

Bergrivier Municipality
Section 52 Quarter 3 202324

Council

Strategic Goal	Strategic Objective	KPI Name	Description of Unit of Measurement	Baseline	Source of Evidence	Calculation Type	Quarter ending December 2023		Quarter ending March 2024		Overall Performance for Quarter ending September 2023 to Quarter ending March 2024			
							Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R
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 as at 30 June 2024	Number of households which are billed for water or have prepaid meters as at 30 June 2024	9	Debtors Accrual Report extracted from VESTA Financial System	Last Value					0	0	0	N/A
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	Debtors Accrual Report from VESTA Financial System & CONTOUR pre-paid monthly electricity report (Contour + Active meters)	Last Value					0	0	0	N/A
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	Debtors Accrual Report extracted from VESTA Financial System	Last Value					0	0	0	N/A
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	Debtors Accrual Report extracted from VESTA Financial System	Last Value					0	0	0	N/A
Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Provide free basic water to indigent households	Number of households receiving free basic water	1,702	Indigent Report extracted from Vesta Financial System	Last Value					0	0	0	N/A
Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Provide free basic electricity to indigent households	Number of households receiving free basic electricity	1	Indigent Report extracted from Vesta Financial System & CONTOUR pre-paid monthly electricity report	Last Value					0	0	0	N/A
Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Provide free basic sanitation to indigent households	Number of households receiving free basic sanitation	1,502	Indigent Report extracted from Vesta Financial System	Last Value					0	0	0	N/A
Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Provide free basic refuse removal to indigent households	Number of households receiving free basic refuse removal	1,706	Indigent Report extracted from Vesta Financial System	Last Value					0	0	0	N/A
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%	Annual Financial Statements, supported by figures as per the VESTA financial system	Last Value					0%	0%	0%	N/A
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%	Annual Financial Statements, supported by figures as per the VESTA financial system	Reverse Last Value					0%	0%	0%	N/A
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	Annual Financial Statements, supported by figures as per the VESTA financial system	Last Value					0	0	0	N/A
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%	Annual Financial Statements, supported by figures as per the VESTA financial system	Last Value					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
Total KPIs:		12

Municipal Manager

Strategic Goal	Strategic Objective	KPI Name	Description of Unit of Measurement	Baseline	Source of Evidence	Calculation Type	Quarter ending December 2023		Quarter ending March 2024		Overall Performance for Quarter ending September 2023 to Quarter ending March 2024			
							Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R

