



Midvaal Local Municipality
Contact Details
PO Box 9, Meyerton, 1960
Tel: 016-360-7400
Fax: 016-360-7519
www.midvaal.gov.za

PERFORMANCE MANAGEMENT SYSTEM

In terms of the

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

&

LOCAL GOVERNMENT: MUNICIPAL SYSTEMS ACT, ACT 32 OF 2000 (SECTIONS 57(1)(b), (2), (4) & (5))



EXECUTIVE DIRECTOR: SOCIAL SERVICES

Mr. S.M. Mosidi

1 JULY 2012 – 30 JUNE 2013



SECTION A: KEY PERFORMANCE AREAS (80)

KEY PERFORMANCE AREA linked with the IDP (Strategic Focus Areas)	WEIGHTING	KEY PERFORMANCE INDICATOR (MEASURABLE PERFORMANCE OBJECTIVE)	TARGET	PROGRESS QUARTERLY REPORT PERIOD:	RATING PER QUARTER				
					1	2	3	4	TOT
KEY PERFORMANCE AREA 1 – MUNICIPAL TRANSFORMATION & ORGANISATIONAL DEVELOPMENT									
1.1 Resignations Promote a high staff retention rate IDP: Strategic Focus Area 8B.5	2	Staff turnover due to resignations maintained. Voluntary resignations within department to be limited to encourage career pathing and transfer of skills for current financial year	Number of voluntary resignations on job levels 1 – 6 to be maintained below: None – 1 official = 5 2 officials = 4 3 officials = 3						
1.2 Disciplinary Action Ensure an efficient, effective, transparent & accountable local municipality IDP: Strategic Focus Area 8B.1	2	Institute effective, fair and consistent disciplinary actions, where necessary	Turn-around time to submit request for disciplinary action after date of incident to Human Resources, including the details of the prosecutor (excluding externalised processes) within: 3 weeks = 5 4 weeks = 4 6 weeks = 3						
1.3 Occupational Health & Safety Promote safety awareness and training	2	Ensure legislative compliance to the Occupational Health & Safety Act, Act 85 of 1993	1. Attend quarterly Central Safety Committee Meeting = 3						

IDP: Strategic Focus Area 7A.6			2. Execution of quarterly Central Safety Committee resolutions, received from Human Resources in writing, within 15 working days after receipt = 4						
			3. Execution of quarterly Central Safety Committee resolutions, received from Management Services in writing, within 10 working days after receipt = 5						
1.4 Probation Reports Monitor and report on the performance of newly appointed staff to ensure they are fit for the post IDP: Strategic Focus Area 8B.1	2	Ensure legislative compliance to the Conditions of Services	Turn-around time to return monthly completed probation reports, received from Human Resources, before the: 10 th working day of the following month = 5 11 th working day of the following month = 4 12 th working day of the following month = 3						
1.5 New appointments Promote the appointment of local residents on job levels 7 – 13 IDP: Strategic Focus Area 8F.1	3	New appointments made living in Midvaal as from 1 July 2012	% New appointments made: 100 % on levels 7 – 13 = 5 80 % on levels 7 – 13 = 4 50 % on levels 7 – 13 = 3						
KPA 1: TOTAL WEIGHT									

KEY PERFORMANCE AREA 2 – INFRASTRUCTURE DEVELOPMENT & SERVICE DELIVERY

<p>2.1 <u>Service Delivery & Budget Implementation Plan</u> Enforcement of legislation and by-laws</p> <p>IDP: Strategic Focus Area 1A.11</p>	<p align="center">5</p>	<p>Service Delivery & Budget Implementation Plan monitoring, execution and reporting on:</p> <ul style="list-style-type: none"> ▪ % expenditure on capital, income and expenditure budget; ▪ Progress on service delivery targets; ▪ Contents of report discussed during evaluations. 	<p>Turn-around time to submit quarterly report to Mayoral Committee into the reporting cycle, within:</p> <p>4 weeks = 5 5 weeks = 4 6 weeks = 3</p>						
<p>2.2 <u>Complaints Finalisation</u> Maintain and monitor turn-around times of complaints</p> <p>IDP: Strategic Focus Area 8C.2</p>	<p align="center">2</p>	<p>Attend to departmental public complaints received via Helpdesk by:</p> <ul style="list-style-type: none"> ✓ Acknowledge Receipt; ✓ Appropriate attention received; ✓ Returned to Helpdesk; within (average to be achieved); ✓ Feedback given to complainant. 	<p>Average number of days allowed to finalise a complaint:</p> <p>6 working days = 5 8 working days = 4 10 working days = 3</p>						
<p>2.3 <u>Primary Health Care (PHC) – Waiting Times</u> Facilitate the provision of health care services</p> <p>IDP: Strategic Focus Area 6A.6</p>	<p align="center">2</p>	<p>Improved quality of primary health care services by monitoring waiting times at primary health care facilities (Norm for Gauteng Health Department (GHD) = 3 hours)</p>	<p>Waiting times maintained at:</p> <p>Less than 2 hours = 5 Less than 3 hours = 4 Maintained on 3 hours = 3</p>						

