

**Bergvriew Municipality**  
Section 72 2023/24

**Council**

Responsible Directorate	Strategic Goal	Strategic Objective	KPI Name	Description of Unit of Measurement	Baseline	Calculation Type	Target Type	Quarter ending September 2023		Quarter ending December 2023		Overall Performance for Quarter ending September 2023 to Quarter ending December 2023			
								Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R
Council	Strengthen Financial Sustainability	To budget strategically	Number of formal households that receive piped water (credit & pre-paid water) that is connected to the municipal water infrastructure network	Number of households which are billed for water or have prepaid meters as at 30 June 2024	9	Last Value	Number					0	0	0	N/A
Council	Strengthen Financial Sustainability	To budget strategically	Number of formal households connected to the municipal electrical infrastructure network (credit & prepaid electrical metering) (Excl Eskom areas) at 30 June 2024	Number of households billed for electricity or have prepaid meters (Excl Eskom areas) at 30 June 2024 (Contour + Active meters)	9,484	Last Value	Number					0	0	0	N/A
Council	Strengthen Financial Sustainability	To budget strategically	Number of formal households connected to the municipal waste water sanitation/ sewerage network for sewerage service, irrespective of number of water closets (toilets) at 30 June 2024	Number of households which are billed for sewerage at 30 June 2024	7,423	Last Value	Number					0	0	0	N/A
Council	Strengthen Financial Sustainability	To budget strategically	Number of formal households for which refuse is removed once per week at 30 June 2024	Number of households which are billed for refuse removal at 30 June 2024	9,573	Last Value	Number					0	0	0	N/A
Council	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Ensure all policies and systems in Bergvriew Municipality support poverty alleviation	Provide free basic water to indigent households	Number of households receiving free basic water	1,702	Last Value	Number					0	0	0	N/A
Council	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Ensure all policies and systems in Bergvriew Municipality support poverty alleviation	Provide free basic electricity to indigent households	Number of households receiving free basic electricity	1	Last Value	Number					0	0	0	N/A
Council	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Ensure all policies and systems in Bergvriew Municipality support poverty alleviation	Provide free basic sanitation to indigent households	Number of households receiving free basic sanitation	1,502	Last Value	Number					0	0	0	N/A
Council	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Ensure all policies and systems in Bergvriew Municipality support poverty alleviation	Provide free basic refuse removal to indigent households	Number of households receiving free basic refuse removal	1,706	Last Value	Number					0	0	0	N/A
Council	Strengthen Financial Sustainability	To budget strategically	Financial viability measured into municipality's ability to meet its service debt obligations as at 30 June 2024 (Short Term Borrowing + Bank Overdraft + Short Term Lease + Long Term Borrowing + Long Term Lease) / Total Operating Revenue - Operating Conditional Grant)	Debt to Revenue as at 30 June 2024 (Short Term Borrowing + Bank Overdraft + Short Term Lease + Long Term Borrowing + Long Term Lease) / Total Operating Revenue - Operating Conditional Grant)	26%	Last Value	Percentage					0%	0%	0%	N/A
Council	Strengthen Financial Sustainability	To budget strategically	Financial viability measured in terms of outstanding service debtors as at 30 June 2024 (Total outstanding service debtors/ revenue received for services)	Service debtors to revenue as at 30 June 2024 - (Total outstanding service debtors/ revenue received for services)	36%	Reverse Last Value	Percentage					0%	0%	0%	N/A
Council	Strengthen Financial Sustainability	To budget strategically	Financial viability measured in terms of available cash to cover fixed operating expenditure as at 30 June 2024 ((Cash and Cash Equivalents - Unspent Conditional Grants - Overdraft) + Short Term Investment) / Monthly Fixed Operational Expenditure excl (Depreciation, Amortisation, & Provision for Bad Debts, Impairment & Loss on Disposal of Assets))	Cost coverage as at 30 June 2024 ((Cash and Cash Equivalents - Unspent Conditional Grants - Overdraft) + Short Term Investment) / Monthly Fixed Operational Expenditure excl (Depreciation, Amortisation, and Provision for Bad Debts, Impairment and Loss on Disposal of Assets))	2	Last Value	Number					0	0	0	N/A
Council	Strengthen Financial Sustainability	To budget strategically	The percentage of a municipality's personnel and training budget actually spent on implementing its workplace skills plan as of 30 June 2024: (Total expenditure on training/total personnel budget)/100)	% of personnel and training budget spent on training: (Total expenditure on training/ total personnel budget) /100) as of 30 June 2024	1%	Last Value	Percentage					0%	0%	0%	N/A

**Summary of Results: Council**

N/A	KPI Not Yet Applicable	12
R	KPI Not Met	0
O	KPI Almost Met	0
G	KPI Met	0
G2	KPI Well Met	0
B	KPI Extremely Well Met	0
<b>Total KPIs:</b>		<b>12</b>

**Municipal Manager**

Responsible Directorate	Strategic Goal	Strategic Objective	KPI Name	Description of Unit of Measurement	Baseline	Calculation Type	Target Type	Quarter ending September 2023		Quarter ending December 2023		Overall Performance for Quarter ending September 2023 to Quarter ending December 2023			
								Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R

