

ANNUAL PERFORMANCE REPORT 2013/14

PURPOSE OF THE REPORT: Reflect on the progress achieved by the Institution during 2013/2014 and measures taken to improve performance.

LEGISLATIVE BACKGROUND

Constitution of the Republic of South Africa: espouses the following primary objectives:

- To provide a democratic and accountable local government
- To ensure the provision of services in a sustainable manner
- To promote social and economic development
- To promote safety and healthy environment
- To encourage the involvement of community

Lastly, the municipality must strive within its own administrative and financial capacity to achieve those objectives. To respond to the constitutional mandate, the municipality has aligned its strategic objectives to the Five National Key Performance Areas.

Local Government Municipal Systems Act: A municipality must prepare for each financial year a performance report reflecting:

- The performance of the municipality and each of external service provider during that financial year
- A comparison of the performances referred to in paragraph (a) with the targets set for and performances in the previous financial year
- Measures taken to improve performance.

Institutional Performance Evaluation 2013/14

1. Strategic and Development Planning

Planned targets	= 24
Achieved	= 11
Not Achieved	= 13

Overall performance of the Directorate = 46

2. Community Services

Planned targets	= 20
Achieved targets	= 08
Targets not achieved	= 12

Overall performance of the Directorate = 40%

3. Office of the MM

Planned targets	= 22
Achieved targets	= 11
Targets not achieved	= 11

Overall performance of the Directorate = 50%

4. Corporate Services

Planned targets	= 24
Achieved targets	= 16
Targets not achieved	= 8

Overall performance of the Directorate = 67

5. Budget and Treasury

Planned targets	= 17
Achieved targets	= 7
Targets not achieved	= 10

Overall performance of the Directorate = 41%

6. Infrastructure Planning and Development

Planned targets	= 9
Achieved targets	= 6
Targets not achieved	= 3

Overall performance of the Directorate = 66%

7. Overall performance of the institution

Planned targets	= 116
Achieved targets	= 59
Targets not achieved	= 57

Overall performance of the Institution 2013/14 = 60%

Comparison with the previous Annual Performance report

Previous financial year performance: 2012/13

Planned targets	= 88
Achieved targets	= 65
Targets not achieved	= 23

Overall performance 73%

The Annual Performance for 2013/14 decreased by 13% from the previous performance of 2012/13

Remedial actions taken to improve performance:

In order to improve on performance planning, implementation and reporting, the institution implemented the following actions;

- ⇒ There has been a reduction in the number of KPI's that the institution is reporting on. The reduction on the number of KPIs afforded the institution the opportunity to focus on strategic issues which were well defined, outcome based and not operational in nature. Departmental operational plans were developed for monitoring and reporting operational programmes;
- ⇒ Verification of evidence for each key performance indicator was done during the submission of both monthly & quarterly reports to ensure that the portfolio of evidence was populated correctly;
- ⇒ The institution enhanced an IDP/PMS Unit to coordinate the IDP and performance management processes. The unit works closely with Office Managers in each department as the latter are departmental performance coordinators;
- ⇒ There was improvement in the submission of remedial actions for targets not achieved in order to ascertain that departments intended to meet the targets in proceeding quarters;
- ⇒ Alignment of targets and activities was done to ensure the accuracy of indicators
- ⇒ Regular sittings of weekly, monthly & quarterly meetings to deal with issues of performance
- ⇒ The institution ensured that during the development of the SDBIP, the SMART principle was adhered to in the setting of indicators and objectives. Emphasis was placed on ensuring that targets were specific and time bound

Performance information challenges that still need to be addressed

- Non compliance of directorates in terms of submitting their monthly & quarterly reports on time
- Negligence by directorates on the alignment of the targets and activities
- Poor understanding Strategic Objectives and indicators
- monitoring & evaluation of the implementation of weekly, monthly and quarterly plans
- monitoring & evaluation of performance promises
- Development of corrective measures to address not achieved targets
- Office of the Municipal Manager must be at the centre coordination on issues of the performance to enforce accountability by the relevant directorates
- Non submission of POE's is the major contributing factor to non performance and decisive interventions should done

NTABANKULU LOCAL MUNICIPALITY

STRATEGIC PLANNING AND DEVELOPMENT: ANNUAL PERFORMANCE REPORT

Supported KPA	Priority Area	IDP Objectives	IDP Strategy	Baseline	Indicator	Measurement Source	Budget Amount	Funding Source	Annual Target	Achieved /Not achieved	Comments/Wayforward	POE	Expenditure
Good Governance	IDP	To ensure availability of a credible IDP to guide municipal processes from 2012-2017	Develop, adopt and implement process plan	Adopted 2012/2017 IDP, Updated situational analysis, CBP report available	Adopted Final IDP for 2014/15	Quarterly progress reports on the IDP Process Plan implementation	1m	ES. LGTA. ANDM	Review of 2013/2017 IDP by June 2014	Achieved	Situational Analysis was updated, Community based plans were conducted in all 18 wards, Draft IDP & Budget 2014/15 was tabled and adopted by Council on the 27 March 2014 then the Final IDP Tabled and adopted on the 30 May 2014	Final IDP & Budget 2014/15 and a council resolution	R1 631 554.31

Good Governance	Town Planning Scheme, Subdivisions and Zoning	Municipality by June 2017.		Service provider appointed to develop 5 Land use management policies.	Adopted 5 land use management Policies	Quarterly progress reports	R500,000.00	ANDM	To develop 5 policies for land use management in the urban area by June 2014.	Achieved	All five policies adopted on the 30th may 2014, now we have to implement these policies.	Adopted Policies	R105016.75
Good Governance	Nodal Development Framework			The service provider is appointed and situational analysis presented to the PSC.	Adopted NDF	Quarterly reports	R287,793.00	ANDM	Development of nodal Framework by June 2014.	Achieved	NDF adopted on the 30th may 2014, we now have to implement recommendations made in the NDF.	Adopted NDF	R287,793.00
Good Governance	Institutional Communication	To implement marketing communication strategy by June 2017	Branding of the institution and review LCF Action Plan	Adopted marketing communication strategy and LCF Action Plan	Branding, News letter & Media house partnerships.	Quarterly progress reports on the implementation	484088.00	NLM, GCIS, ES, OTP, AND M	Branding of the institution and review LCF Action Plan by 30 June 2014.	Not Achieved	1. The LC Faction Plan was not reviewed due to insufficient funds. 2. Branding: Material was requested in October 2013 and the service provider was awarded in August 2014, the section is awaiting delivery of material.	Request Memo for branding material	609704.51

Good Governance	Youth	To mainstream Historically Disadvantaged Individuals : Youth, Women, Physically Challenged , Orphans and Vulnerable Children, Elderly, HIV/AIDS by June 2017.	To implement SPU strategy.	Youth sector plan available	Progress report on implementation of Sector Plan.	Quarterly Status Quo Reports on youth development activities	400 000.00	NLM, OTP,DOE ,ANDM, DSD,CO GTA,DAR D, NYDA,SE TA	To monitor and implement the youth sector plan by June 2014.	Not Achieved	A number of programs were implemented during this financial year. As per sector plans . Attached is the SPU Implementation report as POE for a detail report	SPU Implementation report	R421 964.31
Good Governance	Women			Launched Women's council and constitution	Adopted women's Council Sector Plan and implementation report	Status Quo Reports on women development activities		To develop and implement women's sector plan by June 2014	Not Achieved	A number of programs were implemented during this financial year. As per sector plans. Attached is the SPU Implementation report as POE for a detail report	SPU Implementation report		

Good Governance	Disabled People	Sector Plan, constitution and physically challenged structure	Progress report on the Implementation of the sector plan	Progress report on implementation of Sector Plan.	NLM, OTP,DOR PW,AND M,DOH, NGO's	Implementation of Disabled sector plan by June 2014	Not Achieved	A number of programs were implemented during this financial year. As per sector plans. Attached is the SPU Implementation report as POE for a detail report	SPU Implementation report
Good Governance	HIV/Aids	SPU Strategy developed and adopted	Established LAC and Action Plan	Quarterly Progress reports on the implementation of the Plan	NLM, OTP,DOR PW,DM, DSD,CO GTA,DAR D	Establishment of the LAC and development of the Action plan by June 2014	Not Achieved	A number of programs were implemented during this financial year. As per sector plans. Attached is the SPU Implementation report as POE for a detail report	SPU Implementation report
Good Governance	Elderly	Database of Elderly project	Implementation report on the sector plan.	Quarterly Progress reports on the implementation of the plan	Soc Dev, DEDEAT, DRDAR,	To implement Elderly sector plan Council by June 2014.	Not Achieved	A number of programs were implemented during this financial year. As per sector plans. Attached is the SPU Implementation report as POE for a detail report	SPU Implementation report

