

**AGENDA of the****Portfolio Committee : Management Services****Portfolio Committee : Finance****Portfolio Committee : Community Services****Portfolio Committee : Protection Services****Portfolio Committee : Economic Development & Tourism****Portfolio Committee : Infrastructure & Planning****18 October 2016****(Also the agenda for the Mayoral Committee Meeting: 26 October 2016)**

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**2.****SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN (SDBIP)****FIRST QUARTERLY REPORT: JULY-SEPTEMBER 2016**

2/12/1/1

R Louw

(028) 313 8071

Corporate Head Office

20 September 2016

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**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 first quarter, 1 July 2016 to 30 September 2016.

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

Directorate: Management Services  
Strategic Services

**3. Compliance with Strategic Priorities**

Provision of democratic, accountable and ethical governance

Provision and maintenance of municipal services

The encouragement of structured community participation in the matters of the municipality

Creation and maintenance of a safe and healthy environment

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**

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






**AGENDA of the**  
**Portfolio Committee : Management Services**  
**Portfolio Committee : Finance**  
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**Portfolio Committee : Protection Services**  
**Portfolio Committee : Economic Development & Tourism**  
**Portfolio Committee : Infrastructure & Planning**  
**18 October 2016**  
**(Also the agenda for the Mayoral Committee Meeting: 26 October 2016)**

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 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 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%

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Category	Colour	Explanation
KPI's Extremely Well Met	 B	Actual/Target >= 150%

**7. Financial Implications**

Provision was made for the financing of the activities in both the capital and operating budget for the 2016/2017 financial year.

**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: Total organisational performance graphs for current quarter (July-September 2016)

Annexure B: Performance Graphs per Directorate: July-September 2016

Annexure C: Top Level SDBIP report: July –September 2016

Annexure D: Comments with regard to KPI's not met: July-September 2016

**(Annexures to be distributed under a separate cover)**

**RECOMMENDATION TO THE COUNCIL:**

that the content of the report for the 1<sup>st</sup> quarter of the 2016/2017 financial year on the top level Service Delivery and Budget Implementation Plan **be noted**.

**RESPONSIBLE OFFICIAL :****R LOUW****TARGET DATE FOR IMPLEMENTATION :****TO BE NOTED**

**AGENDA of the****Portfolio Committee : Management Services****Portfolio Committee : Finance****Portfolio Committee : Protection Services****Portfolio Committee : Community Services****Portfolio Committee : Economic Development & Tourism****Portfolio Committee : Infrastructure & Planning****18 October 2016****(Also the agenda for the Mayoral Committee Meeting: 26 October 2016)**

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**2.****SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN (SDBIP)****FIRST QUARTERLY REPORT: JULY-SEPTEMBER 2016****2/12/1/1****R Louw****(028) 313 8071****Corporate Head Office****20 September 2016**

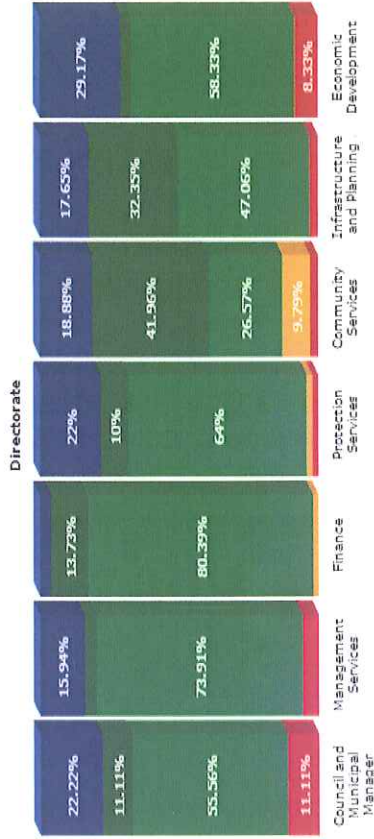
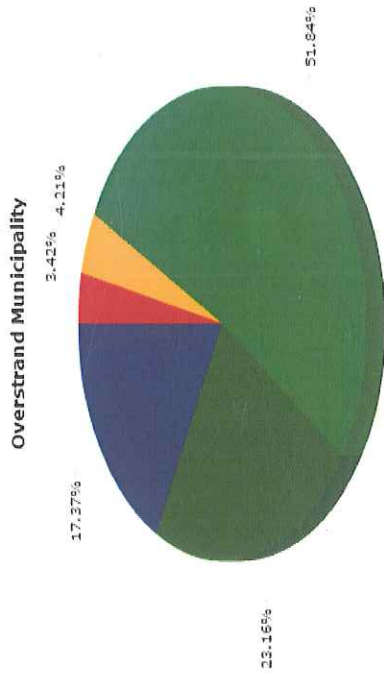
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**THIS MATTER SERVED BEFORE THE JOINT PORTFOLIO COMMITTEE ON  
18 OCTOBER 2016, WHICH COMMITTEE RECOMMENDED AS FOLLOWS:****RECOMMENDATION TO THE COUNCIL:**

that the content of the report for the 1<sup>st</sup> quarter of the 2016/2017 financial year on the top level Service Delivery and Budget Implementation Plan **be noted**.