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%	Minutes of Council meeting for appointment of top 2 levels & appointment letter and signed service contract for level 3	Stand-Alone	[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)	[D107] Municipal Manager: Three positions within the highest 3 levels of management have been recruited during this period. 1. The appointment of a new CFO was brought to conclusion with Mr PW Erasmus who took up employment from 1 February 2024. During January 2024 the Municipal Manager finalised his employment contract for signature as well as his performance agreement. All relevant documentation was submitted to the relevant Provincial and National recipients as requested by law. 2. PMU Manager: The process was conducted during this period with a second round of advertisement needed. The interviews were concluded during March 2024 with the appointment that will be finalised in April 2024. 3. Internal Auditor: The vacancy was filled during February and March 2024 with interviews conducted on 20 March 2024 and tests evaluated on 21 March 2024 by the Municipal Manager. The successful candidate accepted the position and will start on 2 May 2024. (March 2024)	[D107] Municipal Manager: None required. (March 2024)	100%	100%	100%	G
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%	System generated evaluation report of each staff member in the Directorate with a performance contract	Last Value					0%	0%	0%	N/A
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%	Minutes of Risk committee	Stand-Alone					0%	0%	0%	N/A
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%	Final Audit Report of Auditor-General issued after auditing financial statements & PDO's for 2022/23 financial year	Stand-Alone					0%	0%	0%	N/A
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	Audit Committee minutes	Carry Over					0	0	0	N/A
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	Minutes of Budget Steering Committee	Stand-Alone			[D112] Strategic Manager: All Directorates were requested to forward the outcomes of their strategic sessions to be incorporated in either Chapter 6 or Chapter 8 of the IDP. There is considerable improvement in incorporating these sessions into the IDP (March 2024)		1	1	1	G
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%	Minutes of the Performance, Risk- and Audit Committee in the quarter following the applicable months	Stand-Alone	[D113] Municipal Manager: No cases were reported. (December 2023)	[D113] Municipal Manager: None required. (December 2023)	[D113] Municipal Manager: No transgression in terms of the Anti-Fraud and Corruption Policy was reported during this quarter. The tone at the top and the example lived by the MM & Directors have a good influence on the rest of the organization. (March 2024)	[D113] Municipal Manager: None required. (March 2024)	100%	100%	100%	G
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%	Detailed Excel Capital Report & Trial Balance from VESTA	Carry Over	[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)	[D114] Municipal Manager: The actual capital spending of the whole of the Municipality resulted in 56.43% as of the end of March 2024. This is 3.57% short of the required 60%. However the processes have been conducted for the spending of 74.15% (shadow cost included). (March 2024)	[D114] Municipal Manager: At each Service Delivery meeting during this quarter and at each Budget Steering Committee the Directors and all managers were again requested to confirm that they will be able to manage a 100% spent by the end of June 2024, which they did. We also used the latest adjustment budget to reduce the amounts budgeted for in cases where projects could not materialise. (March 2024)	60%	60%	56.40%	O
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%	Detailed Excel Capital Report & Trial Balance from VESTA	Carry Over	[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)	[D115] Municipal Manager: The Office of the Municipal Manager is well underway to spend 100% of their capital. (March 2024)	[D115] Municipal Manager: None required. (March 2024)	65%	65%	91.60%	G2
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	Minutes of Economic Portfolio Committee and Procurement Plan	Accumulative	[D116] Municipal Manager: The matter was discussed at the MAYCO meeting (no standing committees during Dec 2023) as item BKN048/12/2023. Further to that the report for Q1 was submitted to the Economic Development Standing Committee during October 2023. (December 2023)	[D116] Municipal Manager: None required (December 2023)	[D116] Municipal Manager: The Municipal Manager reported to the Standing Committee during February 2024 and March 2024 on the progress made with the procurement plan of the Office of the MM. (March 2024)	[D116] Municipal Manager: None required (March 2024)	3	3	4	G2
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%	Updated SDBIP and report	Stand-Alone	[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)	[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 is not met. (March 2024)	[D117] Municipal Manager: None required (March 2024)	80%	80%	97.60%	G2

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%	Updated SDBIP and report	Stand-Alone	[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)	[D118] Municipal Manager: 12 of the 14 KPI's were applicable during this quarter. 9 of them were met, 2 well met and 1 almost met. (March 2024)	[D118] Municipal Manager: None required (March 2024)	80%	80%	88.70%	G2
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%	Updated SDBIP and report	Stand-Alone	[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)	[D119] Municipal Manager: In Technical Services, 11 of the 18 KPI's are applicable for this quarter. 6 have been met, 1 is extremely well met and 4 was almost met. (March 2024)	[D119] Municipal Manager: The Municipal Manager requested a discussion with the Director Technical Services to hear the reasons for not achieving the 80% required by the TL SDBIP. The DTS was encouraged to improve his performance urgently and get the percentage above 80% for the next quarter. (March 2024)	80%	80%	79.87%	O
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%	Updated SDBIP and report	Stand-Alone	[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)	[D120] Municipal Manager: 13 of the 18 KPI's were applicable in this quarter. 6 were met, 4 were extremely well met, 1 were well met and 2 were not met. (March 2024)	[D120] Municipal Manager: None required (March 2024)	80%	80%	77.70%	O
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	Submissions of risk registers to Municipal Manager	Carry Over	[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
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%	Minutes of Economic Portfolio Committee and Payment certificates	Carry Over	[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)	[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. 6 of the 8 (75%) has been completed. The other 2 relating to the Youth Centre and the RSEP Velddrif respectively will be completed before end June 2024 (for Youth Centre Piketberg). The R1.1m for the RSEP Project in Velddrif is still a challenge for Strategic Services. (March 2024)	[D122] Municipal Manager: None required. (March 2024)	75%	75%	75%	G
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 Virement Policy	0%	Minutes of Economic Portfolio Committee and Report on Veriments	Stand-Alone	[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)	[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. (March 2024)	[D123] Municipal Manager: None required. (March 2024)	100%	100%	100%	G

Summary of Results: Municipal Manager

N/A	KPI Not Yet Applicable	4
R	KPI Not Met	0
O	KPI Almost Met	3
G	KPI Met	6
G2	KPI Well Met	4
B	KPI Extremely Well Met	0
Total KPIs:		17