Good Governance	OVC's			Data for OVC in all wards	implementation report	Quarterly Progress reports on the implementation of the Strategy		Soc Dev ,NLM ,DOH	To implement OVC's sector plan by June 2014.	Not Achieved	A number of programs were implemented during this financial year. As per sector plans. Attached is the SPU Implementation report as POE for a detail report	SPU Implementation report	
LED	Agriculture ,Tourism,Bussines support, Forestry & Sand and Quarry Mining.	Ensure availability,reviewal and implementation of LED strategy by 30 June 2017	Alignment withANDM LED Strategy, PDGP, NSDP	Existing LED plan adopted in 2008	LED Plan	Adopted Draft LED Plan	650 000.00	NLM	To develop and implement an LED plan that is aligned to ANDM LED Strategy,PD ,GP,NSDP by June 2014.	Not Achieve	The process has been developed awaiting presentation to relevant stakeholders and Data to be used has been procured from global insight	Process plan Developed	58 000.00
LED	Agriculture : Livestock improvement(Beef farming)		Alignment with ANDM LED Strategy, PDGP, NSDP	2 Organized beef farming entities registered	Support provided to Masizameni bafuyi beef farming cooperative	status quo report		ES	To coordinate financial and non-financial support for Masizameni Bafuyi Beef Farming primary Cooperative ward 5 by 30 June 2014.	Achieved	Needs analysis report,Progress report and monitoring and evaluation report. This co-operative was funded with feed and vaccines	Attendance register, Needs, needs analysis report and delivery note	R6450-00

LED	Goat Farming (registered cooperatives)		4 registered goat farming cooperatives	Delivery registers / notes	status quo report	ES	To provide feed and vaccines for Dwaku Goat, Nyokweni and Vukani goat cooperatives by 30 June 2014 (ward 4, 11 & 13).	Not Achieved	Insufficient funds to Alfrednzo Dm(ANDA) to support NLM as per agreement.	N/A	N/A
LED	Poultry		20 registered cooperatives	Delivery registers / notes	status quo report	ES	To provide chicks, vaccines, heaters, paraffin and feed to 5 poultry cooperatives (Ndonga, Zubenathi, Luyakhanya, Masiphumelele and Mveliso Poultry Cooperatives (ward 4,6,10 & 18) by 30 June 2014	Achieved	Needs analysis report, Progress report and monitoring and evaluation report. And all these cooperatives was funded with chicks, vaccines, feeds, paraffin and heaters	Attendance register, Needs, needs analysis report and delivery note	R49490-00

LED	Crop farming (existing)	25 crop farming cooperatives existing	Delivery registers / notes	status quo report	ES	To provide seedlings, fertilizers & pesticides to 4 crop farming cooperatives towards sustainability (Njingalwazi, Yandlala Mpisini, Silwanendlala Izandla Ziyaphilisa (2, 10, 14 & 7) Crop farming cooperatives Ward) by 30 June 2014.	Achieved	Needs analysis report, Progress report and monitoring and evaluation report. All these cooperatives were funded with seedlings	Attendance register, Needs, needs analysis report and delivery note	R14440-00
LED	Piggery	2 registered piggery cooperatives	Delivery registers / notes	status quo report	ES	To provide feed and vaccines for 2 piggery cooperatives (Sinenjongo and Sinethemba Piggery cooperatives) Wards 13 & 6) by 30 June 2014	Achieved	Needs analysis report, Progress report and monitoring and evaluation report. Sinenjongo and Sinethemba piggery was funded with feed and vaccines	Attendance register, Needs, needs analysis report and delivery note	R17039-00

LED	Tourism	Develop and implement Ntabankulu Heritage Strategy in line with LED Plan by June 2017		Draft Heritage Strategy	Marketing material	Quarterly reports	22 987.00	ES	To Develop Tourism marketing Material by June 2014.	Not Achieved	Insufficient funds led to non-achievement of the target, DSRAC at district level has committed to assist the municipality with this project .a follow up needs to be conducted.	N/A	52,000.00
LED	Business Support	Develop and Implement the SMME strategy in line with the LED Plan	Update needs analysis to inform implementation Plan	Database of SMMEs and Cooperatives	Adopted SMME Strategy	Quarterly reports on the development and implementation of the SMME Strategy	50 000.00	ES	To Develop and Implement SMME strategy aligned with the LED Plan by June 2014	Not Achieved	Insufficient funds to capacitate all the smmes, budget from ANDM has assist in the project.	N/A	R80.00

LED	Cooperatives :new entrants			102 registered and trained cooperatives	Registration certificates	Quarterly progress reports on registration of cooperatives		ES	To register 10 new business entities and provide capacity building by 30 June 2014	Achieved	10 Cooperatives registered.	10 Registration certificate and attendance register for workshop	N/A
LED	Forestry(New Afforestation)	Conservation of existing commercial forests and optimal use of new forestry potential in wards 2,3,6,7 8, 9, 15,16 and 18 by June 2017	Finalize process for water use licenses, EIA's and plantations	Established partnerships with Sappi for ward 2. Soliciting community Land Resolutions & social Facilitation in wards 8, 7, 15, 16 & 18.	water use licenses	Progress report on preliminary processes	Nil	ES	Secure Water use licenses for 2,3,6,7 8, 9, 15,16 and 18	Not Achieved	Department of Water Affairs has pronounced Ntabankulu as a water scarce area and thus no water licenses could be issued. The way forward is that all new afforestation initiatives must be suspended until the water situation in Ntabankulu improves.	N/A	NIL

LED	Category B & C Plantations		Facilitate the transfer of category B & C forests to the custodian communities	Established partnerships with Sappi for ward 2. Soliciting community Land Resolutions & social Facilitation in wards 8, 7, 15, 16 & 18	Transfers process plan	PSC Minutes		ES	Develop Transfers Project Process plan by June 2014	Achieved	DAFF Minister established a transfer process steering committee; Terms of reference established and process plan adopted.	Transfer Process Plan and Terms of reference.	R75 313,17
LED	Sand and Quarry Mining: Unregistered	Conservation and optimal use of existing sand and quarry mining potential in wards 1, 4, 5, 7, 11 & 13 and 18 by June 2017	Coordinate Stakeholder Engagement Session with DoLR, DMR, DEDEAT, T/C & NLM focusing on sand and quarry mining legislative framework	Application for mining license pending.	Mining License	Preliminary Process Report	Nil	ES	Implement feasibility study recommendations	Not Achieved	The area of Gxwaleni which was being prospected could not receive a licence issued. This was due to an outstanding Social and Labour Plan which could not be resolved due to a pending land dispute.	N/A	

NTABANKULU LOCAL MUNICIPALITY

COMMUNITY SERVICES DIRECTORATE: ANNUAL PERFORMANCE REPORT

Supported KPA	Priority Area	IDP Objectives	IDP Strategies	Baseline on the date of review (September 2013)	Indicator	Measurement Source & Frequency	Budget Amount	Funding Source	Annual Target	Achieved/ Not Achieved	Comments and Way forward	POE	Expenditure
Good Governance	Audit Report	Ensure clean audit by 2014	Implement audit action plan	Qualified audit report	Unqualified audit report	Reports on Audit action plan implementation	Nil	N/A	Monitor the implementation of the directorate's audit action plan to eliminate audit findings by June 2014	Not Achieved	The directorate was audited on three findings that include; the operation of unpermitted land fill site, the non accumulation of budget for rehabilitation of landfill site and unsigned reconciliation reports for pound and traffic sections. The landfill site permit was granted by	Audit action plan implementation report	NIL