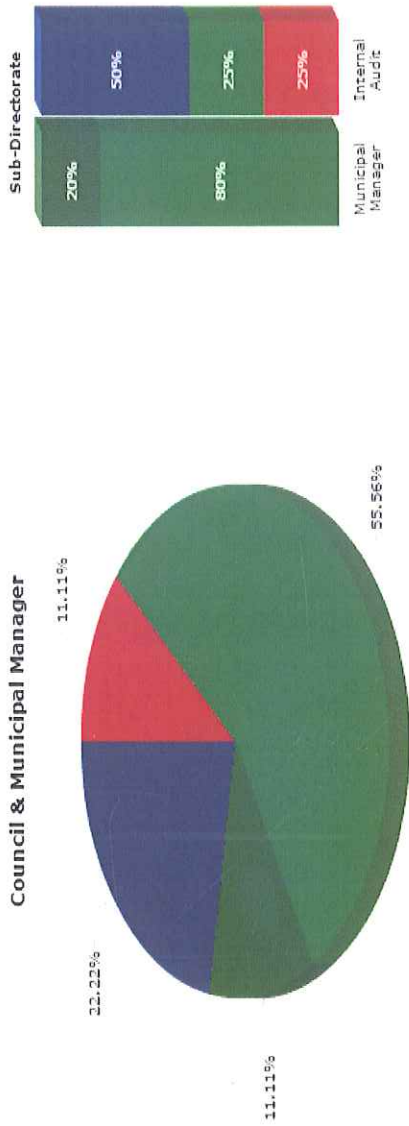
**RESPONSIBLE OFFICIAL :****R LOUW****TARGET DATE FOR IMPLEMENTATION :****TO BE NOTED**

# Total Organisational Performance Quarter 1 (01 July 2016 - 30 September 2016)



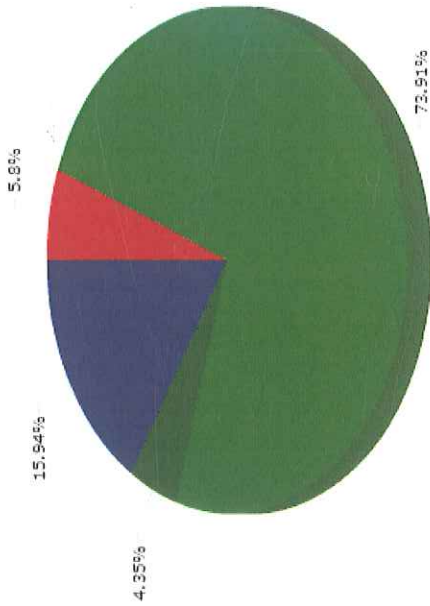
Overstrand Municipality		Directorate						Total:	
		Council and Municipal Manager	Management Services	Finance	Protection Services	Community Services	Infrastructure and Planning	Economic Development	
<b>KPI Not Met</b>	13 (3.4%)	1 (11.1%)	4 (5.8%)	-	1 (2%)	4 (2.8%)	1 (2.9%)	2 (8.3%)	
<b>KPI Almost Met</b>	16 (4.2%)	-	-	1 (2%)	1 (2%)	14 (9.8%)	-	-	
<b>KPI Met</b>	197 (51.8%)	5 (55.6%)	51 (73.9%)	41 (80.4%)	32 (64%)	38 (26.6%)	16 (47.1%)	14 (58.3%)	
<b>KPI Well Met</b>	88 (23.2%)	1 (11.1%)	3 (4.3%)	7 (13.7%)	5 (10%)	60 (42%)	11 (32.4%)	1 (4.2%)	
<b>KPI Extremely Well Met</b>	66 (17.4%)	2 (22.2%)	11 (15.9%)	2 (3.9%)	11 (22%)	27 (18.9%)	6 (17.6%)	7 (29.2%)	
<b>Total:</b>	<b>380</b>	<b>9</b>	<b>69</b>	<b>51</b>	<b>50</b>	<b>143</b>	<b>34</b>	<b>24</b>	

# Performance Per Directorate Quarter 1 (01 July 2016 - 30 September 2016)

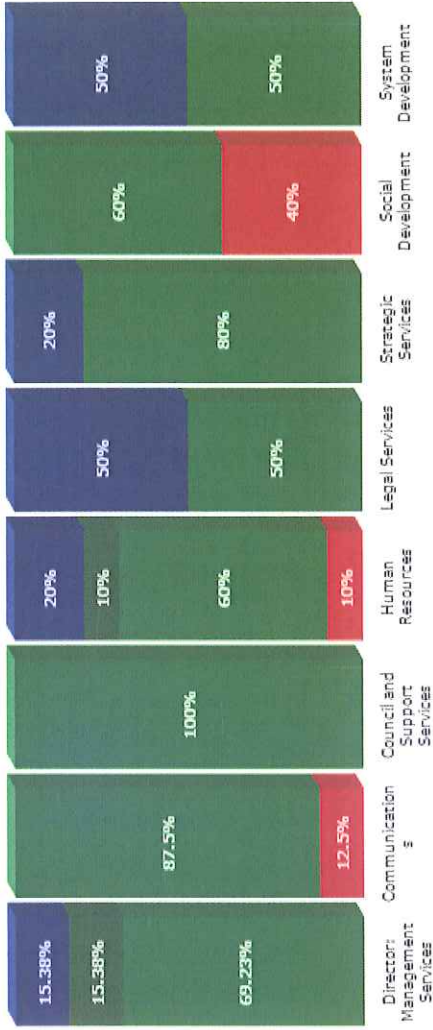


	Sub-Directorate	
	Council & Municipal Manager	Internal Audit
<b>KPI Not Met</b>	1 (11.1%)	1 (25%)
<b>KPI Almost Met</b>	-	-
<b>KPI Met</b>	5 (55.6%)	1 (25%)
<b>KPI Well Met</b>	1 (11.1%)	-
<b>KPI Extremely Well Met</b>	2 (22.2%)	2 (50%)
<b>Total:</b>	<b>9</b>	<b>4</b>