Corporate Services

Strategic Goal	Strategic Objective	KPI Name	Description of Unit of Measurement	Baseline	Source of Evidence	Calculation Type	Quarter ending December 2023		Quarter ending March 2024		Overall Performance for Quarter ending September 2023 to Quarter ending March 2024			
							Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R
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%	AFS and Section 71 In-Year Monthly & Quarterly Budget Statement compiled from VESTA Financial System each month	Last Value	[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)	[D124] Director Corporate Services: Total Budget: R 2 126 000.00 Total Expenditure: R 1 355 914.47 Percentage spending: 63,78 (March 2024)	[D124] Director Corporate Services: None (March 2024)	60%	60%	63.78%	G2
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%	Quarterly reports to Portfolio Committee or EMC when applicable	Stand-Alone	[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)	[D125] Human Resources Manager: Monthly reports submitted to Mayoral Committee. No transgressions relating to Fraud and Corruption occurred. (March 2024)	[D125] Human Resources Manager: None (March 2024)	100%	100%	100%	G
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%	Monthly Trial Balance Report & Quarterly Budget Statement	Last Value	[D22] Human Resources Manager: Budget: R 350 000 Spend: R 151450.79 % Spending: 43.27% (December 2023)	[D22] Human Resources Manager: None (December 2023)	[D22] Human Resources Manager: The following training is still in process and will payment be done in April/May 2024, after the necessary training certificates are received from the relevant service providers: * Driving License: R 16 900: Training will be completed by 30 April 2024 * Supervisor Training: Handle & Resolve conflict: R 46 500: Training will be completed by 05 April 2024 * Operating Regulation High Voltage: R 88 550: Training will be completed by 12 April 2024 TOTAL: R 151 950 Previously payments were done before the municipality receives the training certificates and then it became a struggle to finally get the certificates from the service providers. The service level agreement stipulates that payment will only be done after the municipality receives the training certificates. This contributed to the fact that the target for March 2024 was not achieved Without shadow cost: Budget: R 350 000 Spend: R 151 450.79 % Spending: 43.27% Including shadow cost: Budget: R 350 000 Spend: R 151 450.79 Shadow cost: R 134 334.78 % Spending: 81.65% (March 2024)	[D22] Human Resources Manager: The training are currently in process and will be completed by 30 April 2024 where after payment will be done. Payment can only be done after the municipality receives the training certificates from the relevant service providers. The budget will be fully spend by 30 June 2024. (March 2024)	60%	60%	43.27%	R

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	Minutes of Corporate Services Portfolio Committee	Carry Over	[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
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	Minutes of Corporate Services Portfolio Committee	Carry Over	[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
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	Minutes of Corporate Services Portfolio Committee	Carry Over	[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
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%	System generated evaluation report of evaluation session of each staff member in the Directorate with a performance contract	Stand-Alone					0%	0%	0%	N/A
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	Minutes of Corporate Services Portfolio Committee	Carry Over	[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
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%	Minutes of Corporate Services Portfolio Committee meetings and IMIS Complaint Report	Stand-Alone	[D25] Manager Administration and Legal Services: No complaints lodged against Corporate Services Directorate (December 2023)	[D25] Manager Administration and Legal Services: None (December 2023)	[D25] Manager Administration and Legal Services: No complaints lodged against Corporate Services Directorate (March 2024)	[D25] Manager Administration and Legal Services: None (March 2024)	100%	100%	100%	G
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%	Minutes of Corporate Services Portfolio Committee and Human Resources Report	Stand-Alone	[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)	[D131] Human Resources Manager: All selection and recruitment processes were completed within one calendar month after date of interview. (March 2024)	[D131] Human Resources Manager: None (March 2024)	100%	100%	100%	G
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%	Minutes of Corporate Services Portfolio Committee and Human Resources Report	Stand-Alone	[D132] Human Resources Manager: Monthly reports submitted to Corporate Services Committee. (December 2023)		[D132] Human Resources Manager: Monthly reports submitted to Corporate Services Committee. (March 2024)	[D132] Human Resources Manager: None (March 2024)	100%	100%	100%	G
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	Workplace Skills Plan and Annual Training Report submitted	Carry Over					0	0	0	N/A
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	Minutes of Council meeting	Carry Over					0	0	0	N/A
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	Submissions of risk registers by Director Corporate Services	Carry Over	[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
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	Minutes of Corporate Services Portfolio Committee and Procurement Plan	Accumulative	[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)	[D136] Director Corporate Services: Procurement plans was submitted to the following Portfolio Corporate Services Committees: * 06 February 2024; and * 05 March 2024 (March 2024)	[D136] Director Corporate Services: None (March 2024)	3	3	4	G2
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%	Minutes of Corporate Services Portfolio Committee and Payment certificates	Carry Over	[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)	[D137] Director Corporate Services: Total of nine (9) projects within the Directorate and seven (7) of the nine has been completed. (March 2024)	[D137] Director Corporate Services: None (March 2024)	75%	75%	77.80%	G2
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%	Minutes of Corporate Services Portfolio Committee and Report on Veriments	Stand-Alone	[D138] Director Corporate Services: Reports was submitted to the following: * Portfolio Corporate Services Committee: 07 November 2023; and * Mayoral Committee: 05 December 2023 * Mayoral Committee: 05 December 2023 (December 2023)	[D138] Director Corporate Services: None (December 2023)	[D138] Director Corporate Services: Reports was submitted to the following Portfolio Corporate Services Committees: * 06 February 2024; and * 05 March 2024 (March 2024)	[D138] Director Corporate Services: None (March 2024)	100%	100%	100%	G