											<p>DEDEAT. The budget for rehabilitation of the landfill site has been calculated by BTO and is reflecting as such. Reconciliation reports are signed on monthly basis.</p>		
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Good Governance	Risk Management	Ensure clean audit by 2014	Develop and implement the strategic and operational risk registers	Updated 2012/13 risk register	Reduced risk impact	Quarterly Risk Management Report	Nil	N/A	Develop and monitor the implementation of the directorate's strategic and operational risk register by 30 June 2014	Achieved	Out of 16 directorate risk descriptions that were on the risk register 4 of them were totally eliminated ,11 risks impact and likelihood were reduced to low inherent rating . Only one that remains on the same level that is the delay of the execution of warrants.	Risk report and risk register.	NIL
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Good Governance	PMS	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Improve directorate administrative processes and systems through adhering to legislative prescripts and policies by 2017 (manual & electronic)	PMS framework	Improved directorate performance	quarterly performance appraisal reports	Nil	N/A	Implement and cascade PMS framework within the directorate by June 2014	Not Achieved	No performance appraisals conducted for the whole financial year.	None	NIL
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Good Governance	Ward Committees and CDWs	To promote effective participation of community members in the affairs of governance in line with legislative prescripts by 2017	Enhance ward committee and community development workers functioning through provision of administrative support and capacity building	Planning and reporting tools; consolidated reports for 2012/13 are in place	Improved ward committee performance	Quarterly reports	R2,21m	E/S COGTA	Monitor and evaluate ward committees and CDWs performance by 30 June 2014	Not Achieved	Ward committees were monitored and evaluated through their reports on monthly basis. Out of pocket expenses for ward committee members were facilitated monthly. Twelve ward committee vacancies that occurred during the 2013/2014 were filled. Ward committee members were also trained in ward operational plan	Annual performance report	R2 089 150.00
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Good Governance	community participation (speakers programs)	To promote effective participation of community members in the affairs of governance in line with legislative prescripts by 2017	To enhance community participation in government matters through coordination of community awareness programs	Speakers Public Participation program and ward conferences conducted	Improved community participation (attendance)	Quarterly reports	R 104,620	ES	Conduct 4 public participation programs by 30 June 2014	Not Achieved	Two programs were conducted in all 18 wards in the first quarter (September 2013) and third quarter (March 2014), ward conference and community education	Attendance register	R 211 700.00
Good Governance	Section 79 committees	To strengthen the oversight functioning of the Council by 2017	Provide effective administrative support to Section 79 committees by 2017	Functioning MPAC committee; Terms of reference in place for Ethics, Petitions, Rules committees.	Improved compliance and oversight performance by the council	Quarterly reports	Nil	ES	Monitor and report on the implementation of Section 79 committees work plans by June 2014	Not Achieved	MPAC Committee had managed to sit and conduct meetings to review work plan & terms of reference. The MPAC Oversight Report and Irregular expenditure Report was tabled to the	Attendance register, MPAC Oversight Report, Irregular expenditure Report	Nil

Good Governance	Waste Management	To improve municipal environment through solid waste management by June 2017	To implement integrated waste management plan (IWMP) and environmental management program in line with the regulatory framework by 2017	Waste by laws available Integrated Waste management plan in development stage	Compliance with environmental legislation, landfill site license	Quarterly report	R 600,000	ES,ANDM, DEA	Implement solid waste management programs in line with IWMP by 30 June 2014	Achieved	Council. Landfill site permit has been granted by DEDEAT. IWMP has been redone in line with the provincial guidelines and it had been resubmitted to DEDEAT for assessment and approval. DEA has funded the project for Street cleaning and beautification to an amount of R5m. An implementer had been appointed by the funder.	Waste management services report, Landfill site permit, Final draft IWMP	R 526,645
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				Cleaning programme initiated in Ward 04	Improved environment	Quarterly report		ES,ANDM, DEA	Extend waste service to 1 rural area (ward 4, Silindini) by June 2014	Not Achieved	Delays had been on the arrangements for the disposal of collected waste with the Spetu Hospital. The transfer station had to be identified and the fencing of the site at Silindini is in progress.	Waste management services report	
Good Governance	Public Amenities Revenue generation	effective management of public amenities by implementing the regulatory framework by 2017	Review ,Implement, monitor and report on l implementation of regulatory framework by June 2014	public amenities management plan in place; 20 community halls with caretakers	Compliance with regulatory framework (well managed public amenities)	quarterly monitoring reports	R300 000	ES EPWP	To manage, monitor and evaluate the implementation of applicable public amenities policies and by-laws by June 2014	Not Achieved	Monitoring , Management and Implementation of public amenities policies was done and a report is compiled	Public Amenities report	R 377,832.83

Good Governance		To increase the revenue and revenue base by 45% by 2017	To ensure implementation of regulatory framework for effective management of revenue generated at public amenities by 2017	Revenue generated at the pound and cemetery was	increased revenue generation	quarterly revenue reconciliation reports		ES	Actual collection increased by 10% by 30th June 2014	Not Achieved	Hail storm that affected the pound during the month of January resulted in the pound not generating the revenue and not yet renovated. It will be renovated in the next financial year. Total revenue collected = R133 694.42	Signed Pound Reconciliation	NIL
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Good Governance	Sport and Recreation	To promote community participation in organized sports and recreation, targeting youth, women, elderly & physically challenged people by 2017	To ensure implementation of the Integrated annual sports plan for professional functioning of sports associations by 2017	Sport Council is functioning, 11 football associations affiliating to Ntabankulu SAFA	Functioning sports and recreation associations	Quarterly reports	R100 000	ES,	Develop and implement integrated local annual sports and recreation plan by 30 June 2014	Not Achieved	The Sport plan could not be developed. The department had conducted preparations for SALGA games and Mayoral Cup.	Mayoral Cup Quarter finals report	R 43,260.00
Good Governance	Library	To improve access to library and information facilities and services by June 2017	To extend library facilities and programs to the rural communities by 2017	needs analysis and book selection conducted	Increased library stock and usage	Quarterly report	R200 000	DSRAC	To improve functioning of the library by providing equipment and material by June 2014	Achieved	Alfred Nzo Municipality provided 15 computers and 8 computer desks.	Invoice	R 33,900
				None	report on conducted programs	quarterly reports	R300 000	DSRAC	conduct 5 library programs by June 2014	Not Achieved	5 programmes were conducted: - Information day, - Holiday program, - Storytelling program, - June 16	Report on conducted programmes, Attendance register	R 90,038.39

											celebration, -Library day		
Good Governance	Public safety	To improve law enforcement mechanisms through the implementation of municipal By-Laws, regulations & legislations by June 2017.	Review, implement and monitor the law enforcement systems	3 traffic officers, 11 traffic wardens and two traffic vehicles.	Report on conducted programs	Quarterly reports	R 550,000.00	E/S	Implement, monitor and report on 8 integrated Public Safety programmes by June 2014	Not Achieved	1. 1012 motor vehicles were stopped, 2. 169 traffic fines were issued, 3. 16 motor vehicles impounded, 4. 01 motor vehicles impounded for false number plate, 5. 07 Foreign Nationals were detained for failure to produce Asylum seeking documents and 6. 01 offender has been detained	Public safety report	R 1,235,587.68

				1321 traffic fines issued, 53 warrants executed and four by-laws enforced.	Increase community compliance with legislation	quarterly reports				for possession of 25 kg of dagga.
							Enforce road and traffic legislation and at least 4 municipal by-laws by June 2014	Achieved	1. 7132 motor vehicles were stopped, 2. 1413 Traffic fines were issued, 3. 13 warrants of arrest executed and 4. 46 motor vehicles impounded	Public safety report
Good Governance	IGR	To ensure implementation of marketing communication strategy by June 2017	Coordinate Local Safety Forum and	Safety forum was established and a draft local safety plan was developed	Functioning safety forum	quarterly reports	Develop and monitor the implementation of the local safety plan by 30 June 2014	Not Achieved	Delays in the development of Local Safety plan affected the implementation of the plan. Local safety plan was developed.	Local Safety plan

Good Governance	Driving license testing centre	To provide driving license testing grounds and motor vehicle licensing services(RA) by June 2017	To provide driving license testing grounds and motor vehicle licensing services(RA)by June 2017	Learners license testing centre with fenced testing grounds and 2 trained examiners	Increased revenue generation	quarterly reports			Operating driving license testing grounds by June 2014	Not Achieved	The driving license testing ground has not been constructed due to financial constraints but the fencing has been done. Testing ground designs are available It will be constructed in the next financial year	Testing ground designs	
Good Governance		To increase the revenue and revenue base by 45% by 2017	To ensure implementation of regulatory framework for effective management of revenue generated at the traffic section by 2017.	Revenue generated at the DLTC at R689 000					1% (R1,3m) of current revenue generated by 30th June 2014	Achieved	Revenue generated at DLTC is R631 417.00 and Law Enforcement is R90 559.00 giving a total of R721 976.00	DLTC report	