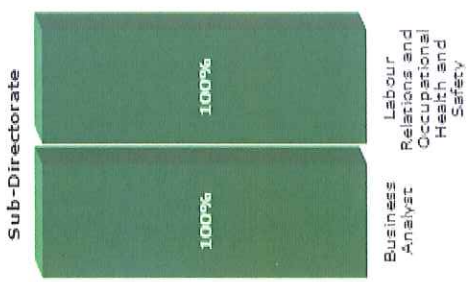
**Management Services**



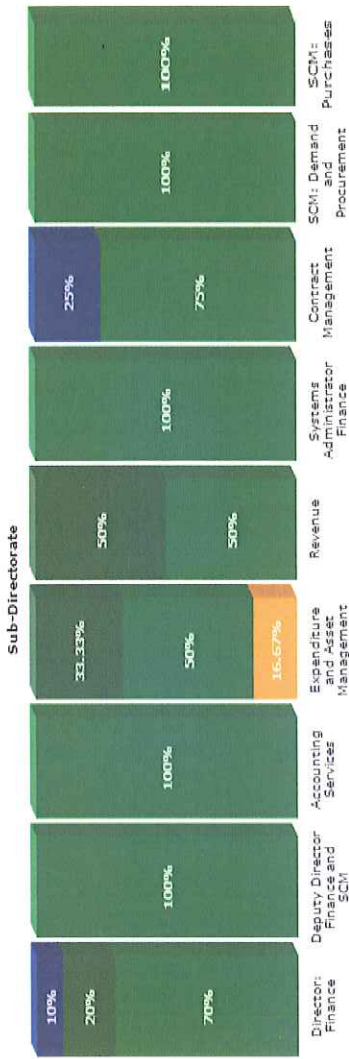
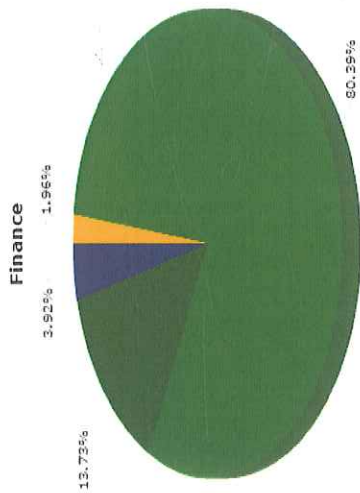
**Sub-Directorate**



		Sub-Directorate								
Management Services		Director: Management Services	Communications	Council and Support Services	Human Resources	Legal Services	Strategic Services	Social Development	System Development	
<span style="color: red;">■</span> KPI Not Met	4 (5.8%)	-	1 (12.5%)	-	1 (10%)	-	-	2 (40%)	-	
<span style="color: orange;">■</span> KPI Almost Met	-	-	-	-	-	-	-	-	-	
<span style="color: green;">■</span> KPI Met	51 (73.9%)	9 (69.2%)	7 (87.5%)	10 (100%)	6 (60%)	4 (50%)	4 (80%)	3 (60%)	2 (50%)	
<span style="color: darkblue;">■</span> KPI Well Met	3 (4.3%)	2 (15.4%)	-	-	1 (10%)	-	-	-	-	
<span style="color: blue;">■</span> KPI Extremely Well Met	11 (15.9%)	2 (15.4%)	-	-	2 (20%)	4 (50%)	1 (20%)	-	2 (50%)	
<b>Total:</b>	<b>69</b>	<b>13</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>4</b>	

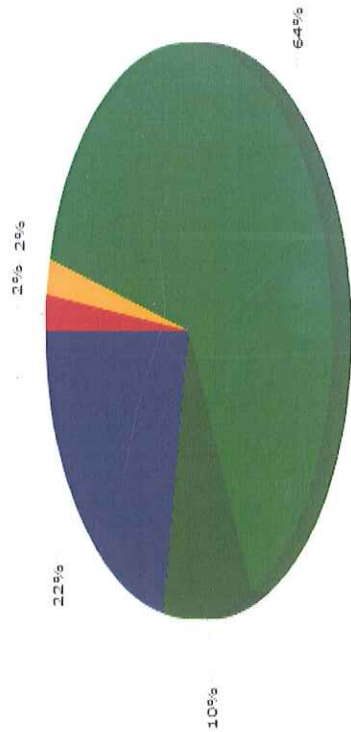


Sub-Directorate		Business Analyst	Labour Relations and Occupational Health and Safety
KPI Not Met	-	-	-
KPI Almost Met	-	-	-
KPI Met	1 (100%)	5 (100%)	-
KPI Well Met	-	-	-
KPI Extremely Well Met	-	-	-
<b>Total:</b>	<b>1</b>	<b>5</b>	



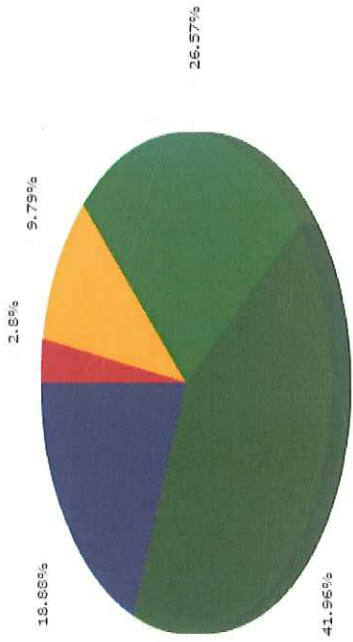
		Sub-Directorate								
Finance		Director: Finance	Deputy Director Finance and SCM	Accounting Services	Expenditure and Asset Management	Revenue	Systems Administrator Finance	Contract Management and Procurement	SCM: Demand and Procurement	SCM: Purchases
KPI Not Met	-	-	-	-	-	-	-	-	-	-
KPI Almost Met	1 (2%)	-	-	-	1 (16.7%)	-	-	-	-	-
KPI Met	41 (80.4%)	7 (70%)	9 (100%)	8 (100%)	3 (50%)	4 (100%)	3 (75%)	1 (100%)	1 (100%)	1 (100%)
KPI Well Met	7 (13.7%)	2 (20%)	-	-	3 (33.3%)	-	-	-	-	-
KPI Extremely Well Met	2 (3.9%)	1 (10%)	-	-	-	-	1 (25%)	-	-	-
<b>Total:</b>	<b>51</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>