<p>2.4 Family planning programmes Facilitate the provision of health care services</p> <p>IDP: Strategic Focus Area 6A.6</p>	2	<p>Increase access to family programs in Midvaal</p> <p>Baseline:</p>	<p>% increase in number of patients attended to:</p> <p>10 % = 5 8 % = 4 5 % = 3</p>						
<p>2.5 Tuberculosis (TB) Facilitate the provision of health care services</p> <p>IDP: Strategic Focus Area 6A.6</p>	1	<p>Improved Tuberculosis (TB) outreach awareness programs in vulnerable communities/businesses</p>	<p>Number of outreach Tuberculosis programs for the financial year:</p> <p>4 = 5 3 = 4 1 or 2 = 3</p>						
<p>2.6 HIV/AIDS – Midvaal Aids Council & Inter-sectoral Meetings Promote HIV awareness & planning</p> <p>IDP: Strategic Focus Area 6B.4</p>	1	<p>Improve intersectoral/community approach to reduce mobility and mortality of HIV/AIDS by conducting:</p> <ul style="list-style-type: none"> • Midvaal Aids Council meetings; and • Midvaal Inter-sectoral Meetings 	<p>One Midvaal Aids Council meeting held quarterly; and</p> <p>Number of Midvaal Inter-sectoral Meeting functional and meetings held per annum:</p> <p>9+ meetings = 5 7 - 8 meetings = 4 5 - 6 meetings = 3</p>						
<p>2.7 HIV/AIDS – Education & Awareness Campaigns Promote HIV awareness & planning</p> <p>IDP: Strategic Focus Area 6B.4</p>	2	<p>Conduct education and awareness campaigns to reduce mobility and mortality of HIV/AIDS</p>	<p>Number of campaigns conducted per annum:</p> <p>6 campaigns = 5 5 campaigns = 4 4 campaigns = 3</p>						

<p>2.8 ARV Roll-out Plan Promote HIV awareness & planning</p> <p>IDP: Strategic Focus Area 6B.4</p>	2	<p>Implement Anti-Retroviral (ARV) Roll-out Plan to increase clients receiving anti-retroviral treatment</p> <p>Baseline:</p>	<p>% Quarterly increase of clients on anti-retroviral treatment:</p> <p>10 % increase = 5 8 % increase = 4 5 % increase = 3</p>						
<p>2.9 Voluntary Counselling & Testing Promote HIV awareness & planning</p> <p>IDP: Strategic Focus Area 6B.4</p>	2	<p>Improvement on prevention of HIV/AIDS by increasing the voluntary counselling and testing (HCT – HIV/AIDS Counselling & Testing)</p> <p>Baseline:</p>	<p>% Quarterly increase in the uptake on voluntary counselling and testing:</p> <p>10 % increase = 5 8 % increase = 4 5 % increase = 3</p>						
<p>2.10 Social Development - Indigent Applications (New) Indigent Policy</p> <p>IDP: Strategic Focus Area 6B.4</p>	2	<p>Implement poverty alleviation measures by increasing access to indigent grants, education and awareness on indigent registration</p>	<p>Turn-around time for new indigent applications received from the Department: Finance Services maintained within:</p> <p>6 week = 5 8 weeks = 4 10 weeks = 3</p>						
<p>2.11 Social Development – Indigent Applications (Approved) Indigent Policy</p> <p>IDP: Strategic Focus Area 6B.4</p>	2	<p>Increase in new indigent applications approved by the Indigent Screening Committee</p> <p>Baseline:</p>	<p>% Increase in approved indigent applications (quarterly reviewed) by 30 Jun 2013:</p> <p>120 % = 5 110 % = 4 100 % = 3</p>						

