

**Bergrivier Municipality**  
Section 52 Quarter 4 2023/24

**Council**

Strategic Objective	Strategic Goal	KPI Name	Description of Unit of Measurement	Baseline	Source of Evidence	Calculation Type	Target Type	Original Annual Target	Revised Annual Target	Quarter ending September 2023		Quarter ending December 2023		Quarter ending March 2024		Quarter ending June 2024		Overall Performance for Quarter ending September 2023 to Quarter ending June 2024			
										Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R
To budget strategically	Strengthen Financial Sustainability	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	Number	9,117	9,117							[D171] Manager: Income: Billing report (June 2024)		9,117	9,117	10,147	G2
To budget strategically	Strengthen Financial Sustainability	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	Number	9,484	9,484							[D172] Manager: Income: Billing report (June 2024)		9,484	9,484	10,920	G2
To budget strategically	Strengthen Financial Sustainability	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	Number	7,423	7,423							[D173] Manager: Income: Billing report (June 2024)		7,423	7,423	8,482	G2
To budget strategically	Strengthen Financial Sustainability	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	Number	9,573	9,573							[D174] Manager: Income: Billing report (June 2024)		9,573	9,573	10,795	G2
Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	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	Number	1,702	1,702							[D175] Manager: Income: Billing report (June 2024)		1,702	1,702	1,914	G2
Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Provide free basic electricity to indigent households	Number of households receiving free basic electricity	1,800	Indigent Report extracted from Vesta Financial System & CONTOUR pre-paid monthly electricity report	Last Value	Number	1,800	1,800							[D176] Manager: Income: Billing report (June 2024)		1,800	1,800	1,946	G2
Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	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	Number	1,502	1,502							[D177] Manager: Income: Billing report (June 2024)		1,502	1,502	1,711	G2
Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	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	Number	1,706	1,706							[D178] Manager: Income: Billing report (June 2024)		1,706	1,706	1,914	G2
To budget strategically	Strengthen Financial Sustainability	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	Percentage	26%	26%							[D179] Manager: Budget and Treasury Office: 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) (June 2024)	[D179] Manager: Budget and Treasury Office: target must change (June 2024)	26%	26%	25.36%	O
To budget strategically	Strengthen Financial Sustainability	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	Percentage	36%	36%							[D180] Manager: Budget and Treasury Office: Service debtors to revenue as at 30 June 2024 - (Total outstanding service debtors/ revenue received for services) (June 2024)		36%	36%	25.44%	B
To budget strategically	Strengthen Financial Sustainability	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, and Provision for Bad Debts, Impairment and 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))	2.60	Annual Financial Statements, supported by figures as per the VESTA financial system	Last Value	Number	2.60	2.60							[D181] Manager: Budget and Treasury Office: 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)) (June 2024)		2.60	2.60	5.54	B
To budget strategically	Strengthen Financial Sustainability	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	Percentage	1%	1%							[D182] Director: Corporate Services: Council must make appropriate provision within the next financial year. (June 2024)	[D182] Director: Corporate Services: Council must make appropriate provision within the next financial year. (June 2024)	1%	1%	0.02%	R

**Summary of Results: Council**

N/A	KPI Not Yet Applicable	0
R	KPI Not Met	1
O	KPI Almost Met	1
G	KPI Met	0
G2	KPI Well Met	8
B	KPI Extremely Well Met	2
<b>Total KPIs:</b>		<b>12</b>