Municipal Manager	Ensure good governance	Accountable leadership supported by professional and skilled administration	100% compliance with Selection & Recruitment Policy when vacant posts within the 3 highest levels of management are filled subject to suitably qualified candidates	% compliance with the selection and recruitment policy and/or legislation	1%	Stand-Alone	Percentage	[D107] Municipal Manager: During this quarter selection and recruitment processes were managed for two positions within the 3 highest levels of management, namely, CFO and Manager Electrical Services. 1. CFO: On 7 August 2023 Council considered a selection report from the approved panel indicating that no suitable candidates could be recruited. Council approved re-advertising of the position and confirmed the same panel. The SCM processes were again followed to appoint a consultant to facilitate the process. The re-advert closed on 15 Sept 2023 and 18 applications were received. The shortlist was approved by MAYCO on 26 Sept 2023 and the interviews and tests were done on 2 Oct 2023. Council considered the recommendation of the panel at a special Council meeting held on 17 Oct 2023. They approved the appointment of the new CFO. The candidate accepted the appointment and will commence his employment on 6 Nov 2023. 2. Manager Electrical Services: This position was also re-advertised and after interviews were conducted, 1 internal candidate proceeded to the round of targeted head hunting and was re-evaluated against the head hunted candidates. The preferred candidate declined the offer and the panel unanimously decided to appoint the second candidate. An offer of employment was extended by end September 2023 with a possible starting date of 1 Nov 2023. One other vacancies within the 3 highest levels exists, namely the PMU Manager since 1 August 2023. The position was advertised, shortlisted and is in the process of being filled. (September 2023)	[D107] Municipal Manager: None required. (September 2023)	[D107] Municipal Manager: During this quarter selection and recruitment processes were managed for four (4) positions within the 3 highest levels of management, namely, CFO, Manager Electrical Services, Manager PMU and Internal Auditor. 1. CFO: The interviews and tests were done on 2 Oct 2023. Council considered the recommendation of the panel at a special Council meeting held on 17 Oct 2023. They approved the appointment of the new CFO. The candidate accepted the appointment in writing and confirmed that he will commence his employment on 6 Nov 2023. He then contacted the Municipal Manager after he received a draft copy of the Contract of Employment in terms of the Upper Limits for LG and indicated that he will not be able to accept the employment as he earns much more under the same Upper Limits in the Eastern Cape Province (it is clear that the Eastern Cape interprets and implements the Upper Limits totally different than the Western Cape Province). The MM implemented the decision of Council to appoint the second best candidate from the Selection and Recruitment process, namely, Mr PW Erasmus. He accepted the employment in writing, signed the Employment Contract and will commence with his duties as CFO of Bergrivier Municipality on 1 Feb 2024. 2. Manager Electrical Services: This position was also re-advertised and after interviews were conducted, 1 internal candidate proceeded to the round of targeted head hunting and was re-evaluated against the head hunted candidates. The preferred candidate declined the offer and the panel unanimously decided to appoint the second candidate. An offer of employment was extended by end September 2023 with a possible starting date of 1 Nov 2023. The successful candidate, namely Mr Jan Erasmus, did commence his duties on 1 Nov 2023. Two other vacancies within the 3 highest levels exists, namely the PMU Manager since 1 August 2023, and the Internal Auditor since 1 September 2023. 3. PMU Manager: The position was advertised, shortlisted and is in the process of being filled. The tests and interviews were conducted on 24 November 2023. No suitable candidate could be recruited through this process and the position was re-advertised during December 2023 and a temporary Manager were employed. 4. Internal Auditor: The position was advertised, shortlisted, interviewed and the successful candidate commenced his duties on 1 Nov 2023. Unfortunately he resigned due to health reasons (not indicated or declared on CV or during the recruitment process) with his last day being, 13 Dec 2023. The position will be advertised during Jan 2024. (December 2023)	[D107] Municipal Manager: None required. (December 2023)	100%	100%	100%	G	
Municipal Manager	Ensure good governance	Accountable leadership supported by professional and skilled administration	Ensure the evaluation of the performance of all staff in the Directorate with performance contracts on an annual basis according to the agreed upon performance contracts before 30 June 2024	% of performance evaluations of all staff in the Directorate with performance contracts according to the agreed upon performance contracts before 30 June 2024	100%	Last Value	Percentage					0%	0%	0%	N/A	
Municipal Manager	Ensure good governance	Provide a transparent and corruption free municipality	Facilitate the identification of the top strategic risks of the municipality and ensure the implementation of a Risk Action Plan for each risk by 30 June 2024	% of implementation of the Risk Action Plan by 30 June 2024	8%	Stand-Alone	Percentage						0%	0%	0%	N/A
Municipal Manager	Ensure good governance	To provide a transparent and corruption free municipality	MFMA Section 131(1): Ensure that any issues raised by the Auditor General in an Audit Report are addressed by 30 June 2024	% of issues raised by the Auditor General in an audit report addressed by 30 June 2024	100%	Stand-Alone	Percentage						0%	0%	0%	N/A
Municipal Manager	Ensure good governance	To create an efficient, effective, economic and accountable administration	Develop a risk based audit plan (RBAP) (MFMA - Section 165(2)(a)) & submit to Audit Committee by 30 June 2024	RBAP submitted to the Audit Committee by 30 June 2024	1	Carry Over	Number						0	0	0	N/A
Municipal Manager	Ensure good governance	To create an efficient, effective, economic and accountable administration	Ensure that the outcomes of the strategic sessions during the annual IDP review process are aligned with the IDP and the budget and submitted to the Budget Steering Committee	Number of reports submitted to the Budget Steering Committee on the outcomes of the strategic sessions during the annual IDP review process	1	Stand-Alone	Number						0	0	0	N/A
Municipal Manager	Ensure good governance	To provide a transparent and corruption free municipality	Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti-Fraud and Corruption Policy	% of transgressions initiated in terms of the Anti-Fraud and Corruption Policy	100%	Stand-Alone	Percentage	[D113] Municipal Manager: No transgression in terms of the Anti-Fraud and Corruption Policy was reported during this quarter. (September 2023)	[D113] Municipal Manager: None required. (September 2023)	[D113] Municipal Manager: No cases were reported. (December 2023)	[D113] Municipal Manager: None required. (December 2023)	100%	100%	100%	G	
Municipal Manager	Strengthen Financial Sustainability	To budget strategically	% of Capital budget spent as at 30 June 2024: (Actual amount spent on capital projects/Total amount budgeted for capital projects) X100]	% of Capital budget spent as at 30 June 2024: (Actual amount spent on capital projects/ Total amount budgeted for capital projects) X100]	95%	Carry Over	Percentage	[D114] Municipal Manager: The amount actually spent (paid out) on capital projects amounts to R 43 670 181.19 of the total original budget for 2023/2024 of R 102 440 609.00. The actual spent is always lower in the first quarter as the progress made on the capital projects made in practice. The actual + shadow cost amounts to R 57 152 190.72 constituting a percentage committed towards the capital projects of 50.79%. (September 2023)	[D114] Municipal Manager: None required. At the MAYCO meeting held on 17 Oct 2023 both the acting CFO and MM reported their satisfaction with the progress made thus far. It will be closely monitored in the next quarter. (September 2023)	[D114] Municipal Manager: The amount actually spent (paid out) on capital projects amounts to R 42 969 899.48 of the total original budget for 2023/2024 of R 102 440 609.00 (41.9%). In the meantime Council approved adjustment budgets and increased the total capital budget to R 111 136 542.00. This resulted in the capital spent under total revised budget only being 38.66%. The actual + shadow costs amounts to R 65 613 137.91 constituting a percentage committed towards the capital projects of 59.04%. The breakdown per department is as follows: MM Office: 40.15% Finance: 54.19% Corporate: 46.15% Technical: 39.28% Community: 32.10% (December 2023)	[D114] Municipal Manager: At the internal Budget Steering Committee held on 17 Jan 2024 the Municipal Manager had a serious discussion with directors and managers from all directorates on the capital expenditure for the financial year. The under spent in Technical and Community Services has been addressed and will further be evaluated during the Performance Evaluation in March 2024. (December 2023)	40%	40%	38.66%	O	
Municipal Manager	Strengthen Financial Sustainability	To budget strategically	% of Capital budget spent of the Office of the Municipal Manager as at 30 June 2024: (Actual amount spent on capital projects/Total amount budgeted for capital projects) X100]	% of Capital budget spent of the Office of the Municipal Manager as at 30 June 2024:(Actual amount spent on capital projects/ Total amount budgeted for capital projects) X100]	95%	Carry Over	Percentage	[D115] Municipal Manager: The capital spending in the Office of the MM actually spent amounts to R 1 015 457.81 of the total original budget approved of R 1 460 000.00. The actual + shadow costs amounts to R 1 551 530.86 (52.43%). (September 2023)	[D115] Municipal Manager: None required. Very well done! (September 2023)	[D115] Municipal Manager: The capital spending in the Office of the MM actually spent amounts to R 1 537 086.29 of the total original budget approved of R 1 460 000.00 and with the budget adjustment adding R 2 368 565.00 to the budget. The actual + shadow costs amounts to R 1 558 376.73 (40.15%). (December 2023)	[D115] Municipal Manager: None required. The MM sincerely thanks all employees in the Office of the Municipal Manager and Office of the Executive Mayor for their efforts to spend their Capital Budgets. (December 2023)	35%	35%	40.15%	G2	
Municipal Manager	Ensure good governance	A customer centred approach to everything	Submit a quarterly report on the Procurement Plan of the Office of the Municipal Manager for the 2023/24 financial year to the Economic Portfolio Committee	Number of reports submitted to the Economic Portfolio Committee on the Procurement Plan of the Office of the Municipal Manager	0	Accumulative	Number	[D116] Municipal Manager: The matter was discussed at the Standing Committee and included in the monthly reports of the Manager Strategic Services and the Head Communications, but not minuted as discussed as required by the portfolio of evidence. This was rectified at the Standing Committee since the beginning of Oct 2023. (September 2023)	[D116] Municipal Manager: The Municipal Manager instituted a standing item on the agenda of the Economic Development Standing Committee where all heads and managers report monthly in terms of this requirement. This was done since the beginning of October 2023. (September 2023)	[D116] Municipal Manager: The matter was discussed at the MAYCO meeting (no standing committees during Dec 2023) as item BKN048/12/2023. (December 2023)	[D116] Municipal Manager: None required (December 2023)	2	2	1	R	
Municipal Manager	Ensure good governance	Create an efficient, effective, economic and accountable administration	Effective management and supervision of the Corporate Services Directorate as measured by achievement of Top Level SDBI KPI's	80% of the KPI's of the Directorate have been met as per Ignite Dashboard report	0%	Stand-Alone	Percentage	[D117] Municipal Manager: In Corporate Services, 7 of the KPI's is applicable for this quarter, 6 have been met and 1 very well met. (September 2023)	[D117] Municipal Manager: None required. (September 2023)	[D117] Municipal Manager: In Corporate Services, 14 of the 17 KPI's is applicable for this quarter. 11 have been met, 2 well met and 1 extremely well met. None was not met. We commend the Director. (December 2023)	[D117] Municipal Manager: None required. (December 2023)	80%	80%	100%	G2	
Municipal Manager	Ensure good governance	Create an efficient, effective, economic and accountable administration	Effective management and supervision of the Finance Directorate as measured by achievement of Top Level SDBI KPI's	80% of the KPI's of the Directorate have been met as per Ignite Dashboard report	0%	Stand-Alone	Percentage	[D118] Municipal Manager: 8 of the 14 KPI's were applicable during this quarter. 7 of them were met and 1 extremely well met. (September 2023)	[D118] Municipal Manager: None required. (September 2023)	[D118] Municipal Manager: In Financial Services, 12 of the 14 KPI's is applicable for this quarter. 8 have been met, 1 well met and 2 extremely well met. 1 was not met, but almost met. We commend the acting Director. (December 2023)	[D118] Municipal Manager: None required. (December 2023)	80%	80%	96.45%	G2	