Summary of Results: Corporate Services

N/A	KPI Not Yet Applicable	3
R	KPI Not Met	1
O	KPI Almost Met	0
G	KPI Met	10
G2	KPI Well Met	3
B	KPI Extremely Well Met	0
Total KPIs:		17

Financial Services

Strategic Goal	Strategic Objective	KPI Name	Description of Unit of Measurement	Baseline	Source of Evidence	Calculation Type	Quarter ending December 2023		Quarter ending March 2024		Overall Performance for Quarter ending September 2023 to Quarter ending March 2024			
							Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R
							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 Bergvrievier 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	Attendance register of workshops conducted	Carry Over	[D157] Head: Assets & Supply Chain Management: Three workshops conducted during November 2023 (December 2023)
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	Minutes of following Financial Portfolio Committee	Accumulative	[D158] Manager: Income: Verslag ingegee vir goedkeuring, goedgekeur in Des 23 (December 2023)			1	1	1	G	

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)	96%	Minutes of the following Finance Portfolio Committee and Revenue Management Report	Last Value	[D159] Accountant: Credit Control: Payment ratio (December 2023)	[D159] Accountant: Credit Control: Improve credit control (December 2023)	[D159] Accountant: Credit Control: Payment Rates (March 2024)	[D159] Accountant: Credit Control: More aggressive measures needed to improve the collection rate (March 2024)	92%	92%	91.27%	O
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%	Quarterly reports to Portfolio Committee or EMC when applicable	Stand-Alone	[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)		[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] (March 2024)		100%	100%	100%	G
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%	System generated evaluation report of evaluation session of each staff member in the Directorate with a performance contract	Last Value					0%	0%	0%	N/A
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	Minutes of the following Finance Portfolio Committee and Report on Debtors Accounts rectified	Accumulative	[D162] Manager: Income: Report submitted for Feb 24 Financial Committee (December 2023)		[D162] Manager: Income: Report submitted (March 2024)		3	3	3	G
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	Minutes of Finance Portfolio Committee and IMIS complaints report	Accumulative	[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)		[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] (March 2024)		3	3	3	G
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	Minutes of Finance Portfolio Committee and Procurement Plan	Accumulative	[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)		[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] (March 2024)		3	3	3	G
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	Minutes of Finance Portfolio Committee and Supply Chain Implementation Report	Accumulative	[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)		[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] (March 2024)		3	3	3	G
Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Ensure all policies and systems in Bergvliet 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	Minutes of Finance Portfolio Committee	Stand-Alone					0	0	0	N/A
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%	Monthly Budget Statement-transfers expenditure (Table C7) of Section 71 In-Year Monthly & Quarterly Budget Statement	Last Value	[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)		[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] (March 2024)	[D167] Director: Financial Services: The procurement of a new boiler for the stores had to go through a second bidding process due to a non responsive tender, which influenced the directorate's percentage capital expenditure due date. This will be addressed and finalized in the prescribed time frame. (March 2024)	65%	65%	78.30%	G2
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	Submissions of risk registers by Director Financial Services	Carry Over	[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
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%	Minutes of Financial Services Portfolio Committee and Payment certificates	Carry Over	[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. This is the only remedial action the Financial Services Department can do, as we do not have control over when other departments start their projects and when we receive non-responsive tenders or FQ's. This target for the whole municipality should not be a target of Financial Services. (December 2023)	[D169] Director: Financial Services: Ensure that capital projects budgeted for are 95 % completed within the budgeted financial year(s) and submit progress reports to Financial Services Portfolio Committee [TL65] (March 2024)		75%	75%	78%	G2
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%	Minutes of Financial Services Portfolio Committee and Report on Veriments	Stand-Alone	[D170] Director: Financial Services: % of veriments in line with the Virement Policy's criteria as stipulated in the Veriment Policy (December 2023)		[D170] Director: Financial Services: Ensure that the Virement Policy is implemented and submit reports to the Financial Services Portfolio Committee [TL66] (March 2024)		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	9
G2	KPI Well Met	2
B	KPI Extremely Well Met	0
Total KPIs:		14