**Municipal Manager**

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

Accountable leadership supported by professional and skilled administration	Ensure good governance	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	Percentage	100%	100%	[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	[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	[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	[D107] Municipal Manager: Two appointments were made within the three highest levels of management during this quarter, namely: 1. Internal Auditor - Mzi Mseleli 2. PMU Manager - Leon Janse van Rensburg Both of these appointments were made strictly in terms of the Selection and Recruitment policy with 100% compliance. We wish them both the best for their careers within Bergrivier Municipality. (June 2024)	[D107] Municipal Manager: None required. (June 2024)	100%	100%	100%	G	
Accountable leadership supported by professional and skilled administration	Ensure good governance	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	Percentage	100%	100%							[D108] Municipal Manager: 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 [TL2] (June 2024)	[D108] Municipal Manager: Duplication of TL57 (D108) (June 2024)	100%	100%	100%	G
Provide a transparent and corruption free municipality	Ensure good governance	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	Percentage	100%	100%							[D109] Internal Auditor: The Risk Action Plan was submitted to Risk Committee on 13 June 2024 and PRAC on 28 June 2024. (June 2024)	[D109] Internal Auditor: None required. (June 2024)	100%	100%	100%	G
To provide a transparent and corruption free municipality	Ensure good governance	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	Percentage	100%	100%							[D110] Municipal Manager: All issues raised by the AG in the Audit Report (even including the Management Report and emerging risks were captured on the OPCAR of the Municipality since November 2023 and managed by the MM through feedback during the Formal Directors meeting on a regular basis. 16 different issues were managed and all 100% addressed in preparation for the next Audit. (June 2024)	[D110] Municipal Manager: None required (June 2024)	100%	100%	100%	G
To create an efficient, effective, economic and accountable administration	Ensure good governance	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	Number	1	1							[D111] Internal Auditor: The Risk Based Internal Audit Plan for 2024/2025 served at the PRAC on 28 June 2024 and was approved. Item OVN024. (June 2024)	[D111] Internal Auditor: None required (June 2024)	1	1	1	G
To create an efficient, effective, economic and accountable administration	Ensure good governance	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	Number	1	1							[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. All Directorates were also requested to make a presentation to the Mayco from 20 - 22 February 2024. The KPI was however not met by the Manager Strategic Services as no reporting was done to the Budget Steering Committee as requested by this KPI. (March 2024)	[D112] Strategic Manager: The Municipal Manager had an intense discussion with the Manager Strategic Services on the non performance and it will reflect in the performance evaluation of the manager. (March 2024)	1	1	1	G
To provide a transparent and corruption free municipality	Ensure good governance	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	Percentage	100%	100%	[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)	[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)	[D113] Municipal Manager: No transgression in terms of the Anti-Fraud and Corruption Policy was reported during this quarter. (June 2024)	[D113] Municipal Manager: None required. (June 2024)	100%	100%	100%	G

To budget strategically	Strengthen Financial Sustainability	% 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	Percentage	95%	95%	[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)	[D114] Municipal Manager: The actual capital spending of the whole of the Municipality resulted in 56.49% as of the end of March 2024. This is 3.51% 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)	[D114] Municipal Manager: The Municipality did not achieve the set target of 95% capital spend during the financial year. The Department of Strategic Services only achieved 65.85% and Community Services only 81.12%. (June 2024)	[D114] Municipal Manager: I have monitored it throughout and motivated spending, encouraged all managers, discussed it at numerous meetings. The Departments of Strategic Services, and Community Services did not perform well on this front and should be assisted in capital spending. (June 2024)	95%	95%	92.44%	O
To budget strategically	Strengthen Financial Sustainability	% 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	Percentage	95%	95%	[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)	[D115] Municipal Manager: The Office of the Municipal Manager is well underway to spend 100% of their capital. The Office of the Executive Mayor is also far ahead with their spending of their capital budget, however the Manager Strategic Services could not reach the set targets. (March 2024)	[D115] Municipal Manager: Multiple discussions were held between the Municipal Manager and the Manager Strategic Services encouraging the Department Strategic Services to either reach their set targets or make the Capital targets realistic. It is the opinion of the Municipal Manager that the current targets were never realistic. (March 2024)	[D115] Municipal Manager: The breakdown for the Office of the MM is as follows: Office of Mayor 100% Office of MM 99.73% Strategic Services 65.60 (June 2024)	[D115] Municipal Manager: I have monitored the spending on a regular basis, discussed it with all KPI owners, encouraged everyone to spend. The RSEP programme in Veldrif could not be completed. (June 2024)	95%	95%	65.77%	R
A customer centred approach to everything	Ensure good governance	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	Number	4	4	[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. 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)	[D116] Municipal Manager: Submitted to Mayco on 16 July 2024 (June 2024)	[D116] Municipal Manager: None required (June 2024)	4	4	5	G2
Create an efficient, effective, economic and accountable administration	Ensure good governance	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	Percentage	80%	80%	[D117] Municipal Manager: In Corporate Services, 7 of the 17 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)	[D117] Municipal Manager: In Corporate Services, it was originally reported that 14 of the 17 KPI's was applicable for this quarter and that 11 have been met, 2 well met and 1 is not met. The Internal Auditor audited PDO's for Q3 and indicated that it was incorrectly reported on (TL32), therefore the Municipal Manager had to adjust the original 92.80% obtained by the DCS to 88.89%. The KPI is still met. (March 2024)	[D117] Municipal Manager: None required (March 2024)	[D117] Municipal Manager: The Director Corporate Services met all 3 well met and 1 extremely well met. Congratulations! (June 2024)	[D117] Municipal Manager: None required (June 2024)	80%	80%	97.22%	G2
Create an efficient, effective, economic and accountable administration	Ensure good governance	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	Percentage	80%	80%	[D118] Municipal Manager: 8 of the 14 KPI's were applicable during this quarter. 7 of them were met and 1 extremely well met. This KPI was originally incorrectly reported by the acting CFO on the system. This was picked up by the assistant Internal Auditor during the Audit of the Performance. The assistant Internal Auditor made a finding and alerted the MM's office that the percentage above should be corrected to read 87.5% and not 100% as originally reported. (September 2023)	[D118] Municipal Manager: None required in terms of performance, but the CFO, acting CFO and PA of the CFO are requested to take extra care in calculating and reporting on IGNITE in future. (September 2023)	[D118] Municipal Manager: In Financial Services, 14 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: It was originally reported by the CFO to the MM that 12 of the 14 KPI's were applicable during this quarter and that 9 of them were met, 2 well met and 1 almost met. The Internal Auditor did an audit on the PDO's Q3 and found that the CFO reported incorrectly on his results. It should be 77.78% and not 85.70% as originally reported. The KPI is therefore not met. (March 2024)	[D118] Municipal Manager: All Directors are constantly encouraged to meet their targets. (March 2024)	[D118] Municipal Manager: The CFO achieved 12 of his 14 KPI's with two being well met. 1 was not met and 1 almost met. (June 2024)	[D118] Municipal Manager: None required (June 2024)	80%	80%	85.97%	G2