**Protection Services**



Protection Services	Sub-Directorate			
	Director: Protection Services	Fire and Disaster Management	Law Enforcement and Security Services	Traffic Services
<b>KPI Not Met</b>	1 (2%)	-	-	-
<b>KPI Almost Met</b>	1 (2%)	1 (11.1%)	-	-
<b>KPI Met</b>	32 (64%)	6 (66.7%)	11 (91.7%)	6 (37.5%)
<b>KPI Well Met</b>	5 (10%)	-	-	4 (25%)
<b>KPI Extremely Well Met</b>	11 (22%)	2 (22.2%)	1 (8.3%)	6 (37.5%)
<b>Total:</b>	<b>50</b>	<b>9</b>	<b>12</b>	<b>16</b>

**Community Services**



**Sub-Directorate**



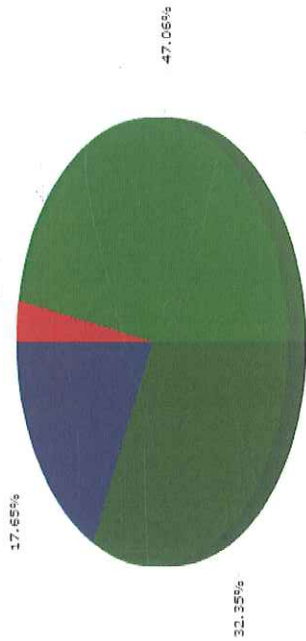
		Sub-Directorate							
Community Services		Deputy Director: Operational Services	Director: Community Services	Area Management: Gansbaai	Area Management: Hangklip/Kleinmond	Area Management: Hermanus	Operational Management: Gansbaai	Operational Management: Hangklip/Kleinmond	Operational Management: Hermanus
<b>KPI Not Met</b>	4 (2.8%)	-	-	-	2 (15.4%)	-	-	1 (6.7%)	-
<b>KPI Almost Met</b>	14 (9.8%)	1 (8.3%)	-	-	1 (7.7%)	-	3 (18.8%)	4 (26.7%)	1 (6.7%)
<b>KPI Met</b>	38 (26.6%)	1 (8.3%)	8 (72.7%)	4 (30.8%)	5 (38.5%)	7 (63.6%)	1 (6.3%)	-	-
<b>KPI Well Met</b>	60 (42%)	7 (58.3%)	2 (18.2%)	3 (23.1%)	1 (7.7%)	2 (18.2%)	10 (62.5%)	10 (66.7%)	10 (66.7%)
<b>KPI Extremely Well Met</b>	27 (18.9%)	3 (25%)	1 (9.1%)	6 (46.2%)	4 (30.8%)	2 (18.2%)	2 (12.5%)	-	4 (26.7%)
<b>Total:</b>	<b>143</b>	<b>12</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>16</b>	<b>15</b>	<b>15</b>

Sub-Directorate

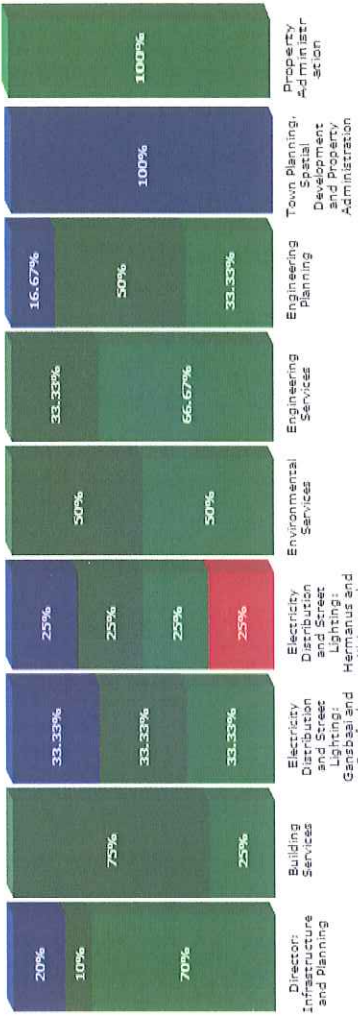


Sub-Directorate		Operational Management: Stanford	Deputy Area Manager: Hermanus	Deputy Area Manager: Administration	Housing Administration
KPI Not Met	-	1 (12.5%)	-	-	-
KPI Almost Met	2 (13.3%)	1 (12.5%)	1 (16.7%)	-	-
KPI Met	-	4 (50%)	2 (33.3%)	6 (75%)	-
KPI Well Met	11 (73.3%)	1 (12.5%)	1 (16.7%)	2 (25%)	-
KPI Extremely Well Met	2 (13.3%)	1 (12.5%)	2 (33.3%)	-	-
<b>Total:</b>	<b>15</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>8</b>