Municipal Manager	Ensure good governance	Create an efficient, effective, economic and accountable administration	Effective management and supervision of the Technical Services Directorate as measured by achievement of Top Level SDBI KPI's	80% of the KPI's of the Directorate have been met as per Ignite Dashboard report	0%	Stand-Alone	Percentage	[D119] Municipal Manager: 7 of the 18 KPI's were applicable during this quarter. 6 of them were met and 1 were not met, namely the capital spending which should have been on actual payment of 15% and Technical are on 11.30% (September 2023)	[D119] Municipal Manager: Serious discussions took place at the Service Delivery meeting held on 21 September 2023 where the Managers of Technical Services were all present. Further discussions took place at the MAYCO meeting held on 17 October 2023 where the Director Technical Services were present. The importance of a 100% capital spent was again emphasized. (September 2023)	[D119] Municipal Manager: In Technical Services, 10 of the 18 KPI's is applicable for this quarter. 6 have been met, 3 well met. 1 was not met, but almost met. We commend the Director. (December 2023)	[D119] Municipal Manager: None required. (December 2023)	80%	80%	88%	G2
Municipal Manager	Ensure good governance	Create an efficient, effective, economic and accountable administration	Effective management and supervision of the Community Services Directorate as measured by achievement of Top Level SDBI KPI's	80% of the KPI's of the Directorate have been met as per Ignite Dashboard report	0%	Stand-Alone	Percentage	[D120] Municipal Manager: 9 of the 18 KPI's were applicable in this quarter. 4 of the 9 were met, 2 of the 9 were extremely well met and 3 of the 9 were not met. The 3 that were not met are the capital spent, the virement report to the standing committee and timeous finalisation of 10 client service complaints. (September 2023)	[D120] Municipal Manager: Numerous discussions on the finalisation of the client services system are held at every Formal Directors meeting. The capital spent was 11.67% and not 15% as required. A serious conversation took place at the Service Delivery meeting of 21 September 2023 regarding the spending of capital. (September 2023)	[D120] Municipal Manager: In Community Services, 11 of the 18 KPI's is applicable for this quarter. 6 have been met, 1 well met, 2 extremely well met. 1 was not met, and another one was almost met. We commend the Director. (December 2023)	[D120] Municipal Manager: None required. (December 2023)	80%	80%	74.25%	O
Municipal Manager	Ensure good governance	Provide a transparent and corruption free municipality	Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans	Number of risk assessments conducted annually	0	Carry Over	Number			[D121] Municipal Manager: All risk registers (strategic and departmental) has been reviewed by each directorate with the assistance of Internal Audit, submitted to the Municipal Manager and discussed in depth during the Risk Management Committee held on 17 Nov 2023. (December 2023)	[D121] Municipal Manager: None required (December 2023)	1	1	1	G
Municipal Manager	Strengthen Financial Sustainability	To budget strategically	Ensure that capital projects budgeted for are 95 % completed within the budgeted financial year(s) and submit progress reports to Economic Portfolio Committee	% of capital projects budgeted for within the budgeted financial year(s) completed	0%	Carry Over	Percentage			[D122] Municipal Manager: The Office of the Municipal Manager and Office of the Executive Mayor have a total of 8 capital projects that must be finalised within this financial year. 5 of the 8 (62.5%) has been completed. The other 3 will be completed before end June 2024. (December 2023)	[D122] Municipal Manager: None required. (December 2023)	50%	50%	62.50%	G2
Municipal Manager	Strengthen Financial Sustainability	To budget strategically	Ensure that the Virement Policy is implemented and submit reports to the Economic Portfolio Committee	% of veriments in line with the Virement Policy's criteria as stipulated in the Veriment Policy	0%	Stand-Alone	Percentage	[D123] Municipal Manager: All virements are done strictly in terms of Council Policy and reported by the MM to the Economic Development Standing Committee and by the acting CFO to the Finance Standing Committee on a montly basis and to MAYCO from time to time. (September 2023)	[D123] Municipal Manager: None required. (September 2023)	[D123] Municipal Manager: All virements considered during the quarter were 100% in line with the policy and reported on to MAYCO during December 2023. (December 2023)	[D123] Municipal Manager: None required. (December 2023)	100%	100%	100%	G

**Summary of Results: Municipal Manager**

N/A	KPI Not Yet Applicable	5
R	KPI Not Met	1
O	KPI Almost Met	2
G	KPI Met	4
G2	KPI Well Met	5
B	KPI Extremely Well Met	0
<b>Total KPIs:</b>		<b>17</b>