To budget strategically	Strengthen Financial Sustainability	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	Percentage	95%	95%	[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)	[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)	[D124] Director Corporate Services: Total Budget: R 2 070 949.74 Percentage spending: 97.41 (June 2024)	[D124] Director Corporate Services: None (June 2024)	95%	95%	97.41%	G2
To provide a transparent and corruption free municipality	Ensure good governance	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	Percentage	100%	100%	[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)	[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)	[D125] Human Resources Manager: Monthly reports submitted to Corporate Services Committee or Mayoral Committee. No transgressions relating to Fraud and Corruption occurred. (June 2024)	[D125] Human Resources Manager: None (June 2024)	100%	100%	100%	G
Create an efficient, effective, economic and accountable administration	Ensure good governance	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	Percentage	95%	95%	[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	[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)	[D22] Human Resources Manager: Budget: R 350 000 Spend: R 350 000 % Spending: 100% (June 2024)	[D22] Human Resources Manager: None (June 2024)	95%	95%	100%	G2		
Create an efficient, effective, economic and accountable administration	Ensure good governance	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	Number	1	1	[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
Create an efficient, effective, economic and accountable administration	Ensure good governance	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	Number	1	1	[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
Create an efficient, effective, economic and accountable administration	Ensure good governance	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	Number	1	1	[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
Create an efficient, effective, economic and accountable administration	Ensure good governance	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	Percentage	100%	100%							[D129] Director Corporate Services: All staff within the Directorate with performance contracts were evaluated on 31 January 2024. (June 2024)	[D129] Director Corporate Services: None. (June 2024)	100%	100%	100%	G
Conserve and manage the natural environment and mitigate the impacts of climate change	Sustainable Service Delivery	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	Number	1	1	[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)					[D130] Manager Planning and Development: Public environmental awareness and education that was conducted during June 2024 to be reported as part of July 2024 departmental report. (June 2024)	[D130] Manager Planning and Development: Extract pertaining public environmental awareness conducted during June 2024 attached as POE. (June 2024)	1	1	1	G
A customer centred approach to everything	Ensure good governance	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	Percentage	100%	100%	[D25] Manager Administration and Legal Services: No complaints lodged against Corporate Services Directorate (September 2023)	[D25] Manager Administration and Legal Services: None (December 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)	[D25] Manager Administration and Legal Services: No complaints lodged against Corporate Services Directorate (March 2024)	[D25] Manager Administration and Legal Services: None (March 2024)	[D25] Manager Administration and Legal Services: All complaints has been finalised. (June 2024)	[D25] Manager Administration and Legal Services: None (June 2024)	100%	100%	100%	G
Create an efficient, effective, economic and accountable administration	Ensure good governance	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	Percentage	100%	100%	[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)	[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)	[D131] Human Resources Manager: All selection and recruitment processes were completed within one calendar month after date of interview. (June 2024)	[D131] Human Resources Manager: None (June 2024)	100%	100%	100%	G
Provide a transparent and corruption free municipality	Ensure good governance	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	Percentage	100%	100%	[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)	[D132] Human Resources Manager: None (December 2023)	[D132] Human Resources Manager: Monthly reports submitted to Corporate Services Committee. (March 2024)	[D132] Human Resources Manager: None (March 2024)	[D132] Human Resources Manager: Monthly reports submitted to Corporate Services Committee or Mayoral Committee. (June 2024)	[D132] Human Resources Manager: None (June 2024)	100%	100%	100%	G