Community Services

Strategic Goal	Strategic Objective	KPI Name	Description of Unit of Measurement	Baseline	Source of Evidence	Calculation	Quarter ending December 2023	Quarter ending March 2024	Overall Performance for Quarter ending September 2023 to Quarter ending March 2024
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							Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R
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%	Detailed Excel Capital Report & Trial Balance from VESTA	Last Value	[D76] Head Library Services: Budget - R 8 232 000.00 Expenditure: R4 184 801.72 (December 2023)		[D76] Head Library Services: Grant: R8 232 000.00 Additional grant: R209 000.00 Expenditure: R6 094 258,13 (March 2024)	[D76] Head Library Services: None required. (March 2024)	60%	60%	72.20%	G2
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%	Detailed Excel Report	Last Value			[D183] Director Community Services: Budget: 4 771 000.00 Fines Received: 3 454 965.90 (March 2024)	[D183] Director Community Services: None required. (March 2024)	40%	40%	72.42%	B
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%	Detailed Excel Capital Report & Trial Balance from VESTA	Last Value	[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)	[D184] Director Community Services: Budget - R 5 388 000.00 Expenditure - R 5 121 396.43 (March 2024)	[D184] Director Community Services: None required. (March 2024)	55%	55%	95.05%	B
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%	Quarterly reports to Portfolio Committee or EMC when applicable	Stand-Alone	[D185] Director Community Services: No fraud or corrupt activity was reported. (December 2023)	[D185] Director Community Services: None required. (December 2023)	[D185] Director Community Services: No fraud or corrupt activity was reported. (March 2024)	[D185] Director Community Services: None required. (March 2024)	100%	100%	100%	G
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	Minutes of Community Services Portfolio Committee and Report on the upgrade of community hall.	Carry Over			[D186] Director Community Services: The report on the upgrading of the Allan Boesak Community Hall was submitted to the Community Services Committee meeting on 6 March 2024. (March 2024)	[D186] Director Community Services: None required. (March 2024)	0	0	1	B
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	Minutes of Community Services Portfolio Committee and Disaster Management Contingency Plans	Accumulative	[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
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	Number of approved plan signed of by Director Community Services	Carry Over					1	1	1	G
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	Minutes of Council meeting	Carry Over					0	0	0	N/A
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%	Detailed Excel Capital Report & Trial Balance from VESTA	Carry Over	[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. In Future we will adhere to the due dates on the Procurement Plan. (December 2023)	[D190] Director Community Services: Budget - R 13 583 200.00 Expenditure - R 5 231 222.52 Some of the completion dates of projects are later in the financial year and we don't have control over the process. (March 2024)	[D190] Director Community Services: Taken the performance comments inconsideration we will do better planning and adhere to the dates as stipulated on the procurement plan. (March 2024)	65%	65%	38.51%	R
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%	System generated evaluation report of evaluation session of each staff member in the Directorate with a performance contract	Last Value					0%	0%	0%	N/A
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	Copy of completion certificate	Stand-Alone					0	0	0	N/A
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	Copy of applications submitted	Accumulative			[D193] Director Community Services: Three applications was submitted to external stakeholder: 1. A application for bridging finance for electricity provision for the 3 approved projects was submitted to the Department of Human Settlement on 7 February 2024. 2. A application for two Law Enforcement Vehicles was submitted to the Department of Police Oversight and Community Safety on 28 February 2024. 3. A PID for Watsonia GAP was submitted to the Department of Human Settlement on 29 February 2024. (February 2024)	[D193] Director Community Services: None Required. (February 2024)	2	2	3	B
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	Minutes of Community Services Portfolio Committee and Procurement Plan	Accumulative	[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)	[D194] Director Community Services: The Procurement plan was submitted to the Community Services Committee on 6 March 2024. (March 2024)	[D194] Director Community Services: None required. (March 2024)	3	3	3	G
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%	Minutes of Community Services Portfolio Committee and IMIS Complaints Report	Stand-Alone	[D195] Director Community Services: There was no complaints older than 30 days. (December 2023)	[D195] Director Community Services: None required. (December 2023)	[D195] Director Community Services: There was no complaints older than 30 days. (March 2024)	[D195] Director Community Services: None required. (March 2024)	100%	100%	89.58%	O
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%	Minutes of Community Services Portfolio Committee and Project Plans	Stand-Alone	[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)	[D196] Director Community Services: The description of what each capital project entails was submitted to the Community services Committee meeting on 6 March 2024. (March 2024)	[D196] Director Community Services: None required. (March 2024)	100%	100%	100%	G