Good Governance	Municipal security	To improve safety of municipal property by June 2017	To improve safety of municipal property through recruitment and capacity building of security personnel and provision of security equipment by June 2014.	2 VIP security guards; 11 graded security guards; equipment; procedure manual, Security procedure manual and registry in place	Security performance reports	quarterly revenue reconciliation reports	R 150,000.00	ES	Review, monitor and report on the implementation of security internal controls by June 2014	Achieved	Security procedures had been reviewed. Monitoring and implementation of internal controls has been done.	Security procedures manual and Monitoring report	Nil
Good Governance				Occurrence book, Keys register, pedestrian register, impounded vehicle register, vehicle checklist and asset movement register are in place. Outsourced security	Implemented monitoring plan		R 1,041,048	ES	Ensure safe guarding of the municipal properties and assets in all Municipal sites by June 2014	Achieved	The facilitation of safe guarding the Ntabankulu Municipal properties and assets was done in line with the reviewed security procedures. Facilitation of hiring out-sourced security services was done.	Security monitoring plan, report and SLA	R 1,041,048

											The facilitation of payment for the out-sourced security services had been done monthly.		
					Implemented monitoring plan								

NTABANKULU LOCAL MUNICIPALITY

OFFICE OF THE MM: ANNUAL PERFORMANCE REPORT

Priority Area	IDP Objectives	IDP Strategies	Baseline on the date of review (July 2013)	Indicator	Measurement source	Budgeted Amount	Funding Source	Annual Target	Achieved/ Not Achieved	Comments and Wayforward	POE	Expenditure			
Roads & Storm Water Construction	Construction of 18 new access roads with Storm Water by June 2017	Improved project management and monitoring	18 Access roads Constructed to date from 2006/2007		Completion certificates	R12,661,854.66		To construct and complete 3 Access Roads by 30 June 2014 (Caba Mhlahlweni , Tshongweni via Mpisini and Dambeni & Nzolisa via magcakaneni - Dambeni A/R)	Achieved	Caba - Mhlahlweni A/R , Tshongweni via Mpisini and Nzolisa via Magcakaneni - Dambeni A/R are complete and added in the Fixed Asset Register	Completion certificates , Site visit reports	R12,070,812.12			
								minutes of the technical meetings and progress reports	R6,742,717.85		Construction to be at 50% in 2 new Access Roads by 30 June 2014 (Mqatyeni A/R , Ngcanaseni via Bagqozini to Ngwemnyama A/R)	Achieved	The project is at 95% and the contractor is busy with the snag list.	Site visit report, Programme	R6,470,400.00
									R6,988,808.95			Achieved	Contractor is on site the project is on the tipping stage. Completion is scheduled for the 30th of September.	Appointment letter	R3,001,545.00

				Site reports, minutes of the site meetings and Completion certificates	R10,762,188.01		To complete and closeout all outstanding projects from the 2012/2013 financial year.	Not Achieved	Both Noncolosa to Habhu and Xhukula access road had additional scope of works that needs to be undertaken. The budget to undertake the works is still awaiting the approval by the municipality and the department of local government. Department of local government will be visiting the projects on the 16th of July and the meeting will outline the way forward then.	Business plan and the VO	R5,940,464.02
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New Capital projects	Planning for all projects identified in the three year capital plan	To align capital projects with the IDP and budget	Approved three year capital plan		Quantified and registered projects and Adopted Three year Capital Plan	1		To register all projects identified in the three year capital plan.	Achieved	The scope of work for projects to be implemented in 2014 financial year had been developed and presented to the District Appraisal Committee	Business plans	0
Establish PMU for planning and monitoring of capital projects.	Enhance and strengthen project and contract management	Facilitate the appointment of personnel and provision working equipment.	PMU established		Minutes of the site meetings conducted per project and test results per projects	R1,213,850.00		Improve monitoring of quality and progress in all projects under construction by June 2013.	Achieved	Site visits had been conducted to all sites under construction.	Site visit Reports	945,890.84

Social infrastructure	To provide public amenities: 7 sports facilities, 3 community halls and 2 preschools by June 2017	Submit three year capital plan for reviewal	8 sports fields constructed but still need to be upgrading.	Appointment of Contractors and construction at 20%	0	To facilitate registration & approval for 5 sports fields by the 30th of June 2014	Not Achieved	The project is delayed by the contractual conditions that needs to be corrected between the service providers appointed by the municipality and the municipality. A meeting with the service providers will be held on the 10th of July 2014.	Business plans	-
				Completion certificate	R173,940.00	To construct and complete Town hall by 30th June 2014)	Not Achieved	The project is delayed by the contractual conditions that needs to be corrected between the service providers appointed by the municipality and the municipality. A meeting with the service providers will be held on the 10th of July 2014.	Preliminary design report	-

Constructi on of bridges (motor vehicle and pedestrian)	To construct 8 Motor bridges & 5 Pedestrian Bridges reducing backlog by June 2017	to incorporate bridges in the three year plan	3 bridges constructed and two is still under construction		Completion certificates	R1,200,000 .00		Construction complete and hand over	Not Achieved	Concrete footing is complete but it has got arrears of concern, The professional engineer appointed is not providing any form of assistance , the matter has been escalated to Legal services for dismissal. Further progress on the project will take place after the dismissal of the Engineers.	Site Visit report	R2,048,419.25

Electrification of households.	To facilitate increase of households with energy access to 100% by 2017 (23,430 backlog)	To conclude a service level agreement with Eskom for project management and quality assurance	5677 Households have access to Electricity	Minutes of the site meetings, Appointment letters, Progress reports & signed happy letters from the beneficiaries	R10,000,000.00		construction of feeder line & household connection in progress	Achieved	Household connections at KwaZulu Village is complete, Magqagqeni the contractor is busy with planting of poles	attendance register for site hand over	R10,000,000.00
				Minutes of the site meetings, Progress reports & signed happy letters from the beneficiaries				Not Achieved	100 KVA transformer has been delivered and project manager will make follow on installation of transformer to connect the remaining households.		NIL

				Minutes of the site meetings, Progress reports & signed happy letters from the beneficiaries	R10,000,000.00		Achieved	The project is 100% complete(Mowa, Ncama Hlankomo and Vulindlela) . Energising is scheduled to take place by the 30th of June due to delays on feeder line construction.	Minutes of the site meeting ,attendance register.	R10,000,000.00
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100% expenditure of INEP and MIG	to ensure expenditure on all grants	identify projects and ensure commitment of funds. Ensure that systems and controls are in place for project and contract management	NLM is receiving grants through the DORA allocations. Percentage		Expenditure reports			100% expenditure by 30 June 2014	Achieved	1. Total MIG expenditure to date (July 2013 to June 2014) is R24,338,177.55 .Percentage expenditure is 100.28% 2. Total Inep expenditure to date (July 2013 - June 2014) is R20,000,000.00 Percentage expenditure is 100% 3. Total EPWP expenditure to date is R1,216,215 Percentage Expenditure is 121.62%. The Municipality has overspent by R216,215.00	Expenditure reports	R45,271,000.00
Job creation	maximise job creation initiatives	to prepare a business plan on job creation; Ascertain that tender documentation for all capital projects is EPWP compliant.	10 FTE's created		Credible documentation of beneficiaries. Reports submitted to EPWP	R1,000,000.00		20FTE's created	Not Achieved	8 ftes created in this quarter.	Site Visit Report	R1,216,215.00

Legal compliance	To formulate, review, promulgate and enforce municipal bylaws, policies, SLA's, Lease agreements and MOU's by 30 June 2017	Develop, review and enforce regulatory frameworks	Policies and Bylaws, .		Enforcement and compliance monthly, quarterly and annual reports.	Nil		To ensure development and review of municipal policies, bylaws and that they are valid and in line with the relevant legislations	Not Achieved	Report on progress of implementation of Draft By-Law Guides has been prepared	Report on progress of implementation of Draft By-Law Guides	Nil
			Lease Agreements, SLA's and MOU's		Provision of quality assurance report before each Lease Agreement, SLA or MOU is signed	Nil		To provide quality assurance on lease agreements, MOU's, SLA's to ensure compliance and that all agreements are implemented as per terms and conditions	Not Achieved	ALL SLA's, MOU's WILPCs and Lease Agreements that govern the municipal relations with tenants, service providers etc were checked and edited where necessary in order to ensure their legality and reports to this effect have been prepared.	Recommendation Reports on SLAs, MOUs, Lease Agreements and LGSETA Placement/Work Intergrated Learning Program Contracts entered into by the municipality	Nil