Create an efficient, effective, economic and accountable administration	Ensure good governance	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	Number	1	1											[D133] Human Resources Manager: Workplace Skills Plan and Annual Training Report were submitted on 26 April 2024. (April 2024)	[D133] Human Resources Manager: None (April 2024)	1	1	1	G
Develop, manage and regulate the built environment	Sustainable Service Delivery	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	Number	1	1													1	1	1	G
Provide a transparent and corruption free municipality	Ensure good governance	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	Number	1	1													1	1	1	G
A customer centred approach to everything	Ensure good governance	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	Number	4	4	[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)	[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)	[D136] Director Corporate Services: Procurement plans was submitted to the following: * Mayoral Committee meeting: 23 April 2024; and * Mayoral Committee meeting: 25 June 2024 (June 2024)	[D136] Director Corporate Services: None (June 2024)	[D136] Director Corporate Services: None (June 2024)	4	4	7	B			
To budget strategically	Strengthen Financial Sustainability	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	Percentage	95%	95%													95%	95%	100%	G2
To budget strategically	Strengthen Financial Sustainability	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	Percentage	100%	100%	[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 * 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)	[D138] Director Corporate Services: Reports was submitted to the following: * Mayoral Committee: 23 April 2024; * Mayoral Committee: 25 June 2024 (June 2024)	[D138] Director Corporate Services: None (June 2024)	[D138] Director Corporate Services: None (June 2024)	100%	100%	100%	G			

Summary of Results: Corporate Services		
N/A	KPI Not Yet Applicable	0
R	KPI Not Met	0
O	KPI Almost Met	0
G	KPI Met	13
G2	KPI Well Met	3
B	KPI Extremely Well Met	1
<b>Total KPIs:</b>		<b>17</b>

Strategic Objective	Strategic Goal	KPI Name	Description of Unit of Measurement	Baseline	Source of Evidence	Calculation Type	Target Type	Original Annual Target	Revised Annual Target	Quarter ending September 2023		Quarter ending December 2023		Quarter ending March 2024		Quarter ending June 2024		Overall Performance for Quarter ending September 2023 to Quarter ending June 2024					
										Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R		
										Improve the regulatory environment for ease of doing business	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	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	Attendance register of workshops conducted	Carry Over	Number	1	1	[D157] Head: Assets & Supply Chain Management: n/a already done in November 2024 (July 2023)	[D157] Head: Assets & Supply Chain Management: n/a (July 2023)	[D157] Head: Assets & Supply Chain Management: Three workshops conducted during November 2023 (December 2023)	[D157] Head: Assets & Supply Chain Management: n/a (December 2023)
To grow and diversify our revenue and ensure value for money-services	Strengthen Financial Sustainability	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 Mayor and Council before end of March 2023	2	Minutes of following Financial Portfolio Committee	Accumulative	Number	2	2			[D158] Manager: Income: Verslag ingegee vir goedkeuring, goedgekeur in Des 23 (December 2023)				[D158] Manager: Income: Report submitted (June 2024)			2	2	2	2	G
To grow and diversify our revenue and ensure value for money-services	Strengthen Financial Sustainability	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	Percentage	96%	96%	[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)	[D159] Accountant: Credit Control: Payment Rates (March 2024)	[D159] Accountant: Credit Control: More aggressive measures needed to improve the collection rate (March 2024)	[D159] Accountant: Credit Control: Payment Rate June 24 (June 2024)	[D159] Accountant: Credit Control: Better Credit Control Policy and implementation plan (June 2024)	96%	96%	93.28%		O	
To provide a transparent, ethical and corruption free municipality	Ensure good governance	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	Percentage	100%	100%	[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)	[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)		[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] (June 2024)			100%	100%	100%		G	



