

Cooperate Service Department SDBIPS 2008- 2009

Priority	Cooperate objectives	Key performance Indicators (KPI'S)	Baseline	Annual Target					Evidence	Means of verification
					Quarter 1	Quarter 2	Quarter 3	Quarter 4		
Admin services	To provide effective and efficient administrative support Council & Staff	Timeous submissions of quality documentation to Council & Staff members	7 days before the meeting	4 meetings per annum 7 days before the meeting	Meeting per Quarter	Meeting per Quarter	Meeting per Quarter	Meeting per Quarter	Delivery of agendas to councilors and signed for acknowledgement	Council Minutes
		Timeous delivery EXCO agendas	3 days before the meeting	8 meetings per annum	2 Meeting per quarter	2 Meeting per quarter	2 Meeting per quarter	2 Meeting per quarter	Delivery of agendas to EXCO and signed acknowledgement	EXCO Minutes
		Number of Council resolution implemented	All	100	Implementation after sitting	On going	On going	On going	Resolution register	Register
Filing and archives	Proper reporting and filing system	Timeous recording and dispatch incoming mail	Reporting on the filing system	Within 24 hours	On going	On going	On going	On going	Register indicating dates of submission	Monthly report
		Access of DMS to all office based employees	DMS available to all department	All staff to be trained	25% usage	50% usage	75%usage	100% usage	Report on usage DMS	Report
Job description	Derivation of service targets for managers and service providers	All officials to work according to their jobs description	70%	Review of job description	25%	50%	75%	100%	Adopted at Council level and signed by the employee	Council resolution
	Compliance with all legislation	Items before the Council to comply with legislation	New	4 meetings per annum	Quarterly Report	Quarterly Report	Quarterly Report	Quarterly Report	Report on the implementation of legislation	Council resolution
	To ensure that all staff members report in time	Timeous check of attendance register	Untimeous	All employees to be at their work stations @ 8H00	On going	On going	On going	On going	Daily checking of time register	Signed by Director Corporate

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	To ensure the employment equity Plan is developed	To appoint staff according to the plan	Compliance	5 year plan	25	25	25	25	Report on employment equity and Council Resolution	Acknowledgement from DOL
	To provide guidance in the handling labour disputes.	Implement and promote fair labour practice	100%	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing	Policy document	Policy document
	To handle disciplinary hearings.	Disciplinary tribunals	100%	8 disciplinary hearings per year	2 disciplinary hearings	2 disciplinary hearings	2 disciplinary hearings	2 disciplinary hearings	Reports on verdicts made	Records of Tribunal
	To promote sound labour relations in the Municipality	Development Labour Relations Awareness	90%		1 labour workshops	1 labour workshops	1 labour workshops	1 labour workshops	Report attendance register	The programme
	To promote employee wellness	No. of workshops on EAP and quarterly reports		Ongoing						
	To develop policies	Adoption of HR policies by Council	HR policies developed	to have all HR policies in place by 30/12/2008	Report on progress	Report on progress	Report on progress	Report on progress	Report on progress	Council Resolutions signed by the Speaker
	To compile job descriptions	All employees to have job descriptions	100%	Annual review	Ongoing	Ongoing	Ongoing	Ongoing	Job descriptions document	Signed by director Corporate
HR Policies	Development of HR policies	To ensure that all staff members are trained	All staff members	July 2008	50%	50%	50%	50%	Policy Documents	Adopted by the Council
Event Management	Establishment of committees	To monitor all events in the Municipality proper coordination and management of events in the Municipality	New	On Progress						Budget
Build capacity of Council & staff	Capacitating of Councilors & Staff on skills	Competent Councilors and staff in many disciplines	New	2008		1 st	2 nd	3 rd	Submission of reports to DPLG	Compiled report to DPLG & to the Council
Legal services	Compliance with all legislation	New and the post is advertised	Progress	July 2008					Post advertised	

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