<p>2.12 <u>Informal Crèches</u> Protection of children, disabled and elderly</p> <p>IDP: Strategic Focus Area 6B.5</p>	2	<p>Co-ordinating adherence to minimum health requirements at listed informal crèches, by conducting inspections to ensure compliance are met</p> <p>Database:</p>	<p>Turn-around to conduct inspections at all listed facilities:</p> <p>Once a month = 5 6 weekly = 4 8 weekly = 3</p>						
<p>2.13 <u>Industrial Premises</u> Environmental Enforcement</p> <p>IDP: Strategic Focus Area 6A.1</p>	2	<p>Co-ordinating adherence to minimum environmental health legislation, at listed industrial premises, by conducting inspections in the Midvaal area, to ensure compliance are met</p> <p>Database:</p>	<p>Number of facilities inspected on a monthly basis:</p> <p>40 = 5 30 = 4 20 = 3</p>						
<p>2.14 <u>Land Use Applications</u> Maintain good turn-around times on land use applications and building plans</p> <p>IDP: Strategic Focus Area 1A.10</p>	1	<p>Average turnaround time for providing comments on land use application measured from date of receipt from Development & Planning to date of return per memorandum</p>	<p>Turnaround time maintained on:</p> <p>3 weeks = 5 4 weeks = 4 5 weeks = 3</p>						
<p>2.15 <u>Library Outreach Services</u> Facilitate and provide recreational facilities</p> <p>Maintain good turn-around times on land use applications and building plans</p> <p>IDP: Strategic Focus Area 6A.8</p>	2	<p>Provision of library outreach services to the following communities:</p> <ul style="list-style-type: none"> • Bantu Bonke • Alewynspoor • Lakeside; and • Mamello (Tikelo School) 	<p>Frequency to ensure services are available:</p> <p>Bi-monthly = 5 Quarterly = 4 Twice a year = 3</p>						

<p>2.16 Grass Cutting Facilitate and provide recreational facilities</p> <p>IDP: Strategic Focus Area 6A.8</p>	5	<p>Adherence to the grass cutting program with bush-cutters included:</p> <ul style="list-style-type: none"> • Own program; • Contractor. 	<p>Timely compliance with programme:</p> <p>4 weekly = 5 5 weekly = 4 6 weekly = 3</p>						
<p>2.17 Vehicle Management: Parks Section Asset Management</p> <p>IDP: Strategic Focus Area 8D.5</p>	2	<p>Ensure effective and efficient vehicle management by conducting regular vehicle inspections on all vehicles, as per the approved inspection sheet and submitting completed inspection sheets to the Fleet Co-Ordinator</p>	<p>% Inspection sheets completed and submitted to the Fleet Co-Ordinator:</p> <p>100 % = 5 80 – 100 % = 4 70 - 80 % = 3</p>						
<p>2.18 Refuse Collection Access to refuse removal</p> <p>IDP: Strategic Focus Area 2A.4</p>	3	<p>Minimum level of service for refuse collection is maintained by implementing the collection of refuse according to the program</p>	<p>% compliance to approved program:</p> <p>96 % = 5 94 % = 4 92 % = 3</p>						
<p>2.19 Illegal Dumping: Sicelo Implement proactive measures to protect the environment</p> <p>IDP: Strategic Focus Area 3A.1</p>	2	<p>Maintain minimum level of service for the prevention and management of illegal dumping in the Sicelo Informal Settlement</p>	<p>Turn-around time to render services:</p> <p>Weekly = 5 Every 7 working days = 4 Every 10 working days = 3</p>						