To create an efficient, effective, economic and accountable administration	Ensure good governance	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	Percentage	100%	100%						[D161] Director: Financial Services: 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 [TL57]Ms Bothma is acting CFO does evaluation on system (June 2024)		100%	100%	100%	G
Diversify revenue and ensure value for money-services	Strengthen Financial Sustainability	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	Number	4	4	[D162] Manager: Income: Report submitted for Sept 23 Financial Committee (September 2023)	[D162] Manager: Income: Report submitted for Feb 24 Financial Committee (December 2023)	[D162] Manager: Income: Report submitted (March 2024)	[D162] Manager: Income: Report submitted (June 2024)				4	4	4	G
A customer centred approach to everything	Ensure good governance	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	Number	4	4	[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)	[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)	[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] (June 2024)				4	4	4	G
A customer centred approach to everything	Ensure good governance	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	Number	4	4	[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)	[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)	[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] (June 2024)				4	4	4	G
To budget strategically	Strengthen Financial Sustainability	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	Number	4	4	[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)	[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)	[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] (June 2024)				4	4	4	G
Ensure all policies and systems in Bergvriev Municipality support poverty alleviation	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	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	Number	1	1				[D166] Director: Financial Services: 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 [TL62] (May 2024)	[D166] Director: Financial Services: Due to National Voting day in SA in May 2024; the roadshow was postponed on request of council. (May 2024)			1	1	0	R
To budget strategically	Sustainable Service Delivery	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	Percentage	95%	95%	[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)	[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)				95%	95%	99.55%	G2
Provide a transparent and corruption free municipality	Ensure good governance	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	Number	1	1		[D168] Director: Financial Services: Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans [TL64] (December 2023)		[D168] Director: Financial Services: Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans [TL64] KPI Name: Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans Description of Unit of Measurement: Number of risk assessments conducted annually Responsible Owner: Director: Financial Services Source of Evidence: Submissions of risk registers by Director Financial Services Calculation Type: Carry Over Target Type: Number Performance KPA: (June 2024)				1	1	1	G
To budget strategically	Strengthen Financial Sustainability	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	Percentage	95%	95%	[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)	[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] (June 2024)				95%	95%	100%	G2

To budget strategically	Strengthen Financial Sustainability	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 Virement Policy	0%	Minutes of Financial Services Portfolio Committee and Report on Veriments	Stand-Alone	Percentage	100%	100%	[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 Virement 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)		[D170] Director: Financial Services: Ensure that the Virement Policy is implemented and submit reports to the Financial Services Portfolio Committee [TL66] (June 2024)	100%	100%	100%	G
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Summary of Results: Financial Services

N/A	KPI Not Yet Applicable	0
R	KPI Not Met	1
O	KPI Almost Met	1
G	KPI Met	10
G2	KPI Well Met	2
B	KPI Extremely Well Met	0
Total KPIs:		14

Community Services

Strategic Objective	Strategic Goal	KPI Name	Description of Unit of Measurement	Baseline	Source of Evidence	Calculation Type	Target Type	Original Annual Target	Revised Annual Target	Quarter ending September 2023		Quarter ending December 2023		Quarter ending March 2024		Quarter ending June 2024		Overall Performance for Quarter ending September 2023 to Quarter ending June 2024			
										Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R
To promote healthy life styles through the provision of sport, recreational and other facilities and opportunities	Empowering people through innovation	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	Percentage	95%	95%	[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: 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)	[D76] Head Library Services: Grant:R8 441 000 Expenditure:R8 183 110,22 (June 2024)		95%	95%	96.94%	G2
To budget strategically	Strengthen Financial Sustainability	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	Percentage	95%	95%					[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)	[D183] Director Community Services: Budget: 4 638 000.00 Fines Received: 6 380 338.32 (June 2024)	[D183] Director Community Services: None required. (June 2024)	95%	95%	137.57%	G2
To budget strategically	Strengthen Financial Sustainability	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	Percentage	95%	95%	[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)	[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)	[D184] Director Community Services: Budget - R 5 338 000.00 Expenditure - R 5 959 479.34 (June 2024)	[D184] Director Community Services: None required. (June 2024)	95%	95%	110.61%	G2
To provide a transparent and corruption free municipality	Ensure good governance	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	Percentage	100%	100%	[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)	[D185] Director Community Services: No fraud or corrupt activity was reported. (March 2024)	[D185] Director Community Services: None required. (March 2024)	[D185] Director Community Services: No fraud or corrupt activity was reported. (June 2024)	[D185] Director Community Services: None required. (June 2024)	100%	100%	100%	G
To promote healthy life styles through the provision of sport, recreational and other facilities and opportunities	Empowering people through innovation	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	Number	1	1					[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)	[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. (April 2024)	[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. (April 2024)	1	1	1	G
To promote a safe environment for all who live in Bergrivier	Empowering people through innovation	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	Number	2	2			[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)			[D187] Director Community Services: The Winter Preparedness Plan was submitted to the Mayoral Committee meeting on 23 April 2024. (May 2024)	[D187] Director Community Services: None required. (May 2024)	2	2	2	G
To promote a safe environment for all who live in Bergrivier	Empowering people through innovation	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	Number	1	1	[D188] Head: Traffic Services: Festive season plan compiled (September 2023)								1	1	1	G
To promote a safe environment for all who live in Bergrivier	Empowering people through innovation	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	Number	2	2							[D189] Director Community Services: The Cemeteries and Crematoria by-law was submitted to Council on 7 December 2023. The Public Nuisances and Public Nuisances arising from keeping of animals by-law was submitted to Council on 30 April 2024. The Fire Safety by-law was submitted to Council on 31 May 2024. (June 2024)	[D189] Director Community Services: None required. (June 2024)	2	2	3	B