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	Submissions of risk registers to Director Community Services	Carry Over	[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
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%	Minutes of Community Services Portfolio Committee and Payment certificates	Carry Over	[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. In future we will adhere to the due dates on the Procurement Plan. (December 2023)	[D198] Director Community Services: The Directorate has 51 projects in total, of which 21 have already been completed. Some of the completion dates of projects are later in the financial year and we don't have control over the process. (March 2024)	[D198] Director Community Services: Taken the performance comments inconsideration we will do better planning and adhere to the dates as stipulated on the procurement plan. (March 2024)	75%	75%	41.18%	R
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%	Minutes of Community Services Portfolio Committee and Report on Veriments	Stand-Alone	[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)	[D199] Director Community Services: None required. (November 2023) [D199] Director Community Services: None required. (December 2023)	[D199] Director Community Services: An item regards to the veriments was submitted to the Community Services Committee meeting on 6 March 2024. (March 2024)	[D199] Director Community Services: None required. (March 2024)	100%	100%	100%	G

Summary of Results: Community Services

N/A	KPI Not Yet Applicable	3
R	KPI Not Met	2
O	KPI Almost Met	1
G	KPI Met	7
G2	KPI Well Met	1
B	KPI Extremely Well Met	4
Total KPIs:		18

Technical Services

Strategic Goal	Strategic Objective	KPI Name	Description of Unit of Measurement	Baseline	Source of Evidence	Calculation Type	Quarter ending December 2023		Quarter ending March 2024		Overall Performance for Quarter ending September 2023 to Quarter ending March 2024			
							Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R
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 Kilo litres Water Purchased or Purified minus Number of Kilo litres Water Sold (including Free basic water) / Number of Kilo litres Water Purchased or Purified x 100)}	% of water losses 12 % or less by 30 June 2024 {(Number of Kilo litres Water Purchased or Purified minus Number of Kilo litres Water Sold (including Free basic water) / Number of Kilo litres Water Purchased or Purified x 100)}	12%	Relevant note in Annual Financial Statements for the year ended 30 June 2022	Reverse Last Value					0%	0%	0%	N/A
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} x 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} x 100)	10%	Relevant note in Annual Financial Statements for the year ended 30 June 2022	Reverse Last Value					0%	0%	0%	N/A
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%	MIG report as signed by CFP and MM and send off to Provincial MIG office and COGTA	Last Value	[D141] Director: Technical Services: Target exceeded (December 2023)	[D141] Director: Technical Services: N/A (December 2023)	[D141] Director: Technical Services: Target not achieved (March 2024)	[D141] Director: Technical Services: Expenditure plan was drafted to ensure expenditure is obtained by June 2024 (March 2024)	60%	60%	50%	O
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 Bergvriev Municipality Operational Budget	% of conditional road maintenance operational grant spent by 30 June 2024	95%	Annual submissions of claims to Department of Public Works before 30 June 2023	Last Value			[D142] Director: Technical Services: R141 411 received against the R140 000 available budget (March 2024)	[D142] Director: Technical Services: None (March 2024)	60%	60%	101%	B
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%	Monthly Budget Statement-transfers expenditure (Table C7) of Section 71 In-Year Monthly & Quarterly Budget Statement	Last Value	[D143] Director: Technical Services: Target exceeded (December 2023)	[D143] Director: Technical Services: N/A (December 2023)	[D143] Director: Technical Services: 75% of budget committed to spending already (March 2024)	[D143] Director: Technical Services: All funding already started are sure to be spent fully. (March 2024)	65%	65%	75%	G2
