

**MIDVAAL LOCAL MUNICIPALITY  
PERFORMANCE MANAGEMENT SYSTEM**

(LOCAL GOVERNMENT: PERFORMANCE REGULATIONS – GOVERNMENT GAZETTE 29089 DATED 1 AUGUST 2006)

**EXECUTIVE DIRECTOR: CORPORATE SERVICES: MR. T.W. PEETERS**

**PERIOD: 1 JULY 2009 – 30 JUNE 2010**

**2009/2010**

KEY PERFORMANCE AREAS (KPA) – 80 %								
KEY PERFORMANCE AREA	WEIGHTING	KEY PERFORMANCE INDICATOR	TARGET & TIME-FRAME	RATING PER QUARTER				PROGRESS QUARTERLY REPORT PERIOD:
				1	2	3	4	
<b>KPA 1: TOTAL WEIGHT</b>	<b>20</b>							
<b>KPA 1 Basic Service Delivery</b>	<b>5</b>	1.1 Service Delivery & Budget Implementation Plan monitoring and execution	1.1 Quarterly reporting to Mayo-ral Committee on % expen-diture and progress on acti-vities, submitted into repor-ting cycle within:  6 weeks = 5 7 weeks = 4 8 weeks = 3					

<b>1.2 Complaints System</b>	<b>3</b>	1.2. Adjustment to current system implemented	1.2.1 Mayoral Committee to discuss and submit envisaged changes to head of department to be documented by 30 Jul 2009 = 3  1.2.2 Changes effected on system and functional by 30 Sept 2009 = 4  1.2.3 Monthly reporting to Mayoral Committee on complaints received = 5					
<b>1.3 Public Complaints</b>	<b>4</b>	1.3 Managing of public complaints received	1.3 Departmental complaints received from Helpdesk to be responded to and returned within, average to be achieved:  10 working days = 5 12 working days = 4 15 working days = 3					

1.4 Resolution Register	4	1.4 Execution and implementation of Council resolutions monthly documented (Register updated and instructions distributed) and monitored	<p>1.4.1 Minutes signed off by Speaker within 5 working days after approval</p> <p>1.4.2 Updated Resolution Register monthly signed off by Head of Department and Municipal Manager</p> <p>1.4.3 Resolutions not executed within 3 months reported to Municipal Manager, before the 15<sup>th</sup> of the following quarter, for intervention</p> <p>Targets achieved:</p> <p>1.4.3 &amp; 1.4.2 &amp; 1.4.1 = 5  1.4.3 &amp; 1.4.2 = 4  1.4.3 = 3</p>					
1.5 Contract Register	4	1.5 Council's contract register monthly maintained	<p>1.5.1 Register 100 % updated by 30 Sept 2009</p> <p>1.5.2 Register monthly signed off by Head of Department and Municipal Manager</p> <p>1.5.3 Quarterly reporting to Heads of Department</p> <p>Targets achieved:</p> <p>1.5.1 &amp; 1.5.2 &amp; 1.5.3 = 5  1.5.1 &amp; 1.5.2 = 4  1.5.1 = 3</p>					
<b>KPA 2: TOTAL WEIGHT</b>	<b>15</b>							

<b>KPA 2 Municipal Institutional Development &amp; Transfor- mation</b>	<b>3</b>	<b>2.1</b> Staff turnover due to re- signations maintained	<b>2.1</b> Voluntary resignations with-in department to be limited to encourage career pathing and transfer of skills for cur-rent financial year. Job levels 1 – 6 maintain below:  2 officials = 5 3 officials = 4 5 officials = 3					
<b>2.2 Training (Skills Deve- lopment)</b>	<b>4</b>	<b>2.2</b> Training of departmental staff to comply with Sec-tion 83 of the MFMA	<b>2.2</b> Determine backlog baseline of number of staff members not compliant.  Percentage of staff enrolled or in process to address identified need, by 30 June 2010:  50 % = 5 40 % = 4 30 % = 3					
<b>2.3 Disciplinary Action</b>	<b>3</b>	<b>2.3</b> Effective, fair and consis-tent disciplinary actions to be instituted where necessary	<b>2.3</b> Submit request for discipli-nary action, after date of in-cident to Management Ser-vices, including the details of the prosecutor within (exclu-ding externalized proces-ses):  3 weeks = 5 4 weeks = 4 6 weeks = 3					

<b>2.4 Performance Management System &amp; Service Delivery &amp; Budget Implementation Plans</b>	<b>2</b>	2.4.1 Service Delivery & Budget Implementation Plans compiled as stipulated by legislation	2.4.1 Draft SDBIP's included in budget for approval by:  4 March 2010 = 5 11 March 2010 = 4 31 March 2010 = 3					
	<b>3</b>	2.4.2 Performance Management System (PMS) aligned to the IDP, KPA's and KPI's developed and submitted to the Executive Mayor as stipulated by legislation	2.4.2 Performance Agreements drafted and submitted to Council for approval by:  30 May 2010 = 5 30 June 2010 = 4 31 July 2010 = 3					
<b>KPA 4: TOTAL WEIGHT</b>	<b>14</b>							