To budget strategically	Strengthen Financial Sustainability	% 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	Percentage	95%	95%	[D190] Director Community Services: Budget - R 13 628 000.00 Expenditure - R 1 503 213.85 (September 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. (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. 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)	[D190] Director Community Services: Budget - R 12 859 940.00 Expenditure - R 10 470 739.47 The directorate could not achieve the requisite 95% spending. The shade ports were awarded to a supplier and when the project started the supplier experienced financial difficulty, and they could not complete the project by 30 June 2024. The tenders for the cloakrooms at Watsonia came in much higher than the available funding. As a result, the tender could not be awarded, and the project could not be completed by 30 June 2024. Many projects were completed and had a saving, since the actual cost of implementation was lower than the available funding. The Sand Street housing project was not completed by 30 June 2024, since there was a delay with the approval of the building plans. This delay was occasioned by a request from the Mayor and the beneficiaries, who requested to enlarge the housing units. Therefore, the building plans had to	[D190] Director Community Services: In future we will adhere to the procurement plan and implement the capital projects much earlier. We will also ensure that the planning & design are done in a preceding financial year, so that the procurement for construction can occur earlier in a given financial year. (June 2024)	95%	95%	81.42%	O		
To create an efficient, effective, economic and accountable administration	Ensure good governance	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	Percentage	100%	100%							[D191] Director Community Services: Still in process. (June 2024)	[D191] Director Community Services: Will be done by the end of August 2024. (June 2024)	100%	100%	0%	R		
Promote a safe environment for all who live in Bergrivier Municipal Area	Empowering people through innovation	Facilitate the rectification of the Sand- and Christopher Street housing project by 30 June 2024	Number of housing project completed by 30 June 2024	0	Copy of completion certificate	Stand-Alone	Number	1	1							[D192] Director Community Services: The handover for the St Christopher Street project took place on 3 November 2023. The Sand Street project was not completed by 30 June 2024, since there was a delay with the approval of the building plans. This delay was occasioned by a request from the Mayor and the beneficiaries, who requested to enlarge the housing units. Therefore, the building plans had to be redone and the approval process took much longer than expected. As a result, construction began closer towards the end of the financial year, and the project could not be completed at the due date. (June 2024)	[D192] Director Community Services: In future the directorate will ensure that the Mayor and the beneficiaries are engaged in the design process much earlier, so the need for amendments will not arise during the construction process. The Sand Street Project will be completed by August 2024. (June 2024)	1	1	0.80	O		
Diversify by sourcing grant funding to support projects, programmes and initiatives of Council	Strengthen Financial Sustainability	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	Number	2	2							[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)	[D193] Director Community Services: A MIG Ringfenced application was submitted to the Department of Sport, Arts and Culture on 3 April 2024. (April 2024)	[D193] Director Community Services: None required. (April 2024)	2	2	4	B
A customer centred approach to everything	Ensure good governance	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	Number	4	4	[D194] Director Community Services: The procurement plan was submitted to the Community Services Committee meeting on 6 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)	[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)	[D194] Director Community Services: The Procurement plan was submitted to the Executive Mayoral Committee on 25 June 2024. (June 2024)	[D194] Director Community Services: None required. (June 2024)	4	4	4	G		
A customer centred approach to everything	Ensure good governance	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	Percentage	100%	100%	[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: All 10 outstanding complaints was completed. (October 2023)	[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)	[D195] Director Community Services: There was no complaints older than 30 days. (June 2024)	[D195] Director Community Services: None required. (June 2024)	100%	100%	117.19%	G2	
A customer centred approach to everything	Ensure good governance	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	Percentage	100%	100%	[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)	[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)	[D196] Director Community Services: The description and status of what each capital project entails was submitted to the Executive Mayoral Committee meeting on 16 July 2024. (June 2024)	[D196] Director Community Services: None required. (June 2024)	100%	100%	100%	G		