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	Minutes of Technical Portfolio Committee and Procurement Plan	Accumulative	[D144] Director: Technical Services: Target achieved. Third Portfolio committee meeting canceled by Speaker (December 2023)	[D144] Director: Technical Services: N/A (December 2023)	[D144] Director: Technical Services: Achieved (March 2024)	[D144] Director: Technical Services: None (March 2024)	8	8	8	G
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	Pamphlets & notices distributed	Accumulative	[D145] Director: Technical Services: Target achieved (December 2023)	[D145] Director: Technical Services: N/A (December 2023)			1	1	1	G
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%	Monthly Supply System Drinking Water Quality Performance Report & Excel Summary of Drinking Water Quality	Last Value	[D146] Director: Technical Services: Target not achieved (December 2023)	[D146] Director: Technical Services: Remedial action in place to ensure sampling is taken correctly. Chlorine dosing was increased to ensure all bacteria were eliminated. E-coli was due to pipe burst experience by WCDM - WCDM to rectify (December 2023)			95%	95%	92.50%	O
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%	Signed SLA's	Stand-Alone					0%	0%	0%	N/A
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%	Minutes of Technical Portfolio Committee and IMIS report	Stand-Alone	[D148] Director: Technical Services: Target achieved (December 2023)	[D148] Director: Technical Services: N/A (December 2023)	[D148] Director: Technical Services: Target achieved (March 2024)	[D148] Director: Technical Services: None (March 2024)	100%	100%	100%	G

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	Minutes of Technical Portfolio Committee and Revised Blackout Plan	Carry Over					1	1	1	G
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	Minutes of Technical Portfolio Committee	Carry Over					0	0	0	N/A

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%	System generated evaluation report of evaluation session of each staff member in the Directorate with a performance contract	Last Value						0%	0%	0%	N/A
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%	Quarterly reports to Portfolio Committee or EMC when applicable	Stand-Alone	[D152] Director: Technical Services: Target achieved (December 2023)	[D152] Director: Technical Services: N/A (December 2023)	[D152] Director: Technical Services: Achieved (March 2024)	[D152] Director: Technical Services: None (March 2024)		100%	100%	100%	G
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	Minutes of Technical Portfolio Committee	Stand-Alone						1	1	1	G
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	Submissions of risk registers to Director Technical Services	Carry Over	[D154] Director: Technical Services: Target achieved (December 2023)	[D154] Director: Technical Services: N/A (December 2023)				1	1	1	G
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%	Minutes of Technical Services Portfolio Committee and Payment certificates	Carry Over	[D155] Director: Technical Services: 69% of projects already started with the remaining pending. (December 2023)	[D155] Director: Technical Services: N/A (December 2023)	[D155] Director: Technical Services: 86% of projects started and reflects spending 26% of the projects are completed 14% of projects started but reflects no spending (March 2024)	[D155] Director: Technical Services: Complete all outstanding projects (March 2024)		75%	75%	86%	G2
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%	Minutes of Technical Services Portfolio Committee and Report on Veriments	Stand-Alone	[D156] Director: Technical Services: Target achieved (December 2023)	[D156] Director: Technical Services: N/A (December 2023)	[D156] Director: Technical Services: Achieved (March 2024)	[D156] Director: Technical Services: None (March 2024)		100%	100%	100%	G

Summary of Results: Technical Services

N/A	KPI Not Yet Applicable		5
R	KPI Not Met		0
O	KPI Almost Met		2
G	KPI Met		8
G2	KPI Well Met		2
B	KPI Extremely Well Met		1
Total KPIs:			18

Overall Summary of Results

N/A	KPI Not Yet Applicable		29
R	KPI Not Met		3
O	KPI Almost Met		7
G	KPI Met		40
G2	KPI Well Met		12
B	KPI Extremely Well Met		5
Total KPIs:			96