**Corporate Services**

Responsible Directorate	Strategic Goal	Strategic Objective	KPI Name	Description of Unit of Measurement	Baseline	Calculation Type	Target Type	Quarter ending September 2023		Quarter ending December 2023				Overall Performance for Quarter ending September 2023 to Quarter ending December 2023			
								Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R		
Corporate Services	Strengthen Financial Sustainability	To budget strategically	The percentage of the Corporate Services capital budget actually spent on capital projects as at 30 June 2024 (Actual amount spent on capital projects/ Total amount budgeted for capital projects) X100	% of Capital budget spent as at 30 June 2024{(Actual amount spent on capital projects/ Total amount budgeted for capital projects) X 100}	95%	Last Value	Percentage	[D124] Director Corporate Services: Total Budget: R 2 775 000.00 Total Expenditure: R 383 799.00 Percentage spending: 13.83 Corrective Measures: (September 2023)	[D124] Director Corporate Services: None (September 2023)	[D124] Director Corporate Services: Total Budget: R 2 775 000.00 Total Expenditure: R 1 280 724.06 Percentage spending: 46.15 (December 2023)	[D124] Director Corporate Services: None (December 2023)	20%	20%	46.15%	B		
Corporate Services	Ensure good governance	To provide a transparent and corruption free municipality	Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti-Fraud and Corruption Policy	% of transgressions initiated in terms of the Anti-Fraud and Corruption Policy	100%	Stand-Alone	Percentage	[D125] Human Resources Manager: Monthly reports submitted to Corporate Services Committee. No transgressions relating to Fraud and Corruption occurred. (September 2023)	[D125] Human Resources Manager: None (September 2023)	[D125] Human Resources Manager: Monthly reports submitted to Mayoral Committee. No transgressions relating to Fraud and Corruption occurred. (December 2023)	[D125] Human Resources Manager: None (December 2023)	100%	100%	100%	G		
Corporate Services	Ensure good governance	Create an efficient, effective, economic and accountable administration	95 % of training budget spent by 30 June 2024 to implement the Work Place Skills Plan (Total amount spent on training/Total amount budgeted)x100	% of the training budget spent by 30 June 2024 to implement the Work Place Skills Plan	95%	Last Value	Percentage			[D22] Human Resources Manager: Budget: R 350 000 Spend: R 151450.79 % Spending: 43.27% (December 2023)	[D22] Human Resources Manager: None (December 2023)	30%	30%	43.27%	G2		
Corporate Services	Ensure good governance	Create an efficient, effective, economic and accountable administration	Develop an annual departmental strategy for Human Resources and submit to Portfolio Committee by 15 December 2023	No of strategies submitted to Portfolio Committee by 15 December 2023	1	Carry Over	Number			[D126] Human Resources Manager: HR Strategic Plan was revised and approved by the Mayoral Committee on 21 August 2023. (December 2023)	[D126] Human Resources Manager: None (December 2023)	1	1	1	G		
Corporate Services	Ensure good governance	Create an efficient, effective, economic and accountable administration	Develop an annual departmental strategy for Planning and Development and submit to Portfolio Committee by 15 December 2023	No of strategies submitted to Portfolio Committee by 15 December 2023	1	Carry Over	Number			[D127] Manager Planning and Development: Departmental strategy for Town Planning and Environmental Management was submit to Mayoral Committee, 05 December 2023 (December 2023)	[D127] Manager Planning and Development: None (December 2023)	1	1	1	G		
Corporate Services	Ensure good governance	Create an efficient, effective, economic and accountable administration	Develop an annual departmental strategy for Administration and Legal Support Services and submit to Portfolio Committee by 15 December 2023	No of strategies submitted to Portfolio Committee by 15 December 2023	1	Carry Over	Number			[D128] Manager Administration and Legal Services: Departmental strategy for Administration and Legal Support Services was submit to Mayoral Committee, 05 December 2023 (December 2023)	[D128] Manager Administration and Legal Services: None (December 2023)	1	1	1	G		
Corporate Services	Ensure good governance	Create an efficient, effective, economic and accountable administration	Ensure the evaluation of the performance of all staff in the Directorate with performance contracts on an annual basis according to the agreed upon performance contracts before 30 June 2024	% of performance evaluations of all staff in the Directorate with performance contracts according to the agreed upon performance contracts before 30 June 2024	100%	Stand-Alone	Percentage					0%	0%	0%	N/A		
Corporate Services	Sustainable Service Delivery	Conserve and manage the natural environment and mitigate the impacts of climate change	Ensure public environmental awareness and education b-annually	Number of reports submitted to the Portfolio Committee regarding environmental education conducted with the public bi-annually	1	Carry Over	Number			[D130] Manager Planning and Development: Public environmental awareness and education was reported to the Portfolio Committee as part of the Departmental monthly report. (December 2023)	[D130] Manager Planning and Development: None (December 2023)	1	1	1	G		

Corporate Services	Ensure good governance	A customer centred approach to everything	100% of all complaints registered on IMIS are being attended to within the Directorate and completed before the end of the month following the date on which the complaint was lodged	% of complaints registered on IMIS being attended to within the Directorate and completed before the end of the month following the date on which the complaint was lodged	100%	Stand-Alone	Percentage	[D25] Manager Administration and Legal Services: No complaints lodged against Corporate Services Directorate (September 2023)		[D25] Manager Administration and Legal Services: No complaints lodged against Corporate Services Directorate (December 2023)	[D25] Manager Administration and Legal Services: None (December 2023)	100%	100%	100%	G
Corporate Services	Ensure good governance	Create an efficient, effective, economic and accountable administration	Ensure that selection and recruitment processes are complete within one calendar month after date of interview	Percentage of vacancies which has been completed within one month after date of the interview	0%	Stand-Alone	Percentage	[D131] Human Resources Manager: All selection and recruitment processes were completed within one calendar month after date of interview. (September 2023)	[D131] Human Resources Manager: None (September 2023)	[D131] Human Resources Manager: All selection and recruitment processes were completed within one calendar month after date of interview. (December 2023)	[D131] Human Resources Manager: None (December 2023)	100%	100%	100%	G
Corporate Services	Ensure good governance	Provide a transparent and corruption free municipality	Ensure that disciplinary hearings commenced within 3 months from the date of decision to institute disciplinary hearing.	Percentage of disciplinary hearings that took place within 3 months	4%	Stand-Alone	Percentage	[D132] Human Resources Manager: Monthly reports submitted to Corporate Services Committee. (September 2023)	[D132] Human Resources Manager: None (September 2023)	[D132] Human Resources Manager: Monthly reports submitted to Corporate Services Committee. (December 2023)		100%	100%	100%	G
Corporate Services	Ensure good governance	Create an efficient, effective, economic and accountable administration	Submission of Workplace Skills Plan and Annual Training Report to LGSETA in accordance with relevant legislation by 30 April 2024	Number of Workplace Skills Plan and Annual Training Reports submitted to LGSETA in accordance with relevant legislation by 30 April 2024	0	Carry Over	Number					0	0	0	N/A
Corporate Services	Sustainable Service Delivery	Develop, manage and regulate the built environment	Finalisation of Municipal Spatial Development Framework (MSDF) and submitted to Council by 30 June 2024	Number of MSDF reports submitted to Council	0	Carry Over	Number					0	0	0	N/A
Corporate Services	Ensure good governance	Provide a transparent and corruption free municipality	Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans	Number of risk assessments conducted annually	0	Carry Over	Number			[D135] Director Corporate Services: All Departmental Risk Registers was submit and signed off by the Director Corporate Services (December 2023)	[D135] Director Corporate Services: None (December 2023)	1	1	1	G
Corporate Services	Ensure good governance	A customer centred approach to everything	Submit a quarterly report on the Procurement Plan of the Corporate Services Directorate for the 2023/24 financial year to the Corporate Services Portfolio Committee	Number of reports submitted to the Corporate Services Portfolio Committee on the Procurement Plan of the Directorate: Corporate Services	0	Accumulative	Number	[D136] Director Corporate Services: Procurement plans was submitted to the following Portfolio Corporate Services Committees: * 05 September 2023; and * 03 October 2023 (September 2023)	[D136] Director Corporate Services: None (September 2023)	[D136] Director Corporate Services: Procurement plans was submitted to the following: * Portfolio Corporate Services Committee: 07 November 2023; and * Mayoral Committee: 05 December 2023 (December 2023)	[D136] Director Corporate Services: None (December 2023)	2	2	3	B
Corporate Services	Strengthen Financial Sustainability	To budget strategically	Ensure that capital projects budgeted for are 95 % completed within the budgeted financial year(s) and submit progress reports to Corporate Services Portfolio Committee	% of capital projects budgeted for within the budgeted financial year(s) completed	0%	Carry Over	Percentage			[D137] Director Corporate Services: The outstanding projects will be finalized during the next six months. Some of the projects is referred to the adjustment budget in January 2024. (December 2023)	[D137] Director Corporate Services: None (December 2023)	50%	50%	55%	G2
Corporate Services	Strengthen Financial Sustainability	To budget strategically	Ensure that the Virement Policy is implemented and submit reports to the Corporate Services Portfolio Committee	% of veriments in line with the Virement Policy's criteria as stipulated in the Virement Policy	0%	Stand-Alone	Percentage	[D138] Director Corporate Services: Reports was submitted to the following Portfolio Corporate Services Committees: * 05 September 2023; and * 03 October 2023 (September 2023)	[D138] Director Corporate Services: None (September 2023)	[D138] Director Corporate Services: Reports was submitted to the following: * Portfolio Corporate Services Committee: 07 November 2023; and * Mayoral Committee: 05 December 2023 (December 2023)	[D138] Director Corporate Services: None (December 2023)	100%	100%	100%	G

