services

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
TL20	The provision of democratic, accountable and ethical governance	The percentage of a municipality's budget (training budget) actually spent on implementing its workplace skills plan (Actual expenditure divided by the budget allocated) (MPPMR Reg 10 (f))	% of the training budget spent on implementation of the WSP	Expenditure reports from SAMRAS system	20.00%	32.00%	B	[D88] Director: Management Services: Complied (September 2019)		40.00%	60.15%	B	[D88] Director: Management Services: Complied. (December 2019)		40.00%	60.15%	B
TL21	The provision of democratic, accountable and ethical governance	Review the Municipal Organisational Staff Structure by the end of June 2020	Structure reviewed	LLF minutes (restructuring) and updated organogram	0	0	N/A			0	0	N/A			0	0	N/A
TL22	The provision of democratic, accountable and ethical governance	Revise the Section 14 Access to Information Manual by the end of June 2020 to ensure compliant and up to date policies	Manual revised	Letter to the Human Rights Commission	0	0	N/A			0	0	N/A			0	0	N/A
TL23	The provision of democratic, accountable and ethical governance	92% of the approved and funded organogram filled ((actual number of posts filled divided by the funded posts budgeted) x100)	% filled	HR statistics on filled and vacant posts	92.00%	92.00%	G	[D91] Director: Management Services: Complied. (September 2019)		92.00%	92.00%	G	[D91] Director: Management Services: Complied. (December 2019)		92.00%	92.00%	G

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
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 (e))	The number of people from EE target groups employed	Monthly report to respective Directors. Extract from Payday	67	67	G	[D46] Senior Manager: Human Resources: 68 people from employment equity target groups employed in the three highest levels (July 2019) [D46] Senior Manager: Human Resources: 68 people from employment equity target groups employed in the three highest levels (August 2019) [D46] Senior Manager: Human Resources: Report for EE (September 2019)		67	68	G2	[D46] Senior Manager: Human Resources: 68 people from employment equity target groups employed in the three highest levels (October 2019) [D46] Senior Manager: Human Resources: 67 people from employment equity target groups employed in the three highest levels (November 2019) [D46] Senior Manager: Human Resources: 68 people from employment equity target groups employed in the three highest levels (December 2019)		67	68	G2

Finance

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
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	N/A			0	0	N/A			0	0	N/A
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-operating grants received)/debt service payments due within the year)(MPPMR Reg 10 (g))	Ratio achieved	Section 71 reports	0	0	N/A			0	0	N/A			0	0	N/A
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) (MPPMR 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

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
TL16	The provision of democratic, accountable and ethical governance	Financial statements submitted to the Auditor-General by 31 August 2019	Financial statements submitted	AFS submitted to the AG	1	1	G	[D122] Deputy Director: Finance & SCM: AFS submitted to the AG on 30 August 2019. (August 2019)		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 2019	Reviewed long term financial plan submitted	Reviewed long term financial plan	0	0	N/A			1	1	G	[D167] Senior Manager: Financial Services: FINAL LTTP UPDATE RECEIVED (October 2019)		1	1	G
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	7 450	7 654	G2	[D140] Senior Manager: Revenue: 8 018 Registered Indigent Households for July 2019 (July 2019) [D140] Senior Manager: Revenue: 8041 households registered for August 2019 (August 2019) [D140] Senior Manager: Revenue: 7654 registered households. (September 2019)		7 450	7 749	G2	[D140] Senior Manager: Revenue: 7679 Indigent total of 35327 households (October 2019) [D140] Senior Manager: Revenue: 7689 Indigent total of 35328 households (November 2019) [D140] Senior Manager: Revenue: 7749 Indigent total of 37533 households (December 2019)	[D140] Senior Manager: Revenue: n/a (October 2019) [D140] Senior Manager: Revenue: n/a (November 2019) [D140] Senior Manager: Revenue: n/a (December 2019)	7 450	7 749	G2
TL39	The provision of democratic, accountable and ethical governance	Achieve a debt recovery rate not less than 96% (Receipts/total billed for the 12 month period x 100)	% Recovered	Calculation of 12 month rolling average	96.00%	98.23%	G2	[D166] Director: Finance: KPI Well met for July 2019 (July 2019) [D166] Director: Finance: KPI MET FOR THIS PERIOD (August 2019) [D166] Director: Finance: KPI MET FOR SEPTEMBER 2019 (September 2019)		96.00%	98.73%	G2	[D166] Director: Finance: KPI MET MET FOR OCTOBER 2019 (October 2019) [D166] Director: Finance: KPI MET FOR NOVEMBER 2019 (November 2019) [D166] Director: Finance: KPI MET FOR DECEMBER 2019 (December 2019)		96.00%	98.73%	G2