	To monitor and coordinate litigation by and against the municipality	Monitor litigation within the municipality	Litigation		Updated Litigation register and progress report on pending litigation	R200 000,00		Ensure quality and competent monitoring and coordination of all litigation matters within the municipality by June 2014.	Achieved	Litigation has been monitored throughout the financial year and the Litigation Register is updated	Updated Litigation Register inclusive of progress reports	R276 516, 23
IDP	To ensure availability of a credible IDP to guide municipal processes from 2013-2017	Develop, adopt and implement process plan	Developed process Plan		Monthly performance reports & Quarterly reports			Management of the municipal IDP by following process as outlined in the Municipal legislation by 30 June 2014	Not achieved	Credible IDP was adopted in May 2014.	Adopted credible IDP	
PMS Institutional	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Improve administrative processes and systems through adhering to legislative prescripts and policies by 2017 (manual & electronic)	Adopted PMS framework and Draft 2013/2014 Institutional Score card		Quarterly Progress Reports on institutional performance	0		To monitor and improve institutional performance by June 2014	Not Achieved	Pms framework was not implemented as the performance evaluation could not sit, directorate also delayed to submit their quarterly reports.	Annual performance report and Improved Performance.	0

						0		Resolutions register monitored and circulated to all directorate. Updated 2013/2014 resolutions register available	Achieved	municipal resolutions developed and circulated to all directorate	update d 2013/2014 resolutions register	0
Risk Management(Audit	To ensure clean audit by 2014	Development and implementation of audit action plans to improve audit outcomes in line with Operation clean audit by 2017	Qualified Audit Report		Monthly progress reports on implementation of Action plans and quarterly reports on Audit committee progress	R200,000.00		To achieve Unqualified Audit Opinion by June 2014	Achieved	Audit committee performed its duties for the year and has sat four times as per MFMA	four quarterly audit committee meetings	R200,000
					Internal Audit, Quarterly progress reports on risk register	0			Not Achieved	Risk register monitored and reviewed	Update d Risk Register	0

NTABANKULU LOCAL MUNICIPALITY

INFRASTRUCTURE PLANNING AND DEVELOPMENT DIRECTORATE : ANNUAL PERFORMANCE REPORT

KPA	Priority Area	IDP Objectives	IDP Strategy	Baseline	Measurement Source	Budget Amount	Funding Source	Annual Target	Achieved/ Not achieved	Comments/ Way forward	POE	Expenditure
Institutional Development & transformation	Recruitment	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To acquire, attract, retain competent employees, To achieve organizational goals.	155 filled positions (12 recruited in 2013/2014).	Progress report on filled posts and Staff Turn over	R15,000.00	E/S	Recruit qualified employees as per prioritized positions by June 2014	Achieved	There were 13 positions filled budget positions for 2013/2014. Director Community Services, PA Engineering, Customer Care Clerk, Training Administrator, HRD Officer, Customer Care Officer, Records Officer, SPU Manager, ICT Manager, Development Planning Manager, Drivers X 2, General Assistant	Recruitment Report	R27 548.16
	Conditions of Service	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To maintain working conditions, staff morale by creating conducive environment in compliance with legislative framework.	Management Leave records, Benefits Records, Clocking Reports and VIP Sytem.	Quarterly leave reports and clocking reports and VIP Reports	Nil	Nil	Implement collective agreement on conditions of service by 30 June 2014				

	Conditions of Service	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To maintain working conditions, staff morale by creating conducive environment in compliance with legislative framework.	Management Leave records, Benefits Records, Clocking Reports and VIP Sytem.	Quarterly leave reports and clocking reports and VIP Reports	NIL	E/S	Implement collective agreement on conditions of service by 30 June 2014	Not Achieved	Biometrix clocking report software is giving us problems now and again.	Quartely leave reports for VIP, Manual clocking reports	Nil
Institutional Development & transformation	Human Resource Development	Create learning environment that enhances the skills of the workforce and councilors inline with legislative framework to improve service delivery by 2017	To facilitate capacity of staff, councilors and unemployed through training and development.	WSP & WSP implementation plan 2013/14 submitted to LGSETA ,and WSP 2013/14 financial year was adopted in June 2013	Quarterly training reports	1.3M	E/S	Capacitate staff , councilors and the community as per the Workplace Skills Plan by June 2014 .	Achieved	Training for internal staff and the unemployed was conducted and a training report was prepared for the financial year 2013/2014	Training report2013/2014,attendance registers and certificates.	1,338.821.23

Institutional Development & transformation	HR Governance	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To facilitate, amend, implementation of legislative prescripts and collective of agreement.	Reviewed HR manual, Draft HR Strategy and Retention Strategy	Quarterly consolidated inputs	R50 000.00	E/S	Develop, review, implement & monitor compliance of human resource policies by June 2014	Not Achieved	HR Manual, HR Plan and retention strategy was reviewed and submitted to Council for approval	HR Manual, HR Plan and Retention Strategy	R50 000.00
Institutional Development & transformation	Employment Equity	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To achieve equity in the workplace by promoting equal opportunity in historical disadvantage individuals	EEP 2011-2015 available, Recruited One disabled Employee is at the Operational Level.	Quarterly reports on implementation of EEP	Nil	Nil	Promote affirmative action within the Municipality by 30th June 2014	Achieved	Affirmative Action is promoted in the Municipality through employment advertisements	Employment Equity Report	Nil

Institutional Development & Transformation	Performance Management System	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To assess competency to all employees through PMS System on a quarterly basis.	PMS framework available, PMS policy and procedures available, Institutional Scorecard available and the Accountability agreements and Performance promises.	Quarterly report on performance reviews	R400,000.	E/S	To monitor, measure, improve and reward performance by June 2014	Not achieved	No performance reviews conducted	No evidence	Nil
Institutional Development & Transformation	Organizational Structure	Develop, populate and review Organizational structure in line with Municipal powers & functions, strategic priorities and legal prescripts by 2017	To design an organogram which is aligned with IDP objectives	Adopted organogram for 2013/2014 financial year is available.	Quarterly progress report	Nil	Nil	Review organizational structure of the municipality in line with IDP by June 2014	Achieved	The organogram 2014/2015 was reviewed and adopted by Council	Organogram 2014/2015	Nil

Institutional development & transformation	OHS	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To promote and secure the health, safety and welfare of employees at work	OHS Committee is available and capacitated on its roles and responsibilities	quarterly OHS Committee reports	R50 000.00	E/S	Provide safe & healthy working environment by June 2014	Not achieved	Protective clothing was provided to all employees. Committee established and trained.		R32 000.00
Institutional development & transformation	FAIR LABOUR PRACTICE	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Facilitate the relationship between employer and employee through awareness of each rights to achieve organizational goals	LLF Committee established and trained, policies and regulations and collective agreements are in place	Number of sanctions issued	Nil	E/S	To regulate conduct between employer and employee by June 2014	Not achieved	Only one workshop conducted to employees on code of conduct and was done in the first quarter	Attendance register	Nil

Institutional development & transformation	EAP	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To provide constructive wellness assistance to every employee, who is experiencing form of personal problem (To Maintain Wellness and provide assistance to every employee who is experiencing any personal as well as work related problems by 2017	EAP Committee established (EAP policy is available. Workshops on EAP Programmes have been conducted to all Staff).	Quarterly progress reports	R300,000.00	E/S	To motivate Employees and Councilors Morale by June 2014	Achieved	In order to motivate employees and councillors morale, the following programmes have been conducted 1. Eye screening 2. Women's Health 3. Team Building 4. World Aids Day 5. Sport & Wellness 6. Financial Management 7. Men's Health 8. Sport Activities 37% of Employees and Councillors have attended all these	Monitoring and Evaluation report	R 137.94
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										programs, 14% of employees and Councillors attended counselling sessions.		
Institutional development & transformation	IT infrastructure and maintenance	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Co-ordinate the acquisition of network infrastructure	Windows server 2003 available, 65 users and 28 working laptops (Windows server 2003 & 2008 available, 95 users and 55 working laptops)	Quarterly network reports	R497,585.00	E/S	Provide functioning and sustainable network by June 2014	Achieved	All sites linked to the main site via VPN. Cisco switches and routers were also installed in all sites, Changing of Cabinets and cabling was done. Telkom monitoring network tool is used to monitor the functioning of the network	Network monitoring reports	R568,518.32