**Summary of Results: Corporate Services**

N/A	KPI Not Yet Applicable	3
R	KPI Not Met	0
O	KPI Almost Met	0
G	KPI Met	10
G2	KPI Well Met	2
B	KPI Extremely Well Met	2
<b>Total KPIs:</b>		<b>17</b>

**Financial Services**

Responsible Directorate	Strategic Goal	Strategic Objective	KPI Name	Description of Unit of Measurement	Baseline	Calculation Type	Target Type	Quarter ending September 2023		Quarter ending December 2023				Overall Performance for Quarter ending September 2023 to Quarter ending December 2023			
								Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R		
Financial Services	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Improve the regulatory environment for ease of doing business	Conduct 1 series of workshops in the 3 major towns to business on compliance with municipal SCM regulation requirements to promote business opportunities in Bergrivier Municipal Area through the municipal budget by 31 December 2023	Number of series of workshops conducted to businesses on compliance with SCM regulation requirements by 31 December 2023	1	Carry Over	Number			[D157] Head: Assets & Supply Chain Management: Three workshops conducted during November 2023 (December 2023)	[D157] Head: Assets & Supply Chain Management: n/a (December 2023)	1	1	3	B		
Financial Services	Strengthen Financial Sustainability	To grow and diversify our revenue and ensure value for money-services	Submit a bi-annual report for the writing off of unrecoverable debt to the Financial Portfolio Committee by December 2022 and June 2023.	Number of reports submitted for the writing off of unrecoverable debt to Mayco and Council before end of March 2023	2	Accumulative	Number			[D158] Manager: Income: Verslag ingegee vir goedkeuring, goedgekeur in Des 23 (December 2023)		1	1	1	G		
Financial Services	Strengthen Financial Sustainability	To grow and diversify our revenue and ensure value for money-services	Achieve a payment percentage of 96 % as at 30 June 2024 ((Gross Debtors Closing Balance + Billed Revenue - Gross Debtors Opening Balance + Bad Debts Written Off)/Billed Revenue) x 100	Payment % as at 30 June 2024 ((Gross Debtors Closing Balance + Billed Revenue - Gross Debtors Opening Balance + Bad Debts Written Off)/Billed Revenue) x 100) [TL55 (September 2023)	96%	Last Value	Percentage	[D159] Accountant: Credit Control: Achieve a payment percentage of 96 % as at 30 June 2024 ((Gross Debtors Closing Balance + Billed Revenue - Gross Debtors Opening Balance + Bad Debts Written Off)/Billed Revenue) x 100) [TL55 (September 2023)		[D159] Accountant: Credit Control: Payment ratio (December 2023)	[D159] Accountant: Credit Control: Improve credit control (December 2023)	90%	90%	93.44%	G2		
Financial Services	Ensure good governance	To provide a transparent, ethical and corruption free municipality	Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti Fraud and Corruption Policy	% of identified transgressions initiated in terms of the Anti-Fraud and Corruption Policy	100%	Stand-Alone	Percentage	[D160] Director: Financial Services: Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti Fraud and Corruption Policy . [TL56] (September 2023)		[D160] Director: Financial Services: Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti Fraud and Corruption Policy . [TL56] (December 2023)		100%	100%	100%	G		
Financial Services	Ensure good governance	To create an efficient, effective, economic and accountable administration	Ensure the evaluation of the performance of all staff in the Directorate with performance contracts on an annual basis according to the agreed upon performance contracts before 30 June 2024	% of performance evaluations of all staff in the Directorate with performance contracts according to the agreed upon performance contracts before 30 June 2024	100%	Last Value	Percentage					0%	0%	0%	N/A		
Financial Services	Strengthen Financial Sustainability	Diversify revenue and ensure value for money-services	Implement the approved Revenue Enhancement strategy to improve revenue generation and collection and submit quarterly reports to the Finance Portfolio Committee	Number of reports submitted to Finance Portfolio committee on the implementation of the approved Revenue Enhancement strategy	4	Accumulative	Number	[D162] Manager: Income: Report submitted for Sept 23 Financial Committee (September 2023)		[D162] Manager: Income: Report submitted for Feb 24 Financial Committee (December 2023)		2	2	2	G		

Financial Services	Ensure good governance	A customer centred approach to everything	Ensure that all complaints about municipal accounts and related services are submitted through the IMIS system and report to the Finance Portfolio Committee on a quarterly basis	Number of reports submitted to Finance Portfolio Committee on complaints about municipal accounts and related services submitted through IMIS	0	Accumulative	Number	[D163] Director: Financial Services: Ensure that all complaints about municipal accounts and related services are submitted through the IMIS system and report to the Finance Portfolio Committee on a quarterly basis [TL59] (September 2023)	[D163] Director: Financial Services: Ensure that all complaints about municipal accounts and related services are submitted through the IMIS system and report to the Finance Portfolio Committee on a quarterly basis [TL59] (December 2023)		2	2	2	G
Financial Services	Ensure good governance	A customer centred approach to everything	Submit a quarterly report on the Procurement Plan of the Finance Directorate for the 2023/24 financial year to the Finance Portfolio Committee	Number of reports submitted to the Finance Portfolio Committee on the Procurement Plan of the Finance Directorate	0	Accumulative	Number	[D164] Director: Financial Services: Submit a quarterly report on the Procurement Plan of the Finance Directorate for the 2023/24 financial year to the Finance Portfolio Committee [TL60] (September 2023)	[D164] Director: Financial Services: Submit a quarterly report on the Procurement Plan of the Finance Directorate for the 2023/24 financial year to the Finance Portfolio Committee [TL60] (December 2023)		2	2	2	G
Financial Services	Strengthen Financial Sustainability	To budget strategically	Submit a quarterly report to the Finance Portfolio Committee on the Procurement Plan for the 2023/24 financial year of all the Directorates.	Number of reports on the Procurement Plan of all the Directorates submitted to the Finance Portfolio Committee	0	Accumulative	Number	[D165] Director: Financial Services: Submit a quarterly report to the Finance Portfolio Committee on the Procurement Plan for the 2023/24 financial year of all the Directorates. [TL61] (September 2023)	[D165] Director: Financial Services: Submit a quarterly report to the Finance Portfolio Committee on the Procurement Plan for the 2023/24 financial year of all the Directorates. [TL61] (December 2023)		2	2	2	G
Financial Services	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Conduct an annual roadshow by May 2024 in each town for indigents, with specific attention to the pensioners and submit report to Finance Portfolio Committee	Number of annual roadshows conducted by May 2024	1	Stand-Alone	Number				0	0	0	N/A
Financial Services	Sustainable Service Delivery	To budget strategically	95% of the capital budget of Directorate: Financial Services spent by 30 June 2024 ((Total amount spent/Total allocation received)x100)	% of capital budget of Directorate: Financial Services spent by 30 June 2024	95%	Last Value	Percentage	[D167] Director: Financial Services: 95% of the capital budget of Directorate: Financial Services spent by 30 June 2024 ((Total amount spent/Total allocation received)x100) [TL63] (September 2023)	[D167] Director: Financial Services: 95% of the capital budget of Directorate: Financial Services spent by 30 June 2024 ((Total amount spent/Total allocation received)x100) (December 2023)		35%	35%	54.19%	B
Financial Services	Ensure good governance	Provide a transparent and corruption free municipality	Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans	Number of risk assessments conducted annually	0	Carry Over	Number		[D168] Director: Financial Services: Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans [TL64] (December 2023)		1	1	1	G
Financial Services	Strengthen Financial Sustainability	To budget strategically	Ensure that capital projects budgeted for are 95 % completed within the budgeted financial year(s) and submit progress reports to Financial Services Portfolio Committee	% of capital projects budgeted for within the budgeted financial year(s) completed	0%	Carry Over	Percentage		[D169] Director: Financial Services: % of capital projects budgeted for within the budgeted financial year(s) completed (December 2023)	[D169] Director: Financial Services: The Procurement Policy is managed monthly. Certain tenders were published twice, and could not be awarded due to budget constraints. (December 2023)	50%	50%	38.66%	O
Financial Services	Strengthen Financial Sustainability	To budget strategically	Ensure that the Virement Policy is implemented and submit reports to the Financial Services Portfolio Committee	% of veriments in line with the Virement Policy's criteria as stipulated in the Veriment Policy	0%	Stand-Alone	Percentage	[D170] Director: Financial Services: Ensure that the Virement Policy is implemented and submit reports to the Financial Services Portfolio Committee [TL66] (September 2023)	[D170] Director: Financial Services: % of veriments in line with the Virement Policy's criteria as stipulated in the Veriment Policy (December 2023)		100%	100%	100%	G