Provide a transparent and corruption free municipality	Ensure good governance	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	Number	1	1			[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)			[D197] Director Community Services: The Risk Registers and action plans was updated by the Risk Champions. (June 2024)	[D197] Director Community Services: None required. (June 2024)	1	1	1	G
To budget strategically	Strengthen Financial Sustainability	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	Percentage	95%	95%			[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)	[D198] Director Community Services: The Directorate has 52 projects in total, of which 48 have already been completed. (June 2024)	[D198] Director Community Services: In future we will adhere to the due dates on the Procurement Plan. We will also ensure that the planning & design are done in a preceding financial year, so that the procurement for construction can occur earlier in a given financial year. (June 2024)	95%	95%	92.31%	O
To budget strategically	Strengthen Financial Sustainability	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	Percentage	100%	100%	[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)	[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)	[D199] Director Community Services: An item regards to the veriments was submitted to the Executive Mayoral Committee on 25 June 2024. (June 2024)	[D199] Director Community Services: None required. (June 2024)	100%	100%	100%	G

Summary of Results: Community Services			
N/A	KPI Not Yet Applicable		0
R	KPI Not Met		1
O	KPI Almost Met		3
G	KPI Met		8
G2	KPI Well Met		4
B	KPI Extremely Well Met		2
Total KPIs:			18

Technical Services

Strategic Objective	Strategic Goal	KPI Name	Description of Unit of Measurement	Baseline	Source of Evidence	Calculation Type	Target Type	Original Annual Target	Revised Annual Target	Quarter ending September 2023		Quarter ending December 2023		Quarter ending March 2024		Quarter ending June 2024		Overall Performance for Quarter ending September 2023 to Quarter ending June 2024			
										Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Performance Comment	Corrective Measures	Original Target	Target	Actual	R
To develop and provide sustainable bulk infrastructure within the climate change risks	Sustainable Service Delivery	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 x 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 x 100)	12%	Relevant note in Annual Financial Statements for the year ended 30 June 2022	Reverse Last Value	Percentage	12%	12%							[D139] Director: Technical Services: Target was 15% over the last three (3) years and with the previous years installation of smart meters, the meter reading produced positive results. (June 2024)	[D139] Director: Technical Services: Continuous installation and reading of meters by Finance Department. (June 2024)	12%	12%	12.10%	R
To develop and provide sustainable bulk infrastructure within the climate change risks	Sustainable Service Delivery	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	Percentage	10%	10%							[D140] Director: Technical Services: Target was 15% over the last three (3) years and with the previous years installation of electricity. The meter reading produced positive results (June 2024)	[D140] Director: Technical Services: Continuous installation and reading of Electricity by Finance Department (June 2024)	10%	10%	12.17%	R
To develop and provide sustainable bulk infrastructure within the climate change risks	Sustainable Service Delivery	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	Percentage	95%	95%			[D141] Director: Technical Services: Target exceeded (December 2023)	[D141] Director: Technical Services: N/A (December 2023)	[D141] Director: Technical Services: Expenditure R7 572 492 and Allocation R15 437 000. (March 2024)	[D141] Director: Technical Services: Expenditure plan was drafted to ensure expenditure is obtained by June 2024 (March 2024)	[D141] Director: Technical Services: Finance neglected to register the contract on CIDB which resulted in re-advertisement and the delay in the roll out of the project (June 2024)	[D141] Director: Technical Services: Registration was done afterwards (June 2024)	95%	95%	83.90%	O
Maintain existing bulk infrastructure and services	Sustainable Service Delivery	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%	Annual submissions of claims to Department of Public Works before 30 June 2023	Last Value	Percentage	95%	95%					[D142] Director: Technical Services: R141 411 received against the R140 000 available budget (March 2024)	[D142] Director: Technical Services: None (March 2024)	[D142] Director: Technical Services: R141 411 received against the R140 000 available budget (June 2024)		95%	95%	101%	G2
To develop and provide sustainable bulk infrastructure within the climate change risks	Sustainable Service Delivery	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	Percentage	95%	95%	[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)	[D143] Director: Technical Services: Capital Budget R 90142121 and Expenditure R 53655021.86. (March 2024)	[D143] Director: Technical Services: We will ensure that all funding will be fully expended by June 2024. (March 2024)	[D143] Director: Technical Services: Capital Budget R 93444690 and Expenditure R 88413260.68 (June 2024)		95%	95%	95%	G
To budget strategically	Strengthen Financial Sustainability	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	Number	11	11	[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)	[D144] Director: Technical Services: Achieved (March 2024)	[D144] Director: Technical Services: None (March 2024)	[D144] Director: Technical Services: The Procurement Plan was submitted to the Technical Portfolio Committee on 11 April 202, 09 May 2024 and the Executive Mayoral Committee meeting that took place on the 16 July 2024. (June 2024)		11	11	11	G
Conserve and manage the natural environment and mitigate the impacts of climate change	Sustainable Service Delivery	Conduct 2 public awareness initiatives on recycling to reduce households waste	Number of awareness initiatives	2	Pamphlets & notices distributed	Accumulative	Number	2	2			[D145] Director: Technical Services: Target achieved (December 2023)	[D145] Director: Technical Services: N/A (December 2023)			[D145] Director: Technical Services: Three (3) awareness initiatives done (June 2024)	[D145] Director: Technical Services: None (June 2024)	2	2	4	B