Infrastructure & Planning

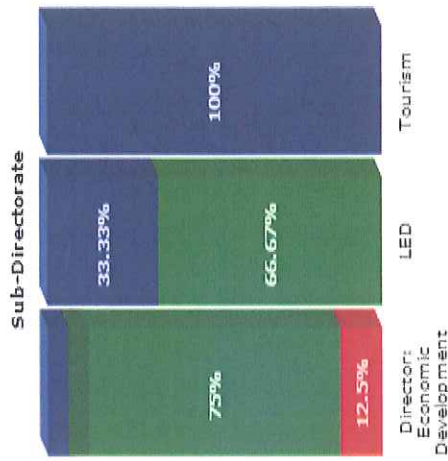
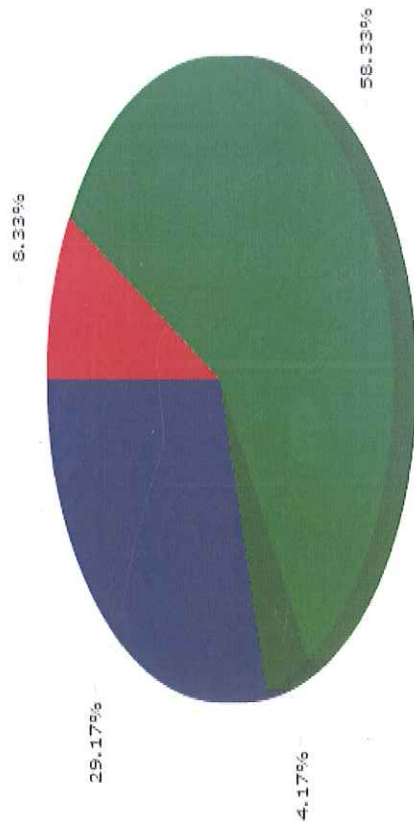


Sub-Directorate



Infrastructure & Planning		Sub-Directorate						Infrastructure & Planning		
		Director: Infrastructure and Planning	Building Services	Electricity Distribution and Street Lighting: Gansbaai and Stanford	Electricity Distribution and Street Lighting: Hermanus and Kleinmond	Environmental Services	Engineering Services	Engineering Planning	Town Planning, Spatial Development and Property Administration	Property Administration
<b>KPI Not Met</b>	1 (2.9%)	-	-	-	1 (25%)	-	-	-	-	-
<b>KPI Almost Met</b>	-	-	-	-	-	-	-	-	-	-
<b>KPI Met</b>	16 (47.1%)	7 (70%)	1 (25%)	1 (33.3%)	1 (25%)	1 (50%)	2 (66.7%)	2 (33.3%)	-	1 (100%)
<b>KPI Well Met</b>	11 (32.4%)	1 (10%)	3 (75%)	1 (33.3%)	1 (25%)	1 (50%)	1 (33.3%)	3 (50%)	-	-
<b>KPI Extremely Well Met</b>	6 (17.6%)	2 (20%)	-	1 (33.3%)	1 (25%)	-	-	1 (16.7%)	1 (100%)	-
<b>Total:</b>	<b>34</b>	<b>10</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>1</b>

**Economic Development**



	Economic Development		Sub-Directorate	
	Director: Economic Development	LED	LED	Tourism
<b>KPI Not Met</b>	2 (8.3%)	-	-	-
<b>KPI Almost Met</b>	-	-	-	-
<b>KPI Met</b>	14 (58.3%)	12 (75%)	2 (66.7%)	-
<b>KPI Well Met</b>	1 (4.2%)	1 (6.3%)	-	-
<b>KPI Extremely Well Met</b>	7 (29.2%)	1 (6.3%)	1 (33.3%)	5 (100%)
<b>Total:</b>	<b>24</b>	<b>16</b>	<b>3</b>	<b>5</b>

**Overstrand Municipality**

**SDBIP 2016/2017: Top Layer SDBIP Report - 1ST QUARTER (01 JULY 2016 - 30 SEPTEMBER 2016)**

**Council & Municipal Manager**

Ref	Strategic Objective	KPI	Unit of Measurement	Source of Evidence	QUARTER ENDING 30 SEPTEMBER 2016			Departmental Corrective Measures
					Target	Actual	R	
TL7	The provision of democratic, accountable and ethical governance	Submit two progress reports on the revision of the top 10 risks as a corrective action to the Executive Management Team by end December 2016	Number of progress reports submitted	EMT minutes where item served.	1	1	G	[D11] Municipal Manager: Target met. See attached the Executive Management Team meeting minutes for 6 September 2016. (September 2016)
TL41	The provision and maintenance of municipal services	Percentage of a municipality's capital budget actually spent on capital projects identified for 2016/17 in terms of the municipality's IDP by end December 2016 ((Actual amount spent on projects as identified for the year in the IDP/Total amount budgeted on capital projects)x100)	% of the capital budget spent	Expenditure report from SAMRAS	5%	7.29%	G2	[D14] Municipal Manager: Target met. (September 2016)

**Management Services**

Ref	Strategic Objective	KPI	Unit of Measurement	Source of Evidence	QUARTER ENDING 30 SEPTEMBER 2016			Departmental Corrective Measures
					Target	Actual	R	
TL22	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)	% of the training budget spent on implementation of the WSP	Expenditure reports from SAMRAS	20%	51%	B	[D86] Director: Management Services: 51% of Training budget spent as per HR Monthly report Sept 2016 (September 2016)
TL23	The provision of democratic, accountable and ethical governance	Review the Municipal Organisational Staff Structure by the end of June 2017	Structure reviewed	New approved posts on the operational budget; LLF minutes (restructuring)	0	0	N/A	
TL24	The provision of democratic, accountable and ethical governance	Revise the Section 14 Access to Information Manual by the end of June 2017 to ensure compliant and up to date policies	Manual revised	Letter to the Human Rights Commission	0	0	N/A	
TL25	The provision of democratic, accountable and ethical governance	90% of the approved and funded program filled ((actual number of posts filled divided by the funded posts budgeted) x100)	% filled	HR statistics on filled and vacant posts	90%	90.60%	G2	[D89] Director: Management Services: Of a total of 1 143 posts, 1036 is filled and 107 is vacant. (September 2016)