Protection Services

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
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 2019	Reviewed plan submitted	Council minutes noting the Reviewed Disaster Management Plan	0	0	N/A			1	1	G	[D209] Chief: Fire and Rescue, Disaster Management and Security Services: REVIEWED BY COUNCIL PRIOR TO CUT OFF DATE (October 2019)		1	1	G

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
TL26	The creation and maintenance of a safe and healthy environment	Review Community Safety Plan in three year cycle by end of June of the third year in conjunction with the Department of Community Safety	Plan reviewed	Reviewed Community Safety Plan	0	0	N/A			0	0	N/A			0	0	N/A
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	31	B	[D211] Director: Protection Services: Public Awareness report (September 2019)		22	15	R	[D211] Director: Protection Services: 15 awareness's conducted (December 2019)	[D211] Director: Protection Services: Festive Season, school holidays had an impact, targets will be achieved in the quarter (December 2019)	37	46	G2
TL28	The creation and maintenance of a safe and healthy environment	Collect R16,500,000 Public Safety Income by 30 June 2020 (Actual revenue, excluding the fine impairment amount)	R-value of public safety collected income	SAMRAS report and Journal for fines impairment	R 4 125 000.00	R 4 392 309.00	G2	[D212] Director: Protection Services: A.R July - Sept 2019 is 4329 309.00 as per (September 2019)		R 4 125 000.00	R 4 413 281.01	G2	[D212] Director: Protection Services: A.R July - Sept 2019 is 4 413 281.01 (December 2019)	[D212] Director: Protection Services: None (December 2019)	R 8 250 000.00	R 8 805 590.01	G2

Community Services

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
TL1	The provision and maintenance of municipal services	98% of the operational conditional grant (Libraries,CDW) spent (Actual expenditure divided by the total grant received)	% of total conditional operational grants spent (Libraries,CDW)	Year to date expenses (SAMRAS report)	20.00%	24.44%	G2	[D312] Director: Community Services: Complied (September 2019)		50.00%	51.50%	G2	[D312] Director: Community Services: Complied (December 2019)		50.00%	51.50%	G2
TL2	The provision and maintenance of municipal services	m² of roads patched and resealed according to pavement Management System within available budget	m² of roads patched and resealed	Consultants reseat statistical report	0	0	N/A			15 000	35 888	B	[D313] Deputy Director: Operational Services: COMPLIED (December 2019)		15 000	35 888	B
TL5	The provision and maintenance of municipal services	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	Consolidated report_ SAMRAS (DB4) GFS and Infrastructure (water purified)	0.00%	0.00%	N/A			0.00%	0.00%	N/A			0.00%	0.00%	N/A
TL6	The encouragement of structured community participation in the matters of the municipality	Ward committee meetings held to facilitate consistent and regular communication with residents	Number of ward committee meetings per annum	Minutes of the ward committee meetings held	26	26	G	[D315] Director: Community Services: Complied (August 2019) [D315] Director: Community Services: Complied (September 2019)	[D315] Director: Community Services: Only 13 Ward Committee meetings held per cycle. Target overstated, will be amended with next adjustment budget/midyear review. (September 2019)	26	26	G	[D315] Director: Community Services: Complied (October 2019) [D315] Director: Community Services: COMPLIED (November 2019)	[D315] Director: Community Services: COMPLIED (November 2019)	52	52	G

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019				Quarter ending December 2019				Overall Performance for Quarter ending September 2019 to Quarter ending December 2019				
					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
TL29	The provision and maintenance of municipal services	Provision of water to informal households (excluding invaded state owned land and private land) based on the standard of 1 water point to 25 households (MPPMR Reg 10 (a))	The number of taps installed 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 on the number of taps to informal households (excluding invaded land unsuitable for housing and private land)	0	0	N/A			0	0	N/A			0	0	N/A
TL30	The provision and maintenance of municipal services	Provision of cleaned piped water to all formal households within 200 m from households (MPPMR Reg 10 (a))	No of formal households that meet agreed service standards for piped water	Yearly statistics provided by finance department (SAMRAS)	0	0	N/A			0	0	N/A			0	0	N/A
TL31	The provision and maintenance of municipal services	Provision of refuse removal, refuse dumps and solid waste disposal to all formal households at least once a week (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))	Number of formal households for which refuse is removed at least once a week	Yearly statistics provided by finance department (SAMRAS)	0	0	N/A			0	0	N/A			0	0	N/A
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 reomoval of refuse in informal households (Once per week = 52 weeks per annum	Bi- annual eMIS report on the weekly refuse removal.	0	0	N/A			0	0	N/A			0	0	N/A