<b>KPA 4 Municipal Financial Viability &amp; Management</b>	<b>3</b>	4.1 Infrastructure for service delivery is maintained and improved	4.1.1 % Expenditure of approved capital by 30 June 2010  <b>Capital</b>  90 % = 5 85 % = 4 80 % = 3					<b>CAPITAL</b>	
								<b>Budget: Corp</b>	<b>R290 000.00</b>
								<b>Revised</b>	
								<b>1<sup>st</sup> Quarter</b>	
								Projection	
								Actual YTD	
								% Expenditure	
								<b>2<sup>nd</sup> Quarter</b>	
								Projection	
								Actual YTD	
								% Expenditure	
								<b>3<sup>rd</sup> Quarter</b>	
								Projection	
								Actual YTD	
								% Expenditure	
								<b>4<sup>th</sup> Quarter</b>	
								Projection	
Actual YTD									
% Expenditure									

	4		4.1.2 % Income generated by 30 June 2010					<b>INCOME</b>	
								<b>Budget</b>	<b>R2 232 113.00</b>
								<b>Revised</b>	
								<b>1<sup>st</sup> Quarter</b>	
								Projection	
								Actual YTD:	
								% Expenditure	
								<b>2<sup>nd</sup> Quarter</b>	
								Projection	
								Actual YTD:	
								% Expenditure	
								<b>3<sup>rd</sup> Quarter</b>	
								Projection	
								Actual YTD:	
								% Expenditure	
								<b>4<sup>th</sup> Quarter</b>	
								Projection	
								Actual YTD:	
								% Expenditure	

	3		<p>4.1.3 % Expenditure of approved service delivery focussed operational funding by 30 June 2010</p> <p><b>Operational</b></p> <p>90 % = 5 85 % = 4 80 % = 3</p>					<table border="1"> <thead> <tr> <th colspan="2">OPERATIONAL</th> </tr> </thead> <tbody> <tr> <td><b>Budget</b></td> <td><b>R29 524 688.00</b></td> </tr> <tr> <td><b>Revised</b></td> <td></td> </tr> <tr> <th colspan="2">1<sup>st</sup> Quarter</th> </tr> <tr> <td>Projection</td> <td></td> </tr> <tr> <td>Actual YTD:</td> <td></td> </tr> <tr> <td>% Expenditure</td> <td></td> </tr> <tr> <th colspan="2">2<sup>nd</sup> Quarter</th> </tr> <tr> <td>Projection</td> <td></td> </tr> <tr> <td>Actual YTD:</td> <td></td> </tr> <tr> <td>% Expenditure</td> <td></td> </tr> <tr> <th colspan="2">3<sup>rd</sup> Quarter</th> </tr> <tr> <td>Projection</td> <td></td> </tr> <tr> <td>Actual YTD:</td> <td></td> </tr> <tr> <td>% Expenditure</td> <td></td> </tr> <tr> <th colspan="2">4<sup>th</sup> Quarter</th> </tr> <tr> <td>Projection</td> <td></td> </tr> <tr> <td>Actual YTD:</td> <td></td> </tr> <tr> <td>% Expenditure</td> <td></td> </tr> </tbody> </table>	OPERATIONAL		<b>Budget</b>	<b>R29 524 688.00</b>	<b>Revised</b>		1 <sup>st</sup> Quarter		Projection		Actual YTD:		% Expenditure		2 <sup>nd</sup> Quarter		Projection		Actual YTD:		% Expenditure		3 <sup>rd</sup> Quarter		Projection		Actual YTD:		% Expenditure		4 <sup>th</sup> Quarter		Projection		Actual YTD:		% Expenditure	
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4.2 New Entrance	4	4.2 Finish the new entrance according to the plan approved by the Mayoral Committee and budget reallocation	<p>4.2 Project completed by:</p> <p>28 Febr 2010 = 5 31 March 2010 = 4 30 April 2010 = 3</p>																																											

KPA 5: TOTAL WEIGHT		16					
<b>KPA 5 Good Governance &amp; Public Participation</b>							
<b>5.1 Ward Committees</b>	<b>5</b>	5.1 Functioning of ward committees	5.1 Ward Committee meetings held as per approved year plan as contained in the SDBIP: Amount of Ward Committees functioning or dysfunction reported to Speaker for corrective steps:  9 = 5 8 = 4 7 = 3				
<b>5.2 Audit Committee</b>	<b>5</b>	5.2 Performance & Audit Committee functional	5.2 Quarterly meetings:  Report submitted to Mayoral Committee = 5 Minutes distributed = 4 Convened = 3				
<b>5.3 Website</b>	<b>2</b>	5.3 Revamp website	5.3.1 Revamped website according to Mayoral Committee requirements operational by:  30 Oct 2009 = 5 30 Nov 2009 = 4 31 Dec 2009 = 3				