Ref	Strategic Objective	KPI	Unit of Measurement	Source of Evidence	Quarter Ending 30 September 2016		Departmental SDBIP Comments	Departmental Corrective Measures
					Target	Actual		
TL26	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	The number of people from EE target groups employed	Monthly report to Directors	60	65	[D49] Senior Manager: Human Resources: 64 People from employment equity targets employed within the 3 highest levels of management (July 2016) [D49] Senior Manager: Human Resources: 64 People from employment equity targets employed within the 3 highest levels of management (August 2016) [D49] Senior Manager: Human Resources: 65 People from employment equity targets employed within the 3 highest levels of management (September 2016)	
TL27	The provision of democratic, accountable and ethical governance	Provide legal assistance and input on policies, contracts, agreements, legislation, by-laws and authorities within 5 working days	Number of responses to legal assistance provided within 5 working days	Written proof response to legal assistance including the schedule of referrals	120	322	[D69] Senior Manager: Legal Services: Legal Services attended to 102 legal referrals in July 2016. (July 2016) [D69] Senior Manager: Legal Services: Legal Services attended to 115 legal referrals in August 2016. (August 2016) [D69] Senior Manager: Legal Services: Legal Services attended to 105 legal referrals in September 2016, including legal opinions, reviewing and commenting on contracts, memorandum of understandings, reports, reviewing and commenting on affidavits, and draft letters. (September 2016)	[D69] Senior Manager: Legal Services: None (July 2016) [D69] Senior Manager: Legal Services: None. (August 2016) [D69] Senior Manager: Legal Services: None. (September 2016)
TL28	The provision of democratic, accountable and ethical governance	Monthly Reports on additional court matters	Number of reports on court matters	Monthly Report on Additional Court matters (Financial & Court process)	6	3	[D75] Senior Manager: Legal Services: Report submitted (July 2016) [D75] Senior Manager: Legal Services: An additional court staff meeting was held on 5 August 2016. (August 2016) [D75] Senior Manager: Legal Services: Kindly refer to the minutes of the recent additional court staff meeting. (September 2016)	[D75] Senior Manager: Legal Services: None (August 2016) [D75] Senior Manager: Legal Services: None (September 2016)

Ref	Strategic Objective	KPI	Unit of Measurement	Source of Evidence	QUARTER ENDING 30 SEPTEMBER 2016				Departmental Corrective Measures
					Target	Actual	R	Departmental SDBIP Comments	
TL29	The promotion of tourism, economic and social development	Convene quarterly LDAC (Local Drug Action Committee) meetings	Quarterly LDAC meetings	Minutes of meeting / Attendance Register	1	0	R	[D95] Manager: Social Development: The meeting only meeting for this quarter was scheduled for 11 August 2016. Unfortunately we were informed a day before that the venue would not be available since the mayor needed it and it is the mayor's committee room. We could not get an alternative venue for the same date and the committee members could not commit to an alternative date at such a short notice and decided to cancel the meeting and to convene for the next scheduled meeting which is on 13 October 2016. (September 2016)	[D95] Manager: Social Development: The meeting dates and venues have been scheduled and booked in December 2015. The cancellation of the meeting was due to unforeseen circumstances and could not have been foreseen. (September 2016)

Finance

Ref	Strategic Objective	KPI	Unit of Measurement	Source of Evidence	QUARTER ENDING 30 SEPTEMBER 2016				Departmental Corrective Measures
					Target	Actual	R	Departmental SDBIP Comments	
TL15	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)	Ratio achieved	Annual Financial Statements	0	0	N/A		
TL16	The provision of democratic, accountable and ethical governance	Financial viability measured in terms of the municipality's ability to meet it's service debt obligations ((Total operating revenue- operating grants received)/debt service payments due within the year) (%)	Ratio achieved	Annual Financial Statements	0%	0%	N/A		
TL17	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)	% achieved	Annual Financial Statements	0%	0%	N/A		
TL18	The provision of democratic, accountable and ethical governance	Financial statements submitted to the Auditor-General by 31 August 2016	Financial statements submitted	AFS submitted to the AG	1	1	G	[D123] Deputy Director: Finance & SCM: Not applicable for the period. (July 2016)	[D123] Deputy Director: Finance & SCM: AFS submitted to the AG (August 2016)

QUARTER ENDING 30 SEPTEMBER 2016									
Ref	Strategic Objective	KPI	Unit of Measurement	Source of Evidence	Target	Actual	R	Departmental SDBIP Comments	Departmental Corrective Measures
TL40	The provision and maintenance of municipal services	Provision of free basic electricity, refuse removal, sanitation and water in terms of the equitable share requirements	Number of households	Monthly summary from the indigent register	7,100	7,503	G2	[D141] Senior Manager: Revenue: 7304 Households Total Households 32446 (July 2016) [D141] Senior Manager: Revenue: 7298 Households Total Households 32429 R4 355 084.28 (August 2016) [D141] Senior Manager: Revenue: 7503 Households Total Households 32664 R4 488 279.95 (September 2016)	[D141] Senior Manager: Revenue: n/a (July 2016) [D141] Senior Manager: Revenue: n/a (August 2016) [D141] Senior Manager: Revenue: n/a (September 2016)
TL46	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	Statistics from Revenue department regarding the collection rate on 30, 60 and 90 days (Report OV-B113R)	96%	96.76%	G2	[D169] Director: Finance: TARGET ACHIEVED FOR THE DEBT RECOVERY FIGURES FOR JULY 2017 (July 2016) [D169] Director: Finance: TARGET ACHIEVED FOR THE DEBT RECOVERY FIGURES FOR AUGUST 2016 (August 2016) [D169] Director: Finance: TARGET ACHIEVED (September 2016)	

