

**PLAN 7: GOOD GOVERNANCE**

Plan Owner: DCM: Governance

Votes: Communications; Regional Centres; International & Governance Relations; Ombudsperson; Audit & Performance Management; Area Based Management

Operating Budget: R 820.8m

Capital Budget: R 73.9m

Strategic Focus Area	Programmes	Programme Driver	Project	Project Leader	Operating Budget R'm	Capital Budget R'm	Annual Target	Q1-SEP 08	Actual for Q1	Q2-DEC 08	Actual for Q2	Q3-MAR 09	Actual for Q3	Q4-JUN 09	Actual for Q4
Ensure accessibility and promote governance	Promote co-operative international and inter-governmental relations	ERIC APELGREN	Develop and implement a strategy iro Relationships with global partners including the sister city,Nepad (Africa Programme) and donor relations programmes	Shelley Gielink			70% implementation pf approved Annual programme	25%	25%	50%	50%	75%	75%	100%	100%
			Implementation of an inter-governmental relations strategy	Theo Scott	6.7		50% implementation of the Strategic Implementation Plan (3 year project)	40%	20%	60%	30%	80%	60%	100%	75%
			Develop and implement a strategy for funding and strong inter-government relations between all spheres of government	Theo Scott			50% implementation of the Strategic Implementation Plan (3 year project)	40%	15%	60%	25%	80%	45%	100%	50%
			Implement a Municipal Strategy for Municipal events	Sharm Maharaj			Adopted Events Policy and Procedure	40%	25%	50%	50%	80%	80%	100%	100%
			Implement a Volunteer Programme for 2010 Host City Volunteers	Eric Apelgren			50% of programme established for implementation	50%	20%	60%	35%	80%	50%	100%	50%
	Develop improved customer relations	GERARD STRYDOM	Implement a Customer Care Policy municipalwide	Gerard Strydom	48.7	4.5	50% implementation of the Policy Implementation Plan	10%	30%	20%	50%	60%	50%	100%	100%
			Develop and implement a customer care training programme	Gerard Strydom			25% implementation of the 2 training streams	45%	45%	80%	50%	90%	60%	100%	100%
			Develop mechanisms for measuring customer relations and standards	Mina Lesoma			2 workshops to test mechanisms and implementation	50%	50%	50%	50%	100%	50%	100%	100%
			Implement and maintain the rollout of Sizakal Centres as the customer care interface between citizens and the municipality	Mina Lesoma			Finalise upgrading and branding of 3 additional OSS and 1 Thusong	20%	30%	40%	50%	75%	75%	100%	100%
			Develop a councilwide customer care identity inline with the Customer Care Policy	Gerard Strydom			Quarterly meetings of the Customer Care Forum	25%	25%	50%	50%	75%	50%	100%	50%
			Implement the maintenance plan of all Regional Administration buildings	Thabisile Mfeka			80% implementation of plan	25%	25%	50%	50%	75%	75%	100%	100%
	Create mechanisms, processes and procedures for citizen participation	NTOKOZO CHONCO	Formulate and adopt Service Level Agreements (SLAs) with relevant Units irt the implementation of the Community Participation Policy	Mondli Mbambo			SLAs for 5 Units in place	25%	20%	50%	25%	75%	40%	100%	50%
			Support established community based structures	Mondli Mbambo			Support given to 100 ward committees	25%	20%	50%	25%	75%	40%	100%	50%
			Establish Community Based Structures as identified in the Community Participation Policy	Beverley Mothabani			2 levels established (Zonal and Regional levels)	25%	30%	50%	20%	75%	25%	100%	40%
Create and support mechanisms for Community Based Planning			Beverley Mothabani			100 Ward Plans guiding citizens action	25%	50%	50%	50%	75%	55%	100%	100%	
Create and support mechanisms for Stakeholder (persons and organisation) participation Councilwide			Thandaza Cele	56.3		300 000 stakeholders participated in council activities	25%	15%	50%	25%	75%	50%	100%	95%	
Promotion of Public Access to Information Act			Joseph David			Update the Information Manual	25%	25%	70%	35%	90%	75%	100%	80%	
Effectively communicate the programmes and policies of the eThekweni Municipality to the full range of Audiences, both internally and externally	NTSIKI MAGWAZA	Implementation of communication strategy	Sindy Mtolo			80% implementation of plan	20%	20%	40%	40%	60%	60%	100%	90%	
		Centralise co-ordination of Communication Systems in council	Ntsiki Magwaza (Deputy Head)	28.0		Adopted Centralised Communication Policy (50% - 2 year project)	10%	10%	20%	40%	30%	45%	50%	50%	
		Maintain existing and develop new communication tools	Ntsiki Magwaza (Deputy Head)			80% implementation of identified tools	25%	25%	50%	50%	76%	75%	100%	85%	
		Market the municipality and the city	Peter Bendheim			Marketing Plan developed and implemented	25%	25%	50%	50%	75%	50%	100%	80%	