<p>2.20 <u>Littering & Pollution Awareness Program</u> Implement proactive measures to protect the environment</p> <p>IDP: Strategic Focus Area 3A.1</p>	1	<p>Increase awareness on littering and pollution as per awareness program for the following wards:</p> <p>Wards 5 6 8 10</p>	<p>Number of awareness campaigns conducted per ward per annum:</p> <p>4 campaigns = 5 3 campaigns = 4 2 campaigns = 3</p>														
<p>2.21 <u>Recycling Initiative</u> Promote waste recycling</p> <p>IDP: Strategic Focus Area 3A.5</p>	5	<p>Implementing a sustainable recycling collection initiative</p>	<p>Weight of recycled waste collected per annum:</p> <p>100 0001 – 200 000 kg = 5 50 0001 – 100 000 kg = 4 Less than 50 kg = 3</p>														
<p>2.22 <u>Vehicle Management: Waste Management</u> Asset Management</p> <p>IDP: Strategic Focus Area 8D.5</p>	2	<p>Ensure effective and efficient vehicle management by conducting regular vehicle inspections on all vehicles, as per the approved inspection sheet and submitting completed inspection sheets to the Fleet Co-Ordinator</p>	<p>% Inspection sheets completed and submitted to the Fleet Co-Ordinator:</p> <p>100 % = 5 80 – 100 % = 4 70 - 80 % = 3</p>														
<p>2.23 <u>Disposal Sites</u> Implement proactive measures to protect the environment & Enforcement of legislation and by-laws</p> <p>IDP: Strategic Focus Area 3A.1 1A.11</p>	2	<p>Maintaining minimum level of compliance to legislation at disposal sites according to the audit reports received from GDARD</p> <p>Baseline:</p> <table border="1" data-bbox="613 1222 925 1382"> <thead> <tr> <th>Type</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Henley-on-Klip</td> <td>75</td> </tr> <tr> <td>Walkerville</td> <td>75</td> </tr> <tr> <td>Vaal Marina</td> <td>15</td> </tr> </tbody> </table>	Type	%	Henley-on-Klip	75	Walkerville	75	Vaal Marina	15	<p>% compliance to minimum requirements:</p> <p>85 % = 5 80 % = 4 75 % = 3</p>						
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KEY PERFORMANCE AREA 4 – MUNICIPAL FINANCIAL VIABILITY & MANAGEMENT