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
TL36	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
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
TL48	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

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
TL49	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	N/A			0	0	N/A			0	0	N/A

**Infrastructure & Planning**

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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 licence and/ or general limit in terms of the Water Act (Act 36 of 1998)	% compliance	Report from Directorate Infrastructure (WSA) compiled from independent laboratory test results	90.00%	85.63%	O	[D361] Deputy Director: Infrastructure & Planning: 85.63% of effluent samples complied with the required standards. (September 2019)	[D361] Deputy Director: Infrastructure & Planning: The upgrade of the Stanford WWTW is nearing completion, and the switch over between old and new infrastructure during September resulted in temporarily compromised effluent quality. The Pearly Beach Eluxolweni WWTW is only an oxidation pond system, and not capable of full treatment to general standards. (September 2019)	90.00%	89.77%	O	[D361] Deputy Director: Infrastructure & Planning: 89.77% of final effluent samples complied with the required standards. (December 2019)	[D361] Deputy Director: Infrastructure & Planning: Continuous improvement of treatment process and maintenance procedures. (December 2019)	90.00%	87.70%	O
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%	99.01%	G2	[D362] Deputy Director: Infrastructure & Planning: 99.01% of drinking water samples taken during this quarter complied with the SANS 0241 drinking water quality standards. (September 2019)		95.00%	98.35%	G2	[D362] Deputy Director: Infrastructure & Planning: 98.35% of drinking water quality samples complied with the required SANS 0241 standards. (December 2019)		95.00%	98.68%	G2
TL18	The provision and maintenance of municipal services	Limit electricity losses to 7.5% or less ((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%	N/A			0.00%	0.00%	N/A			0.00%	0.00%	N/A

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
TL19	The provision and maintenance of municipal services	Report on the implementation of the Water Service Development plan annually by the end of October	Report submitted	Letter of submission of Water Services Audit to DWS	0	0	N/A			1	1	G	[D365] Deputy Director: Infrastructure & Planning: The Water Services Audit Report for 2018/19 was submitted to DWS on 28 October 2019. (October 2019)		1	1	G
TL33	The provision and maintenance of municipal services	Provision of Electricity: Number of metered electrical connections in formal areas (Eskom Areas excluded) (Definition: Refers to residential households (RE) and pensioners (PR) as per Finance departments billed households) (MPPMR Reg 10 (a))	Number of formal households that meet agreed service standards	Based on number of households billed by department of finance	0	0	N/A			0	0	N/A			0	0	N/A
TL38	The provision and maintenance of municipal services	100% of the Municipal Infrastructure Grant (MIG) spent by 30 June 2020 (Actual MIG expenditure/Allocation received)	% expenditure of allocated MIG funds	Monthly MIG report	5.00%	6.90%	G2	[D366] Director: Infrastructure & Planning: Target met (September 2019)		40.00%	22.10%	R	[D366] Director: Infrastructure & Planning: 22.1 % of allocated funds spent (December 2019)	[D366] Director: Infrastructure & Planning: Processing of orders (December 2019)	40.00%	22.10%	R

**Economic & Social Development & Tourism**

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
TL8	The promotion of tourism, economic and social development	Provide four progress reports on LED, Social Development and Tourism initiatives to Council by end June 2020 (Refers to the 4th quarter report of previous financial year and three progress reports for the 2019/20 financial year)	Number of progress reports on LED, Social Development & Tourism initiatives	Council resolutions on the four progress reports on LED, Social Development & Tourism initiatives	1	1	G	[D375] Director: Economic & Social Development & Tourism: Previous Financial year report (July 2019)		1	1	G	[D375] Director: Economic & Social Development & Tourism: 1st Qtr Report submitted to Council (November 2019)		2	2	G
TL9	The promotion of tourism, economic and social development	Provide a schedule of funded events to the Executive Mayor for sign off by end of July 2019	Number of schedules submitted	Signed off schedule of funded events by the Executive Mayor	1	1	G	[D385] Director: Economic & Social Development & Tourism: 2019 Festival Funding Approved (August 2019)		0	0	N/A			1	1	G
TL10	The promotion of tourism, economic and social development	Support 120 SMME's in terms of the SMME Development Programme by 30 June 2020	Number of SMME's supported	Internally verified list of SMME'S supported	0	0	N/A			60	60	G	[D386] Director: Economic & Social Development & Tourism: Supported 60 SMME's in terms of the SMME Development Programme (December 2019)		60	60	G