Protection Services

Sep-16									
Ref	Strategic Objective	KPI	Unit of Measurement	Source of Evidence	Target	Actual	R	Departmental SDBIP Comments	Departmental Corrective Measures
TL31	The creation and maintenance of a safe and healthy environment	Arrange public awareness sessions on Protection Services	Number of sessions held	Quarterly statistical report	10	25	B	[D219] Director: Protection Services: 4 school visits, 15 fire public awareness, 6 bylaw enforcement (September 2016)	

QUARTER ENDING 30 SEPTEMBER 2016									
Ref	Strategic Objective	KPI	Unit of Measurement	Source of Evidence	Target	Actual	R	Departmental SDBIP Comments	Departmental Corrective Measures
TL32	The creation and maintenance of a safe and healthy environment	Annually review Community Safety Plan by the end of June in conjunction with the Department of Community Safety	Plan reviewed	Correspondence with the Department of Community Safety	0	0	N/A		
TL33	The creation and maintenance of a safe and healthy environment	Review the Fire Management Plan by the end of June 2017	Plan reviewed	Reviewed Fire Management Plan	0	0	N/A		
TL34	The creation and maintenance of a safe and healthy environment	Collect R10,000,000 Public Safety Income by 30 June 2017	R-value of public safety collected income	SAMRAS reports	R 2,500,000	R 10,044,233	B	[D222] Director: Protection Services: Extract from T.B of 30.09.2016 (September 2016)	[D222] Director: Protection Services: Extract from T.B of 30.09.2016 (September 2016)

Community Services

QUARTER ENDING 30 SEPTEMBER 2016									
Ref	Strategic Objective	KPI	Unit of Measurement	Source of Evidence	Target	Actual	R	Departmental SDBIP Comments	Departmental Corrective Measures
TL1	The provision of democratic, accountable and ethical governance	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%	21.63%	G2	[D370] Director: Community Services: COMPLIED (September 2016)	
TL2	The provision and maintenance of municipal services	m <sup>2</sup> of roads patched and resealed according to Pavement Management System within available budget	m <sup>2</sup> of roads patched and resealed	Consultants reseal statistical report	0	140	B	[D371] Deputy Director: Operational Services: COMPLY (September 2016)	
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 sold x 100);	% of water unaccounted for	Annual Financial Statements	0%	0%	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 ward per annum	Minutes of the ward committee meetings held	1	1	G	[D373] Director: Community Services: COMPLIED - MEETINGS ONLY HELD IN SEPTEMBER DUE TO IEC ELECTIONS (September 2016)	

QUARTER ENDING 30 SEPTEMBER 2016							Departmental Corrective Measures	
Ref	Strategic Objective	KPI	Unit of Measurement	Source of Evidence	Target	Actual		R
TL35	The provision and maintenance of municipal services	Provision of water to informal households based on the standard of 1 water point to 25 households	The number of taps installed in relation to the number of informal households.	Bi-annual report from Housing Department indicating the number of informal households. Report on the GPS coordinates on the number of taps	0	0	N/A	
TL36	The provision and maintenance of municipal services	Provision of cleaned piped water to all formal households within 200 m from households	No of formal households that meet agreed service standards for piped water	Yearly statistics provided by finance department (SAMRAS)	0	0	N/A	
TL37	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	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	
TL38	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	Number of weekly removal 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	
TL42	The provision and maintenance of municipal services	The provision of sanitation services to informal households based on the standard of 1 toilet to 5 households	The number of toilet structures provided in relation to the number of informal households	Bi-annual report from Housing Department indicating the number of informal households. Report on the GPS coordinates for the number of the toilets.	0	0	N/A	
TL43	The provision and maintenance of municipal services	Provision of sanitation services to formal residential households	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	

Strategic Objective		KPI	Unit of Measurement	Source of Evidence	QUARTER ENDING 30 SEPTEMBER 2016			Departmental Corrective Measures
Ref					Target	Actual	R	Departmental SDBIP Comments
<b>Infrastructure &amp; Planning</b>								
	<b>Strategic Objective</b>	<b>KPI</b>	<b>Unit of Measurement</b>	<b>Source of Evidence</b>	<b>Target</b>	<b>Actual</b>	<b>R</b>	<b>Departmental SDBIP Comments</b>
TL3	The provision and maintenance of municipal services	Quality of effluent comply 90% with 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%	93%	G2	[D415] Deputy Director: Infrastructure & Planning: 93% of samples complied with the required standards (September 2016)
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%	99%	G2	[D416] Deputy Director: Infrastructure & Planning: 99% of samples complied with SANS 241 standards (September 2016)
TL20	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	Draft unaudited annual Financial Statements	0%	0%	N/A	
TL21	The provision and maintenance of municipal services	Report on the implementation of the Water Service Development plan annually by the end of October 2016	Report submitted	Letter of submission of Water Services Audit to DWS	0	0	N/A	
TL39	The provision and maintenance of municipal services	Provision of Electricity: Number of metered electrical connections in formal areas (Eskom Areas excluded)	Number of formal households that meet agreed service standards	Based on number of households billed by department of finance	0	0	N/A	
TL44	The provision and maintenance of municipal services	100% of the Municipal Infrastructure Grant (MIG) spent by 30 June 2017 (Actual MIG expenditure/Allocation received)	% Expenditure of allocated funds	Monthly Provincial MIG dashboard	5%	11%	B	[D420] Director: Infrastructure & Planning: Prelim figures. Awaiting MIG dashboard from Provincial Treasury (September 2016)