<p>4.1 Financial Statements – Implementation of action plans (Operation clean Audit 2014) Submission of proper financial statements</p> <p>IDP: Strategic Focus Area 8D.1</p>		<p>Oversee implementation of action plans on Auditor-General's report on none financial matters and management letter</p>	<p>% successful implementation of action plans by 30 June 2013:</p> <p>70 % = 5 65 % = 4 60 % = 3</p>																																																																								
<p>4.2 Income Budget Improve budget process (Capital & Operational Budget)</p> <p>IDP: Strategic Focus Area 8D.4</p>	<p align="center">3</p>	<p>Management of approved income budget targets</p>	<p>% Income generated by 30 June 2013:</p> <p>102 % = 5 100 % = 4 99 % = 3</p> <table border="1" data-bbox="958 754 1294 1398"> <thead> <tr> <th>FUNDING SOURCE</th> <th>BUDGET</th> </tr> </thead> <tbody> <tr> <td>Summary: Clinics</td> <td align="right">5 961 328</td> </tr> <tr> <td>Summary: Libraries</td> <td align="right">9 527 600</td> </tr> <tr> <td>Membership Fees</td> <td align="right">2 600</td> </tr> <tr> <td>Department Sport Recreation Art & Culture (Operating)</td> <td align="right">2 840 000 600 000</td> </tr> <tr> <td>MIG</td> <td align="right">2 000 000</td> </tr> <tr> <td>Lakeside Library (Donation)</td> <td align="right">4 000 000</td> </tr> <tr> <td>Fines</td> <td align="right">20 000</td> </tr> <tr> <td>Lost & Damaged Library Material</td> <td align="right">5 000</td> </tr> <tr> <td>Sundry Income</td> <td align="right">60 000</td> </tr> <tr> <td>Cemeteries</td> <td align="right">500 000</td> </tr> </tbody> </table>	FUNDING SOURCE	BUDGET	Summary: Clinics	5 961 328	Summary: Libraries	9 527 600	Membership Fees	2 600	Department Sport Recreation Art & Culture (Operating)	2 840 000 600 000	MIG	2 000 000	Lakeside Library (Donation)	4 000 000	Fines	20 000	Lost & Damaged Library Material	5 000	Sundry Income	60 000	Cemeteries	500 000	<table border="1" data-bbox="1308 571 1700 1398"> <thead> <tr> <th colspan="2">INCOME</th> </tr> </thead> <tbody> <tr> <td>Budget</td> <td align="right">R55 053 238.00</td> </tr> <tr> <td>Adj Budget</td> <td></td> </tr> <tr> <th colspan="2">1st Quarter</th> </tr> <tr> <td>Projection</td> <td align="right">R13 763 309.50</td> </tr> <tr> <td>YTD: Actual</td> <td></td> </tr> <tr> <td>%</td> <td></td> </tr> <tr> <th colspan="2">2nd Quarter</th> </tr> <tr> <td>Q: Projection</td> <td align="right">R13 763 309.50</td> </tr> <tr> <td>Q: Actual</td> <td></td> </tr> <tr> <td>YTD: Actual</td> <td></td> </tr> <tr> <td>%</td> <td></td> </tr> <tr> <th colspan="2">3rd Quarter</th> </tr> <tr> <td>Q: Projection</td> <td></td> </tr> <tr> <td>Q: Actual</td> <td></td> </tr> <tr> <td>YTD: Actual</td> <td></td> </tr> <tr> <td>%</td> <td></td> </tr> <tr> <th colspan="2">4th Quarter</th> </tr> <tr> <td>Q: Projection</td> <td></td> </tr> <tr> <td>Q: Actual</td> <td></td> </tr> <tr> <td>YTD: Actual</td> <td></td> </tr> <tr> <td>%</td> <td></td> </tr> </tbody> </table>	INCOME		Budget	R55 053 238.00	Adj Budget		1 st Quarter		Projection	R13 763 309.50	YTD: Actual		%		2 nd Quarter		Q: Projection	R13 763 309.50	Q: Actual		YTD: Actual		%		3 rd Quarter		Q: Projection		Q: Actual		YTD: Actual		%		4 th Quarter		Q: Projection		Q: Actual		YTD: Actual		%						
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<p>4.4 Maintenance of Infrastructure Maintain infrastructure to provide cost effective and reliable service</p> <p>IDP: Strategic Focus Area 2D.2</p>	3	Implementation of approved capital budget, subject to CRR funding availability	<p>% Expenditure of capital budget by 30 June 2013:</p> <p>95 % = 5 90 % = 4 85 % = 3</p> <table border="1"> <thead> <tr> <th>PROJECT</th> <th>BUDGET</th> </tr> </thead> <tbody> <tr> <td colspan="2">Libraries</td> </tr> <tr> <td>Furniture & Equipment (DSACR)</td> <td>600 000</td> </tr> <tr> <td>Lakeside Library (MIG)</td> <td>2 000 000</td> </tr> <tr> <td>Lakeside Library (DSACR)</td> <td>4 000 000</td> </tr> <tr> <td>Sub-total</td> <td>R6 600 000</td> </tr> <tr> <td colspan="2">Parks</td> </tr> <tr> <td>2 x Large Chain-saws</td> <td>30 000</td> </tr> <tr> <td>1 x 3 Ton Trucks with Canopy (HP)</td> <td>400 000</td> </tr> <tr> <td>1 x 2.0 LDV</td> <td>200 000</td> </tr> <tr> <td>Compressor</td> <td>26 000</td> </tr> </tbody> </table>	PROJECT	BUDGET	Libraries		Furniture & Equipment (DSACR)	600 000	Lakeside Library (MIG)	2 000 000	Lakeside Library (DSACR)	4 000 000	Sub-total	R6 600 000	Parks		2 x Large Chain-saws	30 000	1 x 3 Ton Trucks with Canopy (HP)	400 000	1 x 2.0 LDV	200 000	Compressor	26 000	<table border="1"> <tr><td colspan="2">CAPITAL</td></tr> <tr><td>Budget</td><td>R17 676 000.00</td></tr> <tr><td>Adj Budget</td><td></td></tr> <tr><td colspan="2">1st Quarter</td></tr> <tr><td>Projection</td><td></td></tr> <tr><td>YTD: Actual</td><td></td></tr> <tr><td>%</td><td></td></tr> <tr><td colspan="2">2nd Quarter</td></tr> <tr><td>Projection</td><td></td></tr> <tr><td>YTD: Actual</td><td></td></tr> <tr><td>%</td><td></td></tr> <tr><td colspan="2">3rd Quarter</td></tr> <tr><td>Projection</td><td></td></tr> <tr><td>YTD: Actual</td><td></td></tr> <tr><td>%</td><td></td></tr> <tr><td colspan="2">4th Quarter</td></tr> <tr><td>Projection</td><td></td></tr> <tr><td>YTD: Actual</td><td></td></tr> <tr><td>%</td><td></td></tr> </table>	CAPITAL		Budget	R17 676 000.00	Adj Budget		1st Quarter		Projection		YTD: Actual		%		2nd Quarter		Projection		YTD: Actual		%		3rd Quarter		Projection		YTD: Actual		%		4th Quarter		Projection		YTD: Actual		%					
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SECTION B: CORE MANAGERIAL COMPETENCIES (20)