Conserve and manage the natural environment and mitigate the impacts of climate change	Sustainable Service Delivery	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	Percentage	95%	95%			[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)			[D146] Director: Technical Services: Target not met (June 2024)	[D146] Director: Technical Services: Pletberg WTW has been struggling to keep water at a constant rate for the last year. So there are upgrades at the works to improve the quality. This will ensure that the average for Bergrivier Municipality rises above 95% (June 2024)	95%	95%	92.29%	O
To develop and provide sustainable bulk infrastructure within the climate change risks	Sustainable Service Delivery	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	Percentage	100%	100%							[D147] Director: Technical Services: No application was received (June 2024)	[D147] Director: Technical Services: None (June 2024)	100%	100%	100%	G
A customer centred approach to everything	Ensure good governance	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	Percentage	100%	100%	[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)	[D148] Director: Technical Services: Target achieved (March 2024)	[D148] Director: Technical Services: None (March 2024)	[D148] Director: Technical Services: All complaints registered on IMIS was attended to within the Directorate based on the clients service charter. (June 2024)		100%	100%	100%	G
Source alternative sources of energy in the context of the national electricity provision	Sustainable Service Delivery	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	Number	1	1	[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
Maintain existing bulk infrastructure and services	Sustainable Service Delivery	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	Number	7	7							[D150] Director: Technical Services: SOP'S was submitted to the Technical and Mayoral Committee on the 07 May 2024 (June 2024)		7	7	7	G
To create an efficient, effective, economic and accountable administration	Ensure good governance	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	Percentage	100%	100%							[D151] Director: Technical Services: All performance plans accessible on the system was done. (June 2024)	[D151] Director: Technical Services: None (June 2024)	100%	100%	100%	G
To provide a transparent, ethical and corruption free municipality	Strengthen Financial Sustainability and further enhance Good Governance	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	Percentage	100%	100%	[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)	[D152] Director: Technical Services: Achieved (March 2024)	[D152] Director: Technical Services: None (March 2024)	[D152] Director: Technical Services: Quarterly reports was submitted to Portfolio Committee (June 2024)		100%	100%	100%	G
Accountable leadership supported by professional and skilled administration	Ensure good governance	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	Number	1	1	[D153] Director: Technical Services: Report submitted to Portfolio Committee (September 2023)	[D153] Director: Technical Services: None (September 2023)							1	1	1	G
Provide a transparent and corruption free municipality	Ensure good governance	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	Number	1	1			[D154] Director: Technical Services: Target achieved (December 2023)	[D154] Director: Technical Services: N/A (December 2023)			[D154] Director: Technical Services: Risk registers, action plans received and updated (June 2024)		1	1	1	G
To budget strategically	Strengthen Financial Sustainability	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	Percentage	95%	95%			[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)	[D155] Director: Technical Services: Target achieved (June 2024)	[D155] Director: Technical Services: None (June 2024)	95%	95%	95%	G
To budget strategically	Strengthen Financial Sustainability	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	Percentage	100%	100%	[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)	[D156] Director: Technical Services: Achieved (March 2024)	[D156] Director: Technical Services: None (March 2024)	[D156] Director: Technical Services: Virement Policy is implemented and reports submitted to the Technical Services Portfolio Committees that took place on 11 April 2024, 09 May 2024 and the Executive Mayoral Committee meeting of 16 July 2024 (June 2024)		100%	100%	100%	G

Summary of Results: Technical Services	
N/A	KPI Not Yet Applicable
R	KPI Not Met
O	KPI Almost Met
G	KPI Met
G2	KPI Well Met
B	KPI Extremely Well Met
<b>Total KPIs:</b>	

Overall Summary of Results	
N/A	KPI Not Yet Applicable
R	KPI Not Met
O	KPI Almost Met
G	KPI Met
G2	KPI Well Met
B	KPI Extremely Well Met
<b>Total KPIs:</b>	