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
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 plan and or letter of intent	3	11	B	[D387] Manager: LED: Collaborative initiatives were implemented and the detail will be further discussed in the Quarterly Report. 1 Project/initiative for the 1st quarter. (September 2019) [D388] Manager: Social Development: The Department is working collaboratively with two other organisations on two separate projects. Both projects are staffed through EPWP workers funded by this department. The one project is called the Mount Pleasant after school programme which is provided in collaboration with JustCare. The other programme is Sibisiso, which is a day care centre for children with special needs which is provided in collaboration with Overstrand APD. 2 Projects/initiatives for the 1st quarter. (September 2019) [D389] Manager: Tourism: Customer Service Training presented in collaboration with DEDAT to 26 people. Municipal engagement with Wesgro on Tourism, Trade and Investment. (July 2019) [D389] Manager: Tourism: Collaboration with WWF on Eco Tourism, DEDAT with Oceans Economy and Nat Dept of Tourism for appointment of Tourism Monitors. Participation in Public Private Partnership meeting with EDP. (August 2019)	[D389] Manager: Tourism: - (August 2019)	3	8	B	[D387] Manager: LED: ALPS Resilience ,Sharp Digital, Nedbank, Hermanus Siyakha, Magic (December 2019) [D388] Manager: Social Development: The department is working with the Overberg District Municipality and the Provincial Department of Social Development on social development initiatives in the area. We have already signed a MOU and we have registered projects for implementation. (December 2019) [D389] Manager: Tourism: Exhibition First Thursday Brief Premier First Thursday (December 2019)	[D389] Manager: Tourism: (December 2019)	6	19	B
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 1020 work opportunities) (MPPMR Reg 10 (d))	Number of temporary jobs created	Internally verified list of beneficiaries appointed	0	0	N/A			580	766	G2	[D390] Director: Economic & Social Development & Tourism: The number of job opportunities created through the EPWP programme and as per set targets ( unofficial as we await the report from Province as POE ) (December 2019)		580	766	G2

KPI Number	Strategic Objective	KPI Description	Unit of Measurement	Source of Evidence	Quarter ending September 2019					Quarter ending December 2019					Overall Performance for Quarter ending September 2019 to Quarter ending December 2019		
					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
TL40	The promotion of tourism, economic and social development	Support 50 SMME's in terms of the Emerging Contractor Development Programme by 30 June 2020	Number of Emerging Contractors supported	Internally verified list of small contractors supported	0	0	N/A			25	44	B	[D392] Manager: LED: Supported 44 SMME's in terms of the Emerging Contractor Development Programme (December 2019)		25	44	B

## Overstrand Municipality

## SDBIP 2019/20: Departmental SDBIP Report on KPIs Not Met in Quarter 2 (1 October 2019 to 31 December 2019)

## Council &amp; Municipal Manager

KPI Number	KPI Description	Unit of Measurement	KPI Owner	Oct-19					Nov-19					Dec-19					Overall Performance for October 2019 to December 2019		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
D5	Conduct reviews in accordance with the approved Risk Based Audit Plan (Number of audits completed divided by the number of approved audits as per the risk based audit plan)	Complete all the reviews as per the Audit Plan by 30 June	Internal Auditor	0.00%	0.00%	N/A			0.00%	0.00%	N/A			40.00%	28.60%	R	8 out of the 28 audit projects were completed.	IAS have a 50% staff vacancy rate due to 1 resignation (w.e.f. 30 Aug 2019) and promotion of 1 auditor (w.e.f. 15 Oct 2019). These 2 vacancies have been advertised twice with no suitable candidates meeting the minimum requirements of the posts. Consideration to be given to assign the audit projects to the CAE and current internal auditor or initiate the "Headhunting" process to immediately fill the vacant 2 internal auditor positions.	40.00%	28.60%	R