<p>1. <u>Strategic Capability and leadership</u> Efficient, effective, transparent and accountable local municipality</p> <p>IDP: Strategic Focus Area 8B.</p>	<p align="center">5</p>	<p>Determines and articulates the vision, sets the direction for the organisation and / or unit and inspires others to deliver on the organisational mandate</p>	<p>Generic Standard for “Fully Effective” Performance</p> <ol style="list-style-type: none"> 1. Gives direction to team in realising the organisation’s strategic objectives; 2. Creates and secures commitment to a clear vision; 3. Develops detailed action plans to execute strategic initiatives; 4. Achieves strategic objectives; 5. Translates strategies into action plans; 6. Inspires staff with own behaviour – “walks the talk”; 7. Is visible, approachable and earns respect; 8. Manages and calculates risks; 9. Communicates strategic plan to the organisation; 10. Utilises strategic planning methods and tools; 11. Inspires and shows loyalty 						
<p>2. <u>People Management & Empowerment</u> Efficient, effective, transparent and accountable local municipality</p> <p>IDP: Strategic Focus Area 8B & 8C.</p>	<p align="center">5</p>	<p>Manages and encourages people, optimises their outputs and effectively manages relationships in order to achieve organisational goals</p>	<ol style="list-style-type: none"> 1. Seeks opportunities to increase personal contribution and level of responsibility; 2. Supports and respects the individuality of others and recognises the benefits of diversity of ideas and approaches; 3. Delegates and empowers others to increase contribution and level of responsibility; 4. Applies labour and employment legislation and regulations consistently; 5. Facilitates team goal setting and problem solving; 6. Deals with labour matters; 7. Displays personal interest in the well-being of col- 						

			<p>leagues;</p> <p>8. Able to manage own time as well as time of colleagues and other stakeholders; and</p> <p>9. Manages conflict.</p>						
<p>3. <u>Customer Orientation & Client Focus</u> Efficient, effective, transparent and accountable local municipality</p> <p>IDP: Strategic Focus Area 8A, 8B & 8C.</p>	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	<p>1. Understand the range of clients to be served;</p> <p>2. Follows through on client enquiries, requests, and complaints in a timely manner;</p> <p>3. Advises clients about status of issue or progress of projects;</p> <p>4. Maintains clear communication with clients regarding mutual expectations and monitors client satisfaction;</p> <p>5. Ensures professional and courteous service;</p> <p>6. Makes clients and their needs a primary focus of actions;</p> <p>7. Supports others to take personal responsibility to deliver excellent customer service;</p> <p>8. Effectively represents the needs and interests of the client;</p> <p>9. Aligns the organisational structure and management processes to support the client vision;</p>						
<p>4. <u>Financial Management</u> Efficient, effective, transparent and accountable local municipality</p> <p>IDP: Strategic Focus Area 8D.</p>	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	<p>1. Sets strategic direction in the allocation of funding based on the utilization of cost-benefit thinking to established business priorities;</p> <p>2. Manages and monitors financial risk;</p> <p>3. Continuously looks for new opportunities to obtain and save funds;</p> <p>4. Understand, analyses and monitors financial reports;</p>						

			5. Ensures effective utilisation of financial resources; 6. Prepares own budget in line with the strategic objectives of the organisation; 7. Allocates resources according to supply chain management objectives and requirements.								
5. Service Delivery Innovation Efficient, effective, transparent and accountable local municipality IDP: Strategic Focus Area 8G.	3	Demonstrates ability to identify and seek potential sources of new ideas to enhance service delivery	1. Consults on ways to improve delivery of services; 2. Communicates the benefits of service delivery opportunities to stakeholders; 3. Formulates and implements new ideas in service delivery; 4. Consults and utilises SDI best practices; Integrates processes, policies and structures across the organisation to achieve improved effectiveness and efficiency in service delivery.								
Sub-Total	20										
TOTAL	100										
EVALUATION RESULTS											
1st QUARTER			2nd QUARTER			3rd QUARTER			4th QUARTER		
	WEIGHTING	SCORE		WEIGHTING	SCORE		WEIGHTING	SCORE		WEIGHTING	SCORE
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SECTION B			SECTION B			SECTION B			SECTION B		
%											

Accepted and Agreed:

MR. S.M. MOSIDI
EXECUTIVE DIRECTOR: SOCIAL SERVICES

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

CLLR. C.P. HARTMAN
MMC: SOCIAL SERVICES

DATE

DATE

DATE