**Summary of Results: Financial Services**

N/A	KPI Not Yet Applicable	2
R	KPI Not Met	0
O	KPI Almost Met	1
G	KPI Met	8
G2	KPI Well Met	1
B	KPI Extremely Well Met	2
<b>Total KPIs:</b>		<b>14</b>

**Community Services**

Responsible Directorate	Strategic Goal	Strategic Objective	KPI Name	Description of Unit of Measurement	Baseline	Calculation Type	Target Type	Quarter ending September 2023		Quarter ending December 2023		Overall Performance for Quarter ending September 2023 to Quarter ending December 2023			
								Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R
Community Services	Empowering people through innovation	To promote healthy life styles through the provision of sport, recreational and other facilities and opportunities	95% spent of library grant by 30 June 2024 i.t.o approved business plan: (Actual amount spent/Total budget received)x100	% of library grant spent by 30 June 2024	95%	Last Value	Percentage	[D76] Head Library Services: Budget - R 8 232 000.00 Expenditure - R 1 871 393.52 (September 2023)	[D76] Head Library Services: None required. (September 2023)	[D76] Head Library Services: Budget - R 8 232 000.00 Expenditure: R 1 844 801.72 (December 2023)		35%	35%	50%	G2
Community Services	Strengthen Financial Sustainability	To budget strategically	Collect 95% of budgeted income by 30 June 2024 for speeding fines (Excl budgeted debt provision): (Actual amount collected/total amount budgeted) x 100	% of budgeted income for speeding fines collected by 30 June 2024	95%	Last Value	Percentage					0%	0%	0%	N/A
Community Services	Strengthen Financial Sustainability	To budget strategically	Collect 95% of budgeted income by 30 June 2024 for resorts (Excl budgeted debt provision)((Actual amount collected /total amount budgeted)x100)	% of budgeted income for resorts collected by 30 June 2024	95%	Last Value	Percentage	[D184] Director Community Services: Budget - R 5 391 000.00 Expenditure - R 1 593 658.05 (September 2023)	[D184] Director Community Services: None required. (September 2023)	[D184] Director Community Services: Budget - R 5 391 000.00 Expenditure - R 3 473 033.05 (December 2023)	[D184] Director Community Services: None required. (December 2023)	35%	35%	62.42%	B
Community Services	Ensure good governance	To provide a transparent and corruption free municipality	Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti Fraud and Corruption Policy .	% of transgressions initiated in terms of the Anti-Fraud and Corruption Policy	100%	Stand-Alone	Percentage	[D185] Director Community Services: No fraud or corrupt activity was reported. (September 2023)	[D185] Director Community Services: None required. (September 2023)	[D185] Director Community Services: No fraud or corrupt activity was reported. (December 2023)	[D185] Director Community Services: None required. (December 2023)	100%	100%	100%	G
Community Services	Empowering people through innovation	To promote healthy life styles through the provision of sport, recreational and other facilities and opportunities	Facilitate the upgrading of at least 1 community hall in the municipal area and submit report to Community Service Portfolio Committee by 30 April 2024	Number of community halls upgraded in municipal area and report submitted to Community Service Portfolio Committee by 30 April 2024	1	Carry Over	Number					0	0	0	N/A
Community Services	Empowering people through innovation	To promote a safe environment for all who live in Bergrivier	Develop 2 Disaster Management Contingency Plans and submit to Portfolio Committee by 30 May 2024	Number of Disaster Management Contingency Plans developed and submitted to Portfolio Committee by 30 May 2024	1	Accumulative	Number			[D187] Director Community Services: The Summer Preparedness Plan was submitted to the Community Services Committee meeting on 4 October 2023. (December 2023)	[D187] Director Community Services: None required. (December 2023)	1	1	1	G
Community Services	Empowering people through innovation	To promote a safe environment for all who live in Bergrivier	Compile a festive season preparedness plan and submit to the Director Community Services for approval before 30 September 2023	Number of festive season preparedness plans submitted to the Director Community Services for approval before 30 September 2023	1	Carry Over	Number	[D188] Head: Traffic Services: Festive season plan compiled (September 2023)				1	1	1	G
Community Services	Empowering people through innovation	To promote a safe environment for all who live in Bergrivier	Review at least 2 by-laws and submit to Council by 30 June 2024	Number of by-laws reviewed and submitted to Council by 30 June 2024	0	Carry Over	Number					0	0	0	N/A