## Protection Services

KPI Number	KPI Description	Unit of Measurement	KPI Owner	Oct-19					Nov-19					Dec-19					Overall Performance for October 2019 to December 2019		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
D207	Perform inspections for the clearing & 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			600	426	R	Target not met	DUE TO FIRE SEASON INSPECTORS HAD TO PERFORM FIRE FIGHTING DUTIES	600	426	R
D208	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			250	130	R	Target not met	BUILDING PLANS WERE SURVEYED BY THE ASSISTANT CHIEF FIRE SAFETY AND HEALTH AND SAFETY WHEN PLANS WERE ALLOCATED TO HIM	250	130	R
D211	Arrange public awareness sessions on Protection Services	Number of sessions held	Director: Protection Services	0	0	N/A			0	0	N/A			22	15	R	15 awareness's conducted	Festive Season, school holidays had an impact, targets will be achieved in the remaining quarters	22	15	R

## Community Services

KPI Number	KPI Description	Unit of Measurement	KPI Owner	Oct-19					Nov-19					Dec-19					Overall Performance for October 2019 to December 2019		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
D219	95% of the total approved capital budget spent (Actual expenditure divided by the total approved capital budget)	% Capital Budget spent	Director: Community Services	0	0	N/A			0	0	N/A			20	5.65	R	Underperformed, mainly due to planning and procurement.	To improve actual spending in Quarter 3. Current commitments = 27.38%	20	5.65	R

KPI Number	KPI Description	Unit of Measurement	KPI Owner	Oct-19					Nov-19					Dec-19					Overall Performance for October 2019 to December 2019		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
D247	95% of the approved capital budget spent by the Deputy Area Manager: Hermanus (Actual expenditure divided by the approved capital budget)	% of capital budget spend	Manager: Hermanus	0.00%	0.00%	N/A			0.00%	0.00%	N/A			40.00%	0.00%	R	Underperformed	Funding to be re-allocated to sidewalks per Ward Committee Recommendation.	40.00%	0.00%	R
D269	95% of the approved capital budget spent by the Senior Operational Manager: Gansbaai (Actual expenditure divided by the approved capital budget)	% of capital budget spend	Senior Operational Manager: Gansbaai	0.00%	0.00%	N/A			0.00%	0.00%	N/A			40.00%	5.00%	R	Design of roads completed.	Spending will reflect in Quarter 3	40.00%	5.00%	R

**Infrastructure & Planning**

KPI Number	KPI Description	Unit of Measurement	KPI Owner	Oct-19					Nov-19					Dec-19					Overall Performance for October 2019 to December 2019		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
D338	95% of the total approved operational budget of the Electro-Technical Services (Gansbaai and Stanford) Department spent (Actual expenditure divided by the total approved operational budget)	% of operating budget spent	Senior Manager: Electro-Technical Services (Gansbaai and Stanford)	0.00%	0.00%	N/A			0.00%	0.00%	N/A			40.00%	26.48%	R	Taking into account Eskom connection fee, only 26.48% of Operational budget was spent	Eskom connection fee will be spent by end February 2020	40.00%	26.48%	R
D368	100% of the Municipal Infrastructure Grant (MIG) spent by 30 June 2020 (Actual MIG expenditure/Allocation received)	% expenditure of allocated MIG funds	Director: Infrastructure & Planning	0.00%	0.00%	N/A			0.00%	0.00%	N/A			40.00%	22.10%	R	22.1 % of allocated funds spent	Processing of orders	40.00%	22.10%	R

**Economic & Social Development & Tourism**

KPI Number	KPI Description	Unit of Measurement	KPI Owner	Oct-19					Nov-19					Dec-19					Overall Performance for October 2019 to December 2019		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
D401	Report on the social dialogues conducted with local communities	Number of reports on social dialogues conducted	Manager: Social Development	0	0	N/A			0	0	N/A			1	0	R	The department did not host any social dialogues during the period under review.	The department has planned and is in the process of scheduling a number of social dialogues with: the elderly, people affected and effected by HIV/AIDS, as well as local stakeholders regarding substance abuse	1	0	R

Overstrand Municipality

SDBIP 2019/2020: Departmental SDBIP Progress Report on KPIs Not Met in the 1st Quarter (01 July 2019 to 30 September 2019)