Good Governance and Public Participation	Website Management	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To facilitate the website update and Archives on monthly basis	Information in the website updated.	Quarterly update reports on Website	R50,000.00	E/S	Provide access & update information about the Municipality for internal and external stakeholders by June 2014	Achieved	All the information submitted to ICT was submitted to the website	Information in the website	R89,000.00
Good Governance and Public Participation	Information Security (Disaster Recovery)	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	to maintain the backup server to eliminate the loss of information	Offsite backup server hardware and link installed (back up is functioning and active and is conducted 3 times a week)	Updates reports and information on the server	R200,000.00	E/S	To protect municipal soft information against loss and damage by June 2014	Achieved	Cibecs backup software was installed for all the Municipal Workstations , laptops and servers. The software is properly functioning and produces daily reports	Daily Cibecs reports	R 176,000

Good Governance and Public Participation	Telephone Management	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To administer telephone usage by municipal officials.	Telephone registers are submitted on a monthly basis to those who have the telephone codes and deductions are then made where necessary. And the circular for enforcement was prepared. (Telephone management policy has been developed but not yet adopted; it was submitted to the Council).	Quarterly telephone reports	R100 0000.00	E/S	Manage usage of telephone system by June 2014	Achieved	Telephone reports are produced monthly through teltrace system for all employees	Telephone reports	R2 263 980.67
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	ICT Governance	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	to comply with legislative prescripts that govern ICT.	ICT Committee was inducted on their roles and responsibilities and it is functional.	Compliance report on implementation of policy	Nil	E/S	Implement the standard of adherence and usage control and access by June 2014	Not Achieved	The ICT Committee was trained on roles and responsibilities. ICT Policy and procedure manuals were presented to employees and Council. ICT policy and procedures was adopted by Council	Attendance register	Nil
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	Revenue Management and enhancement	To increase the revenue and revenue base by 12% by 2017	Develop and implement Revenue enhance ment strategy	Business licensing system installed and staff in operation (150 registrations for informal businesses and 10 registrations for formal businesses , 19 silences issued to informal and six issued to formal businesses .)	Quarterly reports on issued licenses and permits	Nil	Nil (E/S)	Provide licenses and permits to entrepreneurs by 30 June 2014	Achieved	44 licenses were issued to informal traders and 8 were issued to formal traders	Distributio n register and copies of certificate s for formal traders	Nil
	Advertising(Business licensing)	To formulate, promulgate , review and enforce municipal by-laws and policies by 30 June 2017	To ensure By-law fomulation ,promulgation and policy review	Approval and Installation of Adverts	Compliance with advertising procedures	Nil	n/a	To regulate advertising in the urban area by June 2014	Achieved	3 applications received from SASSA and Department of Health and Boxer	Copy of Certificate s	Nil

Institutional development & transformation	Customer Care	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Improving the quality of service rendered and application of batho pele principles (complaints and feedback)	Available comment register, questionnaire and suggestion box (Drafted Customer Care Policy & Customer Care Charter to be adopted by council, Presidential hotline improved from 60% to 97% and left with two calls. Activated Customer care enquiries e-mail in the website which is customerservices@ntabankulu.gov.za.	Quarterly progress report on customer enquiries	R224 668.00	E/S	Provide acceptable service to the internal and external stakeholders in line with Batho Pele Principles by June 2014.	Achieved	Customer Care Policy, strategy and charter were adopted by Council. Customer care complaints box available to all municipal sites. Acknowledgement of receipt were sent to all complainants through sms bundles and customer complaints from the Presidential hotline addressed and we are at 91%	Customer Care internal reports and Presidential hotline report	R224 668.00
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				Local complaints received monthly and attended monthly.								
Institutional Development & Transformation	Cleaning Services	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Coordinate cleanliness of municipal premises.	Shortage of cleaning machinery, 9 staff members (12 staff members).	Quarterly monitoring report	R200,000.00	E/S	Provide clean working environment by June 2014	Achieved	Employees are placed to all municipal sites and monitored through cleaning monitoring register which is approved by the supervisor daily.	Cleaning monitoring register/schedules	R119,511.72
	Records & Archives	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To provide historical and current information for users	Workshop conducted by Provincial Archives to Records staff).	quarterly compliance report	R19 784.00	E/S	Enhance storage of Municipal Information by June 2014	Achieved	Files are stored according to the file plan and all files are updated in the electronic spreadsheet for easy access. File transfers signed for all incoming files by	File Plan, Electronic spreadsheet, file transfer forms, Policy and procedures	R64,623.10

										directorates. Register is signed for all outgoing information. Policy and Procedures reviewed and submitted to Provincial archives for approval. Post box changed into a business address i.e. Private Bag. Post Bag purchased for collection of mail		
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Good Governance and Public Participation	Council Support & Council Committees	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Facilitate committees and council sittings and provide secretariat to the council.	The schedule of the Council and its committees available for 2013/2014 and adopted.	Signed minutes as per schedule of council meetings and resolution register quarterly	R700,000.00	E/S	Provision of effective administrative support to the Council and its committees by 30 June 2014	Achieved	4 Ordinary Council meetings were all successfully prepared. minutes captured adopted by Council for all council sittings.	Attendance registers and notices of Council	R964,645.33
Good Governance and Public Participation	Institutional Calendar	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Develop and manage institutional calendar.	Institutional calendar has been developed & adopted for the financial year 2013/2014, compliance reports done monthly).	Progress reports monthly, quarterly & annually	Nil	Nil	Develop and monitor schedules of institutional event and ensure compliance by 30 June 2014	Achieved	The Institutional calendar was developed and it is monitored monthly, Compliance report compiled monthly and presented to Management	Compliance Report	Nil

Good Governance and Public Participation	Risk Management	Ensure clean audit by 2017	implement audit action plan to improve audit outcome in line with operation clean audit by 2017	Risk register 2012/2013 (Risk register 2013/14 available, risk register reports & progress reports done monthly).	Monthly & quarterly reports on risk management and audit action plan implementation	Nil	Nil	Development and implementation of audit action plan to improve audit outcomes in line with operation clean audit by 30 June 2014	Not Achieved	Audit action plan was developed, addressed	Audit action plan	Nil
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NTABANKULU LOCAL MUNICIPALITY

INFRASTRUCTURE PLANNING AND DEVELOPMENT DIRECTORATE : ANNUAL PERFORMANCE REPORT

KPA	Priority Area	IDP Objectives	IDP Strategy	Baseline	Measurement Source	Budget Amount	Funding Source	Annual Target	Achieved/ Not achieved	Comments/ Way forward	POE	Expenditure
Institutional Development & transformation	Recruitment	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To acquire, attract, retain competent employees, To achieve organisational goals.	155 filled positions (12 recruited in 2013/2014).	Progress report on filled posts and Staff Turn over	R15,000.00	E/S	Recruit qualified employees as per prioritised positions by June 2014	Achieved	There were 13 positions filled budget positions for 2013/2014. Director Community Services, PA Engineering, Customer Care Clerk, Training Administrator, HRD Officer, Customer Care Officer, Records Officer, SPU Manager, ICT Manager, Development Planning Manager, Drivers X 2, General Assistant	Recruitment Report	R27 548.16
	Conditions of Service	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To maintain working conditions, staff morale by creating conducive environment in compliance with legislative framework.	Management Leave records, Benefits Records, Clocking Reports and VIP System.	Quarterly leave reports and clocking reports and VIP Reports	Nil	Nil	Implement collective agreement on conditions of service by 30 June 2014				

	Conditions of Service	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To maintain working conditions, staff morale by creating conducive environment in compliance with legislative framework.	Management Leave records, Benefits Records, Clocking Reports and VIP Sytem.	Quarterly leave reports and clocking reports and VIP Reports	NIL	E/S	Implement collective agreement on conditions of service by 30 June 2014	Not Achieved	Biometrix clocking report software is giving us problems now and again.	Quarterly leave reports for VIP, Manual clocking reports	NIL
Institutional Development & transformation	Human Resource Development	Create learning environment that enhances the skills of the workforce and councilors inline with legislative framework to improve service delivery by 2017	To facilitate capacity of staff, councilors and unemployed through training and development.	WSP & WSP implementation plan 2013/14 submitted to LGSETA ,and WSP 2013/14 financial year was adopted in June 2013	Quarterly training reports	1.3M	E/S	Capacitate staff, councilors and the community as per the Workplace Skills Plan by June 2014	Achieved	Training for internal staff and the unemployed was conducted and a training report was prepared for the financial year 2013/2014	Training report 2013 /2014, attendance registers and certificates.	1,338.821.23