	2		<p>5.3.2 In-house staff trained to be able to maintain website by:</p> <p>30 Jan 2010 = 5  28 Febr 2010 = 4  31 March 2010 = 3</p>					
	2		<p>5.3.3 Maintenance of website according to need/request and legislative checklist signed off by Head of De-partment and Municipal Manager as required or after Tuesday planning meetings done within:</p> <p>3 working days = 5  4 working days = 4  5 working days = 3</p>					
<b>CORE MANAGERIAL COMPETENCIES – 20 %</b>								

1. Strategic Capability and leadership	5	Determines and articulates the vision, sets the direction for the organisation and / or unit and inspires others to deliver on the organisational mandate	<b>Generic Standard for “Fully Effective” Performance</b> <ol style="list-style-type: none"> <li>1. Gives direction to team in realising the organisation’s strategic objectives;</li> <li>2. Creates and secures commitment to a clear vision;</li> <li>3. Develops detailed action plans to execute strategic initiatives;</li> <li>4. Achieves strategic objectives;</li> <li>5. Translates strategies into action plans;</li> <li>6. Inspires staff with own behaviour – “walks the talk”;</li> <li>7. Is visible, approachable and earns respect;</li> <li>8. Manages and calculates risks;</li> <li>9. Communicates strategic plan to the organisation;</li> <li>10. Utilises strategic planning methods and tools;</li> <li>11. Inspires and shows loyalty</li> </ol>					
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2. People Management & Empowerment	5	Manages and encourages people, optimises their out-puts and effectively manages relationships in order to achieve organisational goals	<ol style="list-style-type: none"> <li>1. Seeks opportunities to increase personal contribution and level of responsibility;</li> <li>2. Supports and respects the individuality of others and recognises the benefits of diversity of ideas and approaches;</li> <li>3. Delegates and empowers others to increase contribution and level of responsibility;</li> <li>4. Applies labour and employment legislation and regulations consistently;</li> <li>5. Facilitates team goal setting and problem solving;</li> <li>6. Deals with labour matters;</li> <li>7. Displays personal interest in the well-being of colleagues;</li> <li>8. Able to manage own time as well as time of colleagues and other stakeholders; and</li> <li>9. Manages conflict.</li> </ol>					
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3. Customer Orientation & Client Focus	5	Understand the service needs of clients, customers (internal and external) and actively focuses on anticipating, meeting and exceeding the needs in a timely and appropriate manner	<ol style="list-style-type: none"> <li>1. Understand the range of clients to be served;</li> <li>2. Follows through on client enquiries, requests, and complaints in a timely manner;</li> <li>3. Advises clients about status of issue or progress of projects;</li> <li>4. Maintains clear communication with clients regarding mutual expectations and monitors client satisfaction;</li> <li>5. Ensures professional and courteous service;</li> <li>6. Makes clients and their needs a primary focus of actions;</li> <li>7. Supports others to take personal responsibility to deliver excellent customer service;</li> <li>8. Effectively represents the needs and interests of the client;</li> <li>9. Aligns the organisational structure and management processes to support the client vision;</li> </ol>					
5. Financial Management	2	Maximises the organisations' business sense and displays a sound business understanding in applying the most effective management practices to achieve organisational financing goals and objectives	<ol style="list-style-type: none"> <li>1. Sets strategic direction in the allocation of funding based on the utilization of cost-benefit thinking to established business priorities;</li> <li>2. Manages and monitors financial risk;</li> <li>3. Continuously looks for new opportunities to obtain and save funds;</li> <li>4. Understand, analyses and monitors financial reports;</li> <li>5. Ensures effective utilisation of financial resources;</li> <li>6. Prepares own budget in line with the strategic objectives of the organisation;</li> <li>7. Allocates resources according to supply chain management objectives and requirements.</li> </ol>					

6. Service Delivery Innovation	3	Demonstrates ability to identify and seek potential sources of new ideas to enhance service delivery	<ol style="list-style-type: none"> <li>1. Consults on ways to improve delivery of services;</li> <li>2. Communicates the benefits of service delivery opportunities to stakeholders;</li> <li>3. Formulates and implements new ideas in service delivery;</li> <li>4. Consults and utilises SDI best practices; Integrates processes, policies and structures across the organisation to achieve improved effectiveness and efficiency in service delivery.</li> </ol>					
				<b>PERFORMANCE</b>				
				1st Q	2nd Q	3rd Q	4th Q	
<b>TOTAL</b>	<b>100</b>							

**Accepted and Agreed:**

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**MR. T.W. PEETERS**  
**EXECUTIVE DIRECTOR: CORPORATE SERVICES**

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**MR. A.S.A. DE KLERK**  
**MUNICIPAL MANAGER**

\_\_\_\_\_  
**CLLR. P.D. HUTCHESON**  
**MMC: SUPPORT SERVICES**

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**DATE**

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