Council & Municipal Manager

KPI Number	KPI Description	Unit of Measurement	KPI Owner	Jul-19					Aug-19					Sep-19					Overall Performance for July 2019 to September 2019			KPI Progress October to December 2019					Overall Performance for Oct 2019 to Dec 2019				
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R		
D5	Conduct reviews in accordance with the approved Risk Based Audit Plan (Number of audits completed divided by the number of approved audits as per the risk based audit plan)	Complete all the reviews as per the Audit Plan by 30 June	Internal Auditor	0.00%	0.00%	N/A				0.00%	0.00%	N/A				20.00%	7.00%	R	2 Audit projects completed during the reporting period. 2 Audits projects assigned to an Internal Auditor who has resigned during reporting period were not completed. 2 Audit project's scopes has been extended and additional audit procedures and verification tests conducted resulting in the audits not completed during the reporting period.	Audit projects assigned to the CAE as a result of the resignation of an Internal Auditor. 2 Audit projects are in the finalization stage.	20.00%	7.00%	R	40.00%	28.60%	R	8 out of the 28 audit projects were completed.	IAS have a 50% staff vacancy rate due to 1 resignation (w.e.f. 30 Aug 2019) and promotion of 1 auditor (w.e.f. 15 Oct 2019). These 2 vacancies have been advertised twice with no suitable candidates meeting the minimum requirements of the posts. Consideration to be given to assign the audit projects to the CAE and current internal auditor or initiate the "Headhunting" process to immediately fill the vacant 2 internal auditor positions.	40.00%	28.60%	R

Management Services

KPI Number	KPI Description	Unit of Measurement	KPI Owner	Jul-19					Aug-19					Sep-19					Overall Performance for July 2019 to September 2019			KPI Progress October to December 2019					Overall Performance for Oct 2019 to Dec 2019				
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R		
D25	95% of the total approved capital budget spent (Actual expenditure divided by the total approved capital budget)	% of the capital budget spent	Director: Management Services	0.00%	0.00%	N/A				0.00%	0.00%	N/A				5.00%	0.00%	R	12% on shadow balance.	Spending will improve in remaining quarters.	5.00%	0.00%	R	20.00%	19.07%	O	25.22 Shadow	Spending to improve in the remaining quarters.	20.00%	19.07%	O
D59	Report quarterly on the audit action plan with corrective measures to address ICT related matters affecting the ICT department as per the AG management report	Number of reports on ICT related matters affecting the ICT department	Senior Manager: Systems Development	0	0	N/A	Audit not yet complete			0	0	N/A	Audit in Progress			1	0	R	Audit in progress	Being reporting in November Steercom	1	0	R	1	0	R	Next Steercom February	Will update at next Steercom	1	1	G
D69	95% of the total approved capital budget of the ICT Department spent (Actual expenditure divided by the total approved operational budget)	% of capital budget spent	Senior Manager: Systems Development	0.00%	0.00%	N/A	On track, specific reports and measurement to be created			0.00%	0.00%	N/A				5.00%	0.00%	R	12% on Shadow balance. Orders have been placed. Waiting on invoicing.	Spending to improve in remaining quarters	5.00%	0.00%	R	20.00%	25.32%	G	The big tender for the MS implementation, which comprises 58% of the total is delayed.		20.00%	25.32%	G

D102	Monthly monitor timeous risk action updates by risk action owners to the Directors	Number of monthly risk action update reports sent to the Directors	Vacancy- Risk Officer	0	0	N/A			1	1	G	Report served before TMT on 30 August 2019		1	0	R	Target not met	No reports mailed to director as position of CRO still vacant	2	1	R	0	0			2	2	G
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Protection Services

KPI Number	KPI Description	Unit of Measurement	KPI Owner	Jul-19					Aug-19					Sep-19					Overall Performance for July 2019 to September 2019			KPI Progress October to December 2019					Overall Performance for Oct 2019 to Dec 2019		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
D176	95% 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			5.00%	1.00%	R	CCTV Project implementation has kickstarted and cost incurred will be reflected and targets will be met in the remaining quarters	Fire Service is busy with implementation of CCTV Projects.	5.00%	1.00%	R	20.00%	18.00%	O		There was a minor asset actual expenditure of R80 000 in Dec to be invoiced mid Jan 2020, as well as CCTV exp, targets will be achieved the next term.	20.00%	18.00%	O
D208	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			400	117	R	SURVEY AND APPROVAL OF BUILDING PLANS RECEIVED	THE NEW ASSISTANT CHIEF FIRE SAFETY AND HEALTH AND SAFETY STARTED IN JUNE AND IS STILL IN THE PROCESS OF PUTTING SYSTEMS AND PROCEDURES IN PLACE.	400	117	R	250	130	R	SURVEY AND APPROVAL OF BUILDING PLANS RECEIVED	BUILDING PLANS WERE SURVEYED BY THE ASSISTANT CHIEF FIRE SAFETY AND HEALTH AND SAFETY WHEN PLANS WERE ALLOCATED TO HIM	250	130	R