Strategic Objective		KPI	Unit of Measurement	Source of Evidence	QUARTER ENDING 30 SEPTEMBER 2016			Departmental Corrective Measures
Ref					Target	Actual	R	Departmental SDBIP Comments
<b>Economic Development</b>								
	<b>Strategic Objective</b>	<b>KPI</b>	<b>Unit of Measurement</b>	<b>Source of Evidence</b>	<b>Target</b>	<b>Actual</b>	<b>R</b>	<b>Departmental SDBIP Comments</b>
TL8	The promotion of tourism, economic and social development	Provide three reports on LED and Tourism initiatives to Council by end June 2017	Number of reports on LED & Tourism initiatives	Three reports on LED and Tourism initiatives	0	0	N/A	
TL9	The promotion of tourism, economic and social development	Report to Executive Mayor on Grants to festival organisers through Service Level Agreements (SLA) by end July 2016	Number of reports submitted	List submitted to Executive Mayor	1	1	G	[D441] Director: Economic Development: Report with list of grants submitted. (July 2016)

QUARTER ENDING 30 SEPTEMBER 2016									
Ref	Strategic Objective	KPI	Unit of Measurement	Source of Evidence	Target	Actual	R	Departmental SD8IP Comments	Departmental Corrective Measures
TL10	The promotion of tourism, economic and social development	Support 30 SMIME's in terms of the SMIME Development Programme by 30 June 2017	Number of SMIME's supported	List of the number of SMIME'S supported	5	17	B	[D442] Director: Economic Development: Target achieved. (September 2016)	
TL11	The promotion of tourism, economic and social development	Raise funds for local economic development through financial and non-financial resources mobilisation	Number of IMOU's entered into and amount generated	IMOU's entered into with partners, commitment letters	1	0	R	[D443] Director: Economic Development: No funds were raised. (September 2016)	[D443] Director: Economic Development: Funds will be raised in the Second Quarter. (September 2016)
TL12	The promotion of tourism, economic and social development	Manager LED to report quarterly to Director LED on linkages established with other spheres of government, agencies, donors, SALGA and other relevant bodies for benefit of local area/Stakeholder engagement and creation of partnerships to broaden economic benefit for local communities	Quarterly report on linkages established. Database of Stakeholders/ No of initiatives	Quarterly report to LED Director	1	1	G	[D444] Director: Economic Development: Quarterly report submitted to Director. (September 2016)	
TL13	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 421 work opportunities)	Number of temporary jobs created	Quarterly EPWP reports, signed incentive grant agreement and business plans	120	127	G2	[D445] Director: Economic Development: 127 work opportunities created from July - September 2016 (unaudited figures). (September 2016)	
TL14	The promotion of tourism, economic and social development	Monthly monitor the statistics on the usage of the LED Walk-in Centre (outreach & referral purposes) through the attendance registers	Monthly registers on LED outreach statistics (walk in centre)	Walk-in attendance registers	3	3	G	[D446] Director: Economic Development: Total of 136 walk ins. (July 2016) [D446] Director: Economic Development: Hermanus - 52 walk ins Zwelihle - 9 walk ins (August 2016) [D446] Director: Economic Development: Hermanus - 70 walk ins Zwelihle - 15 walk ins Total - 85 (September 2016)	
TL45	The promotion of tourism, economic and social development	Compile an action plan to improve on the LED maturity assessment	Plan Completed	Action Plan	0	0	N/A		
TL47	The promotion of tourism, economic and social development	Support 20 SMIME's in terms of the Emerging Contractor Development Programme by 30 June 2017	Number of Emerging Contractors supported	List of the number of Emerging Contractors supported	5	20	B	[D449] Manager: LED: Capacity Building: Green skills training for contractors Date: 22 - 26 Aug 2016 Total participants: 20 (August 2016) [D449] Manager: LED: 20 Participants supported in August 2016 (September 2016)	[D449] Manager: LED: Support was given in August to a total of 20 participants, who attended the Green skills training workshop. (September 2016)





Ref	KPI	KPI Owner	Baseline	Performance Standard	Jul-15		Aug-16		Sep-16		Overall Performance for Jul 2015 to Sep 2016						
					Target	Actual	Performance Comment	Corrective Measures	Target	Actual		Performance Comment	Corrective Measures	Target	Actual		
D250	98% of the approved ward project budget spent (Actual expenditure divided by the approved budget)	Senior Manager: Hangkip/Kleinmond	93.75%	98% Spend	0%	0%					20%	11.65%	R	Execution of projects on SCM processes - requisition loaded	20%	11.65%	R
D272	98% of the total approved operational budget spent for caravan parks, excluding capital charges and depreciation.	Manager: Hermanus	95.75%	98% Spend	0%	0%					20%	13.40%	R	KPI to be revised by mid-year due to MSCOA project.	20%	13.40%	R
D310	98% of the allocated ward project budget spent by the Operational Manager: Hangkip/Kleinmond (Actual expenditure divided by the approved budget)	Operational Manager: Hangkip/Kleinmond	96.46%	98% Spend	0%	0%	Comply with target. Source: WSP expenditure report				20%	11.65%	R	Order for R188 296.34 commitment only came through on 03 October 2016. That would have brought the total commitment to 35%	20%	11.65%	R

Infrastructure & Planning

Ref	KPI	KPI Owner	Baseline	Performance Standard	Jul-16		Aug-16		Sep-16		Overall Performance for Jul 2016 to Sep 2016						
					Target	Actual	Performance Comment	Corrective Measures	Target	Actual		Performance Comment	Corrective Measures	Target	Actual		
D394	Quarterly Health & Safety meetings to ensure safe working procedures and environment	Senior Manager: Electro-Technical Services (Hermanus and Kleinmond)	9	Quarterly meetings held	0	0					1	0	R	H/Safety meeting to be held in October 2016.	1	0	R

Economic Development

Ref	KPI	KPI Owner	Baseline	Performance Standard	Jul-16		Aug-16		Sep-16		Overall Performance for Jul 2016 to Sep 2016
					Target	Actual	Performance Comment	Corrective Measures	Target	Actual	