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Create an efficient, effective and accountable administration	Create a clean and accountable administration	BHEKI CYRIL MKHIZE	Produce reports in accordance with legal requirements	Jacque Subban	14.1		Reports produced in accordance with legal requirements	25%	25%	50%	50%	90%	75%	100%	100%
			Develop and implement guidelines and procedures for Councilwide Policy Development	Carolyn Kerr			50% of adopted Policy Development Plan implemented	20%	20%	30%	35%	60%	50%	90%	90%
			Implement an anti-fraud policy and a response plan	Mandlenkosi Madlala			20% rollout to middle management	10%	100%	30%	100%	60%	100%	100%	100%
			Implement a code of ethics within the Municipality	Raymond Zungu			Refresher for all Senior Managers	50%	15%	75%	35%	100%	50%	100%	55%
			Rollout of Municipal Courts to districts	Vivani Made			1 District Municipal Court established	20%	0%	40%	0%	80%	0%	100%	0%
			Consolidate various entity bylaws to a single set of Municipal Bylaws	Joseph Sedumedi	50.2		Complete audit of current Bylaws and drafting of a single set of Municipal Bylaws (50%)	40%	25%	60%	25%	70%	45%	100%	47%
			Develop and implement a Whistle Blowing Policy	Mandlenkosi Madlala	16.2		Policy cascaded to all senior management	10%	0%	50%	0%	75%	15%	100%	25%
			Implementation of the Language Policy municipalwide	Vivani Made			80% implementation of the policy implementation plan	25%	25%	50%	45%	75%	75%	100%	80%
	Review, develop and implement municipal wide administration policies and systems	JOSEPH DAVID	Develop policies for Administration Systems in terms of best practices	Betty Moyo	133.8	19.0	5 policies developed and adopted	15%	15%	30%	20%	55%	35%	100%	70%
			Develop new and maintain existing administration systems to enhance efficiency	Adele Seheri	97.3		2 Set up systems	10%	2%	40%	10%	70%	25%	100%	25%
	Provide the interface between the Council and Municipal Administration	JOSEPH DAVID	Provide offices and support services to Councillors	Sthembiso Mshengu			Draft Councillor Support Policy developed	20%	20%	60%	20%	90%	50%	100%	70%
			Plan and execute special events of the council	Daniel Govender			7 events of the city planned and executed	10%	28%	30%	70%	70%	70%	100%	100%
			Refurbish, maintain and enhance City Hall Building	Betty Moyo			20% implementation of Exterior Upgrade Project Plan	5%	8%	20%	20%	55%	40%	100%	80%
	Improve productivity throughout the municipality	MAQHAWE MTHEMBU	Measure productivity and develop standards of performance	Maqhawe Mthembu	12.9		Implement 9 projects to measure productivity and develop standards	25%	25%	50%	50%	75%	75%	100%	400%
			Improve and monitor productivity	Maqhawe Mthembu			Implement 2 projects to monitor productivity	25%	25%	50%	100%	75%	100%	100%	100%
			Improve business processes	Maqhawe Mthembu			Implement 3 projects to improve business processes	25%	25%	50%	33%	75%	75%	100%	100%
			Undertake organisation change interventions	Maqhawe Mthembu			3 Organisational Change interventions	25%	25%	50%	75%	75%	100%	100%	100%
			Eliminate Wastage	Maqhawe Mthembu			Implement 1 project to eliminate waste	25%	25%	50%	25%	75%	60%	100%	400%
	Mobilise to make the organisation more effective	SINAYE NXUMALO	Develop and implement a performance Management System for Senior Management and the Organisation	Nirmala Govender	2.7		100% by June 2009	30%	30%	60%	43%	75%	72%	100%	400%
			Develop and implement an Enterprise Wide Risk Management System	Sinaye Nxumalo			Formulation of Risk Management Policy and acquisition of Risk Management software	20%	30%	45%	45%	60%	70%	80%	80%
Undertake Internal Audits in terms of approved Audit Charter			Sinaye Nxumalo	25.4		Acquisition and implementation of internal audit software (75%)	25%	25%	40%	40%	55%	55%	75%	85%	
Performance appraisal for all staff other than Senior Management			Bongi Mshengu			Rollout to staff within TK 14 - 18	10%	0%	50%	0%	75%	30%	100%	100%	
Implement a strategy to promote the use of GIS as a decision making tool	SIYABONGA MNGADI	Implementation of an enterprise GIS	Siyabonga Mngadi	15.1		50% implementation	25%	25%	50%	50%	75%	75%	100%	96%	
		Maintenance of a common property database	Dennis Bodeker			Quarterly audits of Database	25%	30%	50%	50%	75%	75%	100%	100%	
		Development of a pilot management information system	Siyabonga Mngadi			80% of MIS in place	25%	100%	50%	100%	75%	100%	100%	400%	
			Integrate GIS applications into Property Management Systems	Dave Terblanche			50% Integration completed	10%	20%	20%	30%	80%	50%	100%	75%