Community Services	Strengthen Financial Sustainability	To budget strategically	% of Capital budget spent as at 30 June 2024: (Actual amount spent on capital projects/Total amount budgeted for capital projects) X100]	% of Capital budget spent as at 30 June 2024: (Actual amount spent on capital projects/Total amount budgeted for capital projects) X100]	95%	Carry Over	Percentage	[D190] Director Community Services: Budget - R 13 628 000.00 Expenditure - R 1 503 213.85 (September 2023)	[D190] Director Community Services: Due to the delay in the appointment of consultants for our construction projects we could not meet our target. (September 2023)	[D190] Director Community Services: Budget - R 13 628 000.00 Expenditure - R 1 503 213.85 The construction projects were all allocated to consultants for preparation of designs, drawings, plans and tender documents. Although there was a delay in the finalization of the consultant tender, the appointment of the consultants was finalised towards the end of 2023. So going forward the spending on each of these projects will improve. (December 2023)	[D190] Director Community Services: The planning and implementation of infrastructure projects sometimes mean that the projects cannot be implemented in one financial year. In future, we will do the planning in the 1st year and the implementation in the 2nd year. (December 2023)	35%	35%	32.10%	O
Community Services	Ensure good governance	To create an efficient, effective, economic and accountable administration	Ensure the evaluation of the performance of all staff in the Directorate with performance contracts on an annual basis according to the agreed upon performance contracts before 30 June 2024	% of performance evaluations of all staff in the Directorate with performance contracts according to the agreed upon performance contracts before 30 June 2024	100%	Last Value	Percentage					0%	0%	0%	N/A
Community Services	Empowering people through innovation	Promote a safe environment for all who live in Bergrivier Municipal Area	Facilitate the rectification of the Sand- and St Christopher Street housing project by 30 June 2024	Number of housing project completed by 30 June 2024	0	Stand-Alone	Number					0	0	0	N/A
Community Services	Strengthen Financial Sustainability	Diversify by sourcing grant funding to support projects, programmes and initiatives of Council	Submit two (2) business plans to external stakeholders to obtain external funding by 30 February 2024	Number of business plans submitted to external stakeholders to obtain external funding by 30 February 2024	4	Accumulative	Number					0	0	0	N/A
Community Services	Ensure good governance	A customer centred approach to everything	Submit a quarterly report on the Procurement Plan of Community Services for the 2023/24 financial year to the Finance Portfolio Committee	Number of reports submitted to the Community Services Portfolio Committee on the Procurement Plan of Community Services Directorate	0	Accumulative	Number	[D194] Director Community Services: The procurement plan was submitted to the Community Services Committee meeting on 6 September 2023. (September 2023)	[D194] Director Community Services: None required. (September 2023)	[D194] Director Community Services: The procurement plan was submitted to the Executive Mayoral Committee meeting on 5 December 2023. (December 2023)	[D194] Director Community Services: None required. (December 2023)	2	2	2	G
Community Services	Ensure good governance	A customer centred approach to everything	100% of all complaints registered on IMIS are being attended to within the Directorate based on clients service charter.	% of complaints registered on IMIS being attended to within the Directorate and completed based on client services charter	100%	Stand-Alone	Percentage	[D195] Director Community Services: We still had 10 outstanding complaints older than 30 days by end of September 2023. (September 2023)	[D195] Director Community Services: Most of the complaints were completed by the personnel but not closed on the system, due to the fact that the job-cards were not submitted. The Directorate will ensure that the job-cards gets submitted immediately after the complaint has been dealt with. (September 2023)	[D195] Director Community Services: There was no complaints older than 30 days. (December 2023)	[D195] Director Community Services: None required. (December 2023)	100%	100%	84.38%	O
Community Services	Ensure good governance	A customer centred approach to everything	Submit project plans for capital projects as approved on the budget to the Community Services Portfolio Committee for approval before commencement of the project.	% of projects plans for capital projects as approved on the budget submitted to the Community Services Portfolio Committee	0%	Stand-Alone	Percentage	[D196] Director Community Services: The description of what each capital project entails was submitted to the Community Services Committee meeting on 6 September 2023. (September 2023)	[D196] Director Community Services: None required. (September 2023)	[D196] Director Community Services: The description and status of what each capital project entails was submitted to the Executive Mayoral Committee meeting on 5 December 2023. (December 2023)	[D196] Director Community Services: None required. (December 2023)	100%	100%	100%	G
Community Services	Ensure good governance	Provide a transparent and corruption free municipality	Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans	Number of risk assessments conducted annually	0	Carry Over	Number			[D197] Director Community Services: The Risk Registers and action plans was updated by the Risk Champions. (December 2023)	[D197] Director Community Services: None required. (December 2023)	1	1	1	G
Community Services	Strengthen Financial Sustainability	To budget strategically	Ensure that capital projects budgeted for are 95 % completed within the budgeted financial year(s) and submit progress reports to Community Services Portfolio Committee	% of capital projects budgeted for within the budgeted financial year(s) completed	0%	Carry Over	Percentage			[D198] Director Community Services: The Directorate has 57 projects in total, of which 17 have already been completed. (December 2023)	[D198] Director Community Services: The planning and implementation of infrastructure projects sometimes mean that the projects cannot be implemented in one financial year. In future, we will do the planning in the 1st year and the implementation in the 2nd year. (December 2023)	50%	50%	29.82%	R
Community Services	Strengthen Financial Sustainability	To budget strategically	Ensure that the Virement Policy is implemented and submit reports to the Community Services Portfolio Committee	% of veriments in line with the Virement Policy's criteria as stipulated in the Virement Policy	0%	Stand-Alone	Percentage	[D199] Director Community Services: No item were submitted to the Community Services Committee meeting. (September 2023)	[D199] Director Community Services: An item regards to the veriments will be submitted to the Community Services Committee on 8 November 2023. (September 2023)	[D199] Director Community Services: An item regards to the veriments was submitted to the Community Services Committee meeting on 10 November 2023. (November 2023)	[D199] Director Community Services: An item regards to the veriments was submitted to the Executive Mayoral Committee on 5 December 2023. (December 2023)	100%	100%	100%	G

**Summary of Results: Community Services**

N/A	KPI Not Yet Applicable	6
R	KPI Not Met	1
O	KPI Almost Met	2
G	KPI Met	7
G2	KPI Well Met	1
B	KPI Extremely Well Met	1
<b>Total KPIs:</b>		<b>18</b>

**Technical Services**

Responsible Directorate	Strategic Goal	Strategic Objective	KPI Name	Description of Unit of Measurement	Baseline	Calculation Type	Target Type	Quarter ending September 2023		Quarter ending December 2023				Overall Performance for Quarter ending September 2023 to Quarter ending December 2023			
								Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R		
Technical Services	Sustainable Service Delivery	To develop and provide sustainable bulk infrastructure within the climate change risks	Limit water losses to 12 % by 30 June 2024 {(Number of Kilolitres Water Purchased or Purified minus Number of Kilolitres Water Sold (including Free basic water ) / Number of Kilolitres Water Purchased or Purified × 100}	% of water losses 12 % or less by 30 June 2024 {(Number of Kilolitres Water Purchased or Purified minus Number of Kilolitres Water Sold (including Free basic water ) / Number of Kilolitres Water Purchased or Purified × 100}	12%	Reverse Last Value	Percentage					0%	0%	0%	N/A		