Institutional Development & transformation	HR Governance	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To facilitate, amend, implement of legislative prescripts and collective of agreement.	Reviewed HR manual, Draft HR Strategy and Retention Strategy	Quarterly consolidated inputs	R50 000.00	E/S	Develop, review, implement & monitor compliance of human resource policies by June 2014	Not Achieved	HR Manual, HR Plan and retention strategy was reviewed and submitted to Council for approval	HR Manual, HR Plan and Retention Strategy	R50 000.00
Institutional Development & transformation	Employment Equity	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To achieve equity in the workplace by promoting equal opportunity in historical disadvantage individuals	EEP 2011-2015 available, Recruited One disabled Employee is at the Operational Level.	Quarterly reports on implementation of EEP	Nil	Nil	Promote affirmative action within the Municipality by 30th June 2014	Achieved	Affirmative Action is promoted in the Municipality through employment advertisements	Employment Equity Report	Nil

Institutional Development & Transformation	Performance Management System	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To assess competency to all employees through PMS System on a quarterly basis.	PMS framework available, PMS policy and procedures available, Institutional Scorecard available and the Accountability agreements and Performance promises.	Quarterly report on performance reviews	R400,000.	E/S	To monitor, measure, improve and reward performance by June 2014	Not achieved	No performance reviews conducted	No evidence	Nil
Institutional Development & Transformation	Organizational Structure	Develop, populate and review Organizational structure in line with Municipal powers & functions, strategic priorities and legal prescripts by 2017	To design an organogram which is aligned with IDP objectives	Adopted organogram for 2013/2014 financial year is available.	Quarterly progress report	Nil	Nil	Review organizational structure of the municipality in line with IDP by June 2014	Achieved	The organogram 2014/2015 was reviewed and adopted by Council	Organogram 2014/2015	Nil

Institutional development & transformation	OHS	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To promote and secure the health, safety and welfare of employees at work	OHS Committee is available and capacitated on its roles and responsibilities	quarterly OHS Committee reports	R50 000.00	E/S	Provide safe & healthy working environment by June 2014	Not achieved	Protective clothing was provided to all employees. Committee established and trained.		R32 000.00
Institutional development & transformation	FAIR LABOUR PRACTICE	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Facilitate the relationship between employer and employee through awareness of each rights to achieve organizational goals	LLF Committee established and trained, policies and regulations and collective agreements are in place	Number of sanctions issued	Nil	E/S	To regulate conduct between employer and employee by June 2014	Not achieved	Only one workshop conducted to employees on code of conduct and was done in the first quarter	Attendance register	Nil
Institutional development & transformation	EAP	Ensure a responsible, functional, accountable and responsive administration	To provide constructive wellness assistance to every employee, who is experienced	EAP Committee established (EAP policy is available. Workshops on EAP	Quarterly progress reports	R300,000.00	E/S	To motivate Employees and Councilors Morale by June 2014	Achieved	In order to motivate employees and councilors morale, the following programmes	Monitoring and Evaluation report	R 137.94

	<p>on by adhering to legislative prescripts & policies by 2017</p>	<p>ng form of personal problem (To Maintain Wellness and provide assistance to every employee who is experiencing any personal as well as work related problems by 2017</p>	<p>Programmes have been conducted to all Staff).</p>					<p>have been conducted</p> <ol style="list-style-type: none"> 1. Eye screening 2. Women's Health 3. Team Building 4. World Aids Day 5. Sport & Wellness 6. Financial Management 7. Men's Health 8. Sport Activities <p>37% of Employees and Councillors have attended all these programs, 14% of employees and Councillors attended counselling sessions.</p>	
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Institutional development & transformation	IT infrastructure and maintenance	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Co-ordinate the acquisition of network infrastructure	Windows server 2003 available, 65 users and 28 working laptops (Windows server 2003 & 2008 available, 95 users and 55 working laptops)	Quarterly network reports	R497,585.00	E/S	Provide functioning and sustainable network by June 2014	Achieved	All sites linked to the main site via VPN. Cisco switches and routers were also installed in all sites, Changing of Cabinets and cabling was done. Telkom monitoring network tool is used to monitor the functioning of the network	Network monitoring reports	R568,518.32
Good Governance and Public Participation	Website Management	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To facilitate the website update and Archives on monthly basis	Information in the website updated.	Quarterly update reports on Website	R50,000.00	E/S	Provide access & update information about the Municipality for internal and external stakeholders by June 2014	Achieved	All the information submitted to ICT was submitted to the website	Information in the website	R89,000.00

Good Governance and Public Participation	Information Security (Disaster Recovery)	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	to maintain the backup server to eliminate the loss of information	Offsite backup server hardware and link installed (back up is functioning and active and is conducted 3 times a week)	Updates reports and information on the server	R200,000.00	E/S	To protect municipal soft information against loss and damage by June 2014	Achieved	Cibecs backup software was installed for all the Municipal Workstations, laptops and servers. The software is properly functioning and produces daily reports	Daily Cibecs reports	R 176,000
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<p>Good Governance and Public Participation</p>	<p>Telephone Management</p>	<p>Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017</p>	<p>To administer telephone usage by municipal officials.</p>	<p>Telephone registers are submitted on a monthly basis to those who have the telephone codes and deductions are then made where necessary. And the circular for enforcement was prepared. Telephone management policy has been developed but not yet adopted; it was submitted to the Council).</p>	<p>Quarterly telephone reports</p>	<p>R100 0000.00</p>	<p>E/S</p>	<p>Manage usage of telephone system by June 2014</p>	<p>Achieved</p>	<p>Telephone reports are produced monthly through teltrace system for all employees</p>	<p>Telephone reports</p>	<p>R2 263 980.67</p>
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	ICT Governance	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	to comply with legislative prescripts that govern ICT.	ICT Committee was inducted on their roles and responsibilities and it is functional.	Compliance report on implementation of policy	Nil	E/S	Implement the standard of adherence and usage control and access by June 2014	Not Achieved	The ICT Committee was trained on roles and responsibilities. ICT Policy and procedure manuals were presented to employees and Council. ICT policy and procedures was adopted by Council	Attendance register	Nil
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	Revenue Management and enhancement	To increase the revenue and revenue base by 12% by 2017	Develop and implement Revenue enhancement strategy	Business licensing system installed and staff in operation (150 registrations for informal businesses and 10 registrations for formal businesses, 19 licenses issued to informal and six issued to formal businesses.)	Quarterly reports on issued licenses and permits	Nil	Nil (E/S)	Provide licenses and permits to entrepreneurs by 30 June 2014	Achieved	44 licenses were issued to informal traders and 8 were issued to formal traders	Distribution register and copies of certificates for formal traders	Nil
	Advertising(Business licensing)	To formulate, promulgate, review and enforce municipal by-laws and policies by 30 June 2017	To ensure By-law formulation, promulgation and policy review	Approval and Installation of Adverts	Compliance with advertising procedures	Nil	n/a	To regulate advertising in the urban area by June 2014	Achieved	3 applications received from SASSA and Department of Health and Boxer	Copy of Certificates	Nil
Institutional development &	Customer Care	Ensure a responsible , functional, accountable	Improving the quality of service rendered and	Available comment register , questionnaire and	Quarterly progress report on customer enquiries	R224 668.00	E/S	Provide acceptable service to the internal	Achieved	Customer Care Policy, strategy and charter were adopted by	Customer Care internal reports and	R224 668.00