Community Services

KPI Number	KPI Description	Unit of Measurement	KPI Owner	Jul-19					Aug-19					Sep-19					Overall Performance for July 2019 to September 2019			KPI Progress October to December 2019					Overall Performance for Oct 2019 to Dec 2019		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
D219	95% of the total approved capital budget spent (Actual expenditure divided by the total approved capital budget)	% Capital Budget spent	Director: Community Services	0	0	N/A			0	0	N/A			5	1.1	R	Underperformed	In process with various tender specifications. Spending will improve in remaining quarters.	5	1.1	R	20	5.65	R	Underperformed, mainly due to planning and procurement.	To improve actual spending in Quarter 3. Current commitments = 27.38%	20	5.65	R
D229	95% of the approved capital budget spent by the Senior Manager: Hangklip/Kleinmond (Actual expenditure divided by the approved capital budget)	% of the budget spent	Senior Manager: Hangklip/Kleinmond	0.00%	0.00%	N/A			0.00%	0.00%	N/A			5.00%	0.00%	R	Underperformed	Awaiting approval of building plan due to late procurement of consulting services	5.00%	0.00%	R	20.00%	40.69%	B	Complied		20.00%	40.69%	B
D247	95% of the approved capital budget spent by the Deputy Area Manager: Hermanus (Actual expenditure divided by the approved capital budget)	% of capital budget spend	Manager: Hermanus	0.00%	0.00%	N/A	under performed	Funds will be reallocated to sidewalks after discussion at ward committee meeting	0.00%	0.00%	N/A			20.00%	0.00%	R	Underperformed	Funds to be reallocated to sidewalks after the ward committee meeting	20.00%	0.00%	R	40.00%	0.00%	R	Underperformed	Funding to be re-allocated to sidewalks per Ward Committee Recommendation.	40.00%	0.00%	R

Infrastructure & Planning

KPI Number	KPI Description	Unit of Measurement	KPI Owner	Jul-19					Aug-19					Sep-19					Overall Performance for July 2019 to September 2019			KPI Progress October to December 2019					Overall Performance for Oct 2019 to Dec 2019				
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R		
D339	Quarterly Health & Safety meetings to ensure safe working procedures and environment	Number of meetings	Senior Manager: Electro-Technical Services (Hermanus and Kleinmond)	0	0	N/A	N/A			0	0	N/A	N/A			1	0	R	1st Quarterly Health and Safety meeting will take place in October 2019.	2nd Quarterly meeting to take place in December 2019.	1	0	R	1	0	R	2nd Quarter meetings were held in November 2019. 3rd Quarter meeting will be held in January 2020.	3rd Quarter meeting will be held in January 2020. Required number of meetings were held to ensure target is reached.	1	2	B
D348	95% of the total approved operational budget of Environmental Management Services spent (Actual expenditure divided by the total approved operational budget)	% of operating budget spent	Senior Manager: Environmental Services	0.00%	0.00%	N/A			0.00%	0.00%	N/A			20.00%	13.00%	R	Delays due to appointment of contractors	Spending will improve in remaining quarters	20.00%	13.00%	R	40.00%	37.00%	O	Although the total budget spent is at 37% the committed operational budget at this stage is 54%	To monitor contracts and ensure the submission of invoices on time for payment reflection.	40.00%	37.00%	O		

Economic & Social Development & Tourism

KPI Number	KPI Description	Unit of Measurement	KPI Owner	Jul-19					Aug-19					Sep-19					Overall Performance for July 2019 to September 2019			KPI Progress October to December 2019					Overall Performance for Oct 2019 to Dec 2019		
				Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R	Target	Actual	R	Performance Comment	Corrective Measures	Target	Actual	R
D376	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			5.00%	0.00%	R	Target not met	Due to office renovations the spending for minor assets will be done once renovations are done.	5.00%	0.00%	R	20.00%	45.60%	B	Capital Budget spent on Minor assets ( New Office furniture for new office)		20.00%	45.60%	B