Technical Services	Sustainable Service Delivery	To develop and provide sustainable bulk infrastructure within the climate change risks	Limit unaccounted for electricity to 10 % by 30 June 2024 ((Number of Electricity Units Purchased and/or Generated - Number of Electricity Units Sold (incl Free basic electricity)) / Number of Electricity Units Purchased and/or Generated) × 100)	% unaccounted electricity by 30 June 2024 ((Number of Electricity Units Purchased and/or Generated - Number of Electricity Units Sold (incl. Free basic electricity)) / Number of Electricity Units Purchased and/or Generated) × 100)	10%	Reverse Last Value	Percentage					0%	0%	0%	N/A
Technical Services	Sustainable Service Delivery	To develop and provide sustainable bulk infrastructure within the climate change risks	95 % of MIG conditional grant spent by 30 June 2024 to upgrade infrastructure: (Total amount spent/ Total amount allocated)x100]	% of MIG conditional grant spent by 30 June 2024	95%	Last Value	Percentage			[D141] Director: Technical Services: Target exceeded (December 2023)	[D141] Director: Technical Services: N/A (December 2023)	40%	40%	44.04%	G2
Technical Services	Sustainable Service Delivery	Maintain existing bulk infrastructure and services	95 % of conditional road maintenance operational grant spent by 30 June 2024: (Total amount spent/ Total allocation received)x100] as budgeted in the Bergrivier Municipality Operational Budget	% of conditional road maintenance operational grant spent by 30 June 2024	95%	Last Value	Percentage					0%	0%	0%	N/A
Technical Services	Sustainable Service Delivery	To develop and provide sustainable bulk infrastructure within the climate change risks	95% of the capital budget of Directorate: Technical Services spent by 30 June 2024 ((Total amount spent/Total allocation received)x100)	% of capital budget of Directorate: Technical Services spent by 30 June 2024	95%	Last Value	Percentage	[D143] Director: Technical Services: 9% achieved (September 2023)	[D143] Director: Technical Services: Increase spending in term 2 to meet objectives (September 2023)	[D143] Director: Technical Services: Target exceeded (December 2023)	[D143] Director: Technical Services: N/A (December 2023)	35%	35%	39.28%	G2
Technical Services	Strengthen Financial Sustainability	To budget strategically	Ensure the implementation of the annual Procurement Plan and submit reports to the Technical Portfolio Committee	Number of reports submitted to the Technical Portfolio Committee on the implementation of the Procurement Plan	11	Accumulative	Number	[D144] Director: Technical Services: Two reports submitted to Portfolio Committee. (September 2023)	[D144] Director: Technical Services: None (September 2023)	[D144] Director: Technical Services: Target achieved. Third Portfolio committee meeting canceled by Speaker (December 2023)	[D144] Director: Technical Services: N/A (December 2023)	5	5	5	G
Technical Services	Sustainable Service Delivery	Conserve and manage the natural environment and mitigate the impacts of climate change	Conduct 2 public awareness initiatives on recycling to reduce households waste	Number of awareness initiatives	2	Accumulative	Number			[D145] Director: Technical Services: Target achieved (December 2023)	[D145] Director: Technical Services: N/A (December 2023)	1	1	1	G
Technical Services	Sustainable Service Delivery	Conserve and manage the natural environment and mitigate the impacts of climate change	95% water quality level obtained as per SANS 241 physical & micro parameters as at 31 December 2023 and 30 June 2024	% water quality level as at 31 December 2023 and 30 June 2024	95%	Last Value	Percentage			[D146] Director: Technical Services: Target not achieved (December 2023)	[D146] Director: Technical Services: Remedial action in place to ensure sampling is taken correctly (December 2023)	95%	95%	92.50%	O
Technical Services	Sustainable Service Delivery	To develop and provide sustainable bulk infrastructure within the climate change risks	Sign SLA's for each development to facilitate an environment conducive to infrastructure development in partnership with the developer and/or investors. Signed SLA's/ total number of developments where SLA's are required)	% of developments with Signed SLA's with developers and/or investors	100%	Stand-Alone	Percentage					0%	0%	0%	N/A
Technical Services	Ensure good governance	A customer centred approach to everything	100% of all complaints registered on IMIS are being attended to within the Directorate based on clients service charter.	% of complaints registered on IMIS being attended to within the Directorate and completed based on client services charter	100%	Stand-Alone	Percentage	[D148] Director: Technical Services: Two reports submitted to Portfolio Committee (September 2023)	[D148] Director: Technical Services: None (September 2023)	[D148] Director: Technical Services: Target achieved (December 2023)	[D148] Director: Technical Services: N/A (December 2023)	100%	100%	100%	G
Technical Services	Sustainable Service Delivery	Source alternative sources of energy in the context of the national electricity provision	Revision of the technical functions in the Blackout plan and submit to Technical Portfolio Committee by 30 August 2023	Number of revisions of the technical functions in the Blackout Plan and submit to Technical Portfolio Committee by 30 August 2023	1	Carry Over	Number	[D149] Director: Technical Services: Performance target date for this KPI was not feasible for this period. Required work was achieved outstanding Portfolio Committee submission (August 2023) [D149] Director: Technical Services: Priority planning was conducted Between Technical Services and Community Services (September 2023)	[D149] Director: Technical Services: Blackout plan should be submitted to Portfolio Committee. (August 2023) [D149] Director: Technical Services: None (September 2023)			1	1	1	G
Technical Services	Sustainable Service Delivery	Maintain existing bulk infrastructure and services	Revision of the following maintenance SOP's, namely stormwater SOP, refuse removal SOP, pipe repair works SOP, street cleaning SOP, pavements SOP, slurry, chip and spray SOP and Potholes SOP and submit report to Technical Portfolio Committee by 30 June 2024	Number of maintenance SOP's revised for stormwater, refuse removal, pipe repair works, street cleaning, pavements, slurry, chip and spray and Potholes and submitted to Technical Services Portfolio Committee by 30 June 2024	1	Carry Over	Number					0	0	0	N/A
Technical Services	Ensure good governance	To create an efficient, effective, economic and accountable administration	Ensure the evaluation of the performance of all staff in the Directorate with performance contracts on an annual basis according to the agreed upon performance contracts before 30 June 2024	% of performance evaluations of all staff in the Directorate with performance contracts according to the agreed upon performance contracts before 30 June 2024	100%	Last Value	Percentage					0%	0%	0%	N/A
Technical Services	Strengthen Financial Sustainability and further enhance Good Governance	To provide a transparent, ethical and corruption free municipality	Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti-Fraud and Corruption Policy	% of transgressions initiated in terms of the Anti-Fraud and Corruption Policy	100%	Stand-Alone	Percentage	[D152] Director: Technical Services: Report submitted to Portfolio Committee (September 2023)	[D152] Director: Technical Services: None (September 2023)	[D152] Director: Technical Services: Target achieved (December 2023)	[D152] Director: Technical Services: N/A (December 2023)	100%	100%	100%	G
Technical Services	Ensure good governance	Accountable leadership supported by professional and skilled administration	Ensure the development of staff in terms of training and development, succession planning and career path development and submit reports to the Technical Portfolio Committee	Number of reports submitted to the Technical Portfolio Committee on the development of staff in terms of training and development, succession planning and career path development.	1	Stand-Alone	Number	[D153] Director: Technical Services: Report submitted to Portfolio Committee (September 2023)	[D153] Director: Technical Services: None (September 2023)			1	1	1	G
Technical Services	Ensure good governance	Provide a transparent and corruption free municipality	Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans	Number of risk assessments conducted annually	0	Carry Over	Number			[D154] Director: Technical Services: Target achieved (December 2023)	[D154] Director: Technical Services: N/A (December 2023)	1	1	1	G
Technical Services	Strengthen Financial Sustainability	To budget strategically	Ensure that capital projects budgeted for are 95 % completed within the budgeted financial year(s) and submit progress reports to Technical Services Portfolio Committee	% of capital projects budgeted for within the budgeted financial year(s) completed	0%	Carry Over	Percentage			[D155] Director: Technical Services: 69% of projects already started with the remaining pending. (December 2023)	[D155] Director: Technical Services: N/A (December 2023)	50%	50%	69%	G2
Technical Services	Strengthen Financial Sustainability	To budget strategically	Ensure that the Virement Policy is implemented and submit reports to the Technical Services Portfolio Committee	% of veriments in line with the Virement Policy's criteria as stipulated in the Virement Policy	0%	Stand-Alone	Percentage	[D156] Director: Technical Services: Veriment report from CFO submitted (September 2023)	[D156] Director: Technical Services: None (September 2023)	[D156] Director: Technical Services: Target achieved (December 2023)	[D156] Director: Technical Services: N/A (December 2023)	100%	100%	100%	G

**Summary of Results: Technical Services**

N/A	KPI Not Yet Applicable		6
R	KPI Not Met		0
O	KPI Almost Met		1
G	KPI Met		8
G2	KPI Well Met		3
B	KPI Extremely Well Met		0
<b>Total KPIs:</b>			<b>18</b>

**Overall Summary of Results**

N/A	KPI Not Yet Applicable		34
R	KPI Not Met		2
O	KPI Almost Met		6
G	KPI Met		37
G2	KPI Well Met		12
B	KPI Extremely Well Met		5
<b>Total KPIs:</b>			<b>96</b>