<p>transformation</p>		<p>le and responsive administration by adhering to legislative prescripts & policies by 2017</p>	<p>application of batho pele principles (complaints and feedback)</p>	<p>suggestion box (Drafted Customer Care Policy & Customer Care Charter to be adopted by council, Presidential hotline improved from 60% to 97% and left with two calls. Activated Customer care enquiries e-mail in the website which is customer services@ntabankulu.gov.za. Local complaints received monthly and attended monthly.</p>			<p>and external stakeholders in line with Batho Pele Principles by June 2014.</p>		<p>Council. Customer care complaints box available to all municipal sites. Acknowledgment of receipt were sent to all complainants through sms bundles and customer complaints from the Presidential hotline addressed and we are at 91%</p>	<p>Presidential hotline report</p>	
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Institutional Development & Transformation	Cleaning Services	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Coordinate cleanliness of municipal premises.	Shortage of cleaning machinery, 9 staff members (12 staff members).	Quarterly monitoring report	R200,000.00	E/S	Provide clean working environment by June 2014	Achieved	Employees are placed to all municipal sites and monitored through cleaning monitoring register which is approved by the supervisor daily.	Cleaning monitoring register/schedules	R119,511.72
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	Records & Archives	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	To provide historical and current information for users	Workshop conducted by Provincial Archives to Records staff).	quarterly compliance report	R19 784.00	E/S	Enhance storage of Municipal Information by June 2014	Achieved	Files are stored according to the file plan and all files are updated in the electronic spread sheet for easy access. File transfers signed for all incoming files by directorates. Register is signed for all outgoing information. Policy and Procedures reviewed and submitted to Provincial archives for approval. Post box changed into a business address i.e. Private Bag. Post Bag purchased for collection of mail	File Plan, Electronic spreadsheet, file transfer forms, Policy and procedures	R64,623.10
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Good Governance and Public Participation	Council Support & Council Committees	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Facilitate committees and council sittings and provide secretariat to the council.	The schedule of the Council and its committees available for 2013/2014 and adopted.	Signed minutes as per schedule of council meetings and resolution register quarterly	R700,000.00	E/S	Provision of effective administrative support to the Council and its committees by 30 June 2014	Achieved	4 Ordinary Council meetings were all successfully prepared. Minutes captured adopted by Council for all council sittings.	Attendance registers and notices of Council	R964,645.33
Good Governance and Public Participation	Institutional Calendar	Ensure a responsible, functional, accountable and responsive administration by adhering to legislative prescripts & policies by 2017	Develop and manage institutional calendar.	Institutional calendar has been developed & adopted for the financial year 2013/2014, compliance reports done monthly).	Progress reports monthly, quarterly & annually	Nil	Nil	Develop and monitor schedules of institutional event and ensure compliance by 30 June 2014	Achieved	The Institutional calendar was developed and it is monitored monthly, Compliance report compiled monthly and presented to Management	Compliance Report	Nil

Good Governance and Public Participation	Risk Management	Ensure clean audit by 2017	implement audit action plan to improve audit outcome in line with operation clean audit by 2017	Risk register 2012/2013 (Risk register 2013/14 available, risk register reports & progress reports done monthly).	Monthly & quarterly reports on risk management and audit action plan implementation	Nil	Nil	Development and implementation of audit action plan to improve audit outcomes in line with operation clean audit by 30 June 2014	Not Achieved	Audit action plan was developed, addressed	Audit action plan	Nil
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NTABANKULU LOCAL MUNICIPALITY

STRATEGIC PLANNING AND DEVELOPMENT: ANNUAL PERFORMANCE REPORT

Support ed KPA	Priority Area	IDP Objectives	IDP Strategy	Baseline	Measureme nt Source	Budget Amount	Funding Source	Annual Target	Achieved/ Not achieved	Comments/ Way forward	POE	Expenditur e
	Revenue Management	To increase the revenue and revenue base by 45% by 2017	Provide proper revenue collection services and effective debt collection strategies	Approved credit control and debt collection policy	Collection report	N/A	Equitable share	Actual collection increased by 10% by 30th June 2014	Achieved	98% collection has been made collection for the year.	Cash Receipt Journal (Annexure A)	Nil
						N/A		Develop the revenue enhancement strategy	Not Achieved	The draft revenue strategy was developed and tabled to middle management meeting for comments. The committee noted the draft report and recommended that strategy must also include the long term strategies. The		Nil

										Municipality then engaged Local government to assist, wherein the proposal was developed and forwarded to them.		
				General and Supplementary Valuation Roll 3	Approved General Valuation Roll	350,000.00	Equitable Share	Consolidated general Valuation roll in compliance with MPRA by 30th June 2014.	Achieved	The general valuation roll was consolidated in compliance with MPRA, and the municipality will be billing according to the new roll on July 2014.	2014-2018 General Valuation Roll (ANNEXURE B)	R464 092

	Indigency	To provide 100% indigent support to deserving beneficiaries by 2017	Maintenance of indigent management system	1 165 beneficiaries for alternative energy, 365 for grid electricity (2012/2013 Indigent register),	Approved number of beneficiaries benefiting (2013/2014 Approved indigent register)	R 4.4m	Equitable Share	Provision of alternative and grid electricity to the approved beneficiaries	Not Achieved	The municipality provided the alternative energy in the form of paraffin to all wards. There are 365 beneficiaries benefiting from eskom and 5 656 benefiting from paraffin. The municipality is currently providing 5L per beneficiary on paraffin	Approved indigent register for 2013/2014 (ANNEXURE C)	R4 400 000
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	Expenditure Management	To have effective and efficient processes and systems of managing municipal finances by 2017	Strengthen the effectiveness of expenditure control including procedures for approval, authorization and withdrawal of funds	Midyear assessment report	Quarterly reports	N/A	Equitable Share	Implement financial control policies by 30 June 2014	Achieved	The financial controls are implemented as follows:- 1. The payments were/are paid within thirty days as a result of the age analysis at 30th June 2014 is sitting at R548 369. 2. The quarterly and midyear reports were prepared and submitted to the Council, for adoption timeously and indicated on MFMA, and also to Provincial treasury and National Treasury	age analysis (ANNEXURE D)	Nil
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	Supply Chain Management	To review and implement supply chain management policy by June 2017	Review procedures in line with legislative framework	Approved SCM Policy	SCM Quarterly report for the year	N/A	Equitable Share	Implement Supply Chain Management Policy and regulations by June 2014	Achieved	The quarterly reports on awards exceeding R100 000 were submitted to treasury and CIDB. The reports were also submitted to the Council.	Proof of Submission to NT and PT(ANNEXURE E)	Nil
					Irregular Expenditure submitted to council for condonment	N/A	Equitable Share	Implement Supply Chain Management Policy and regulations by June 2014	Not Achieved	Some of the irregular expenditures for the current year were submitted to the Council for noting and writing off. Currently busy with investigating the irregular expenditure for the entire 2014 financial year, upon completion the report will be tabled to the Council.	Irregular expenditure report (ANNEXURE F)	Nil

				Implementat ion of Demand Plan	N/A		Implement the demand/pr ocument plan	Not achieved	The procureme nt plan template was circulated to all Directorate s, however there were no responses received from some of the Departmen ts. The reminder was sent to Directorate s; the response was that they will submit the plan on July 2014.		Nil
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				Report on the update of service providers database	N/A		Update suppliers data base	Not Achieved	The invitation inviting suppliers to register on municipal database was done on local newspaper and municipal notice board. The suppliers are then updated per category weekly as when they come to register.	copy of the advert and supplier data base (ANNEXURE G)	Nil
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	Asset Management	To manage, safeguard and maintenance of all assets of the Municipality in an economic, efficient and effective manner	Ensure safe guarding of Municipal assets and management of liabilities	Asset Register	Updated GRAP Compliant Asset Register	N/A	Equitable Share	Updated GRAP Compliant Asset Register	Not Achieved	The asset register is currently updated on excel spreadsheet. The Municipality appointed Solvexa to assist on GRAP asset register. The exercise will be completed on 30 July 2014.		Nil
	Fleet Management			Fleet Management	Fleet management report	N/A		To ensure effective and efficient usage of fleet in compliance with fleet management policy by 30 June 2014	Achieved	Fleet reconciliation was prepared monthly wherein the costs per vehicle, and the vehicle details were illustrated.	Reconciliation report (ANNEXURE I)	R747 529

	Financial Reporting	To ensure compliance with MFMA, and consolidation of reports	Preparation of Annual Financial Statements	Annual Financial Statements	2012/2013 Annual Financial Statements Submitted on the 31 August 2013	R238 000.00		Submission of AFS by 31st August 2014	Not Achieved	The Annual financial statements will be submitted on 31st August 2014; however the target has been received as its overlapping to next financial year. All the control accounts were reconciled and signed.	Reconciling control accounts (ANNEXURE J)	Nil
	Audit Report	Ensure clean audit by 2017	implement audit action plan	Progress report on action plan		N/A		Unqualified Audit Opinion	Not Achieved	The progress report on action plan was developed. The operation clean audit sat quarterly to present the progress on action plan. The target has been reviewed for next financial	Progress report on Audit Action Plan	

										year as the audit starts in September and we only get the opinion end November		
	Budget Preparation and monitoring	To have effective and efficient processes and systems of managing municipal finances by 2017	In year reporting in compliance with MFMA calendar	Budget policy	Approved Budget	N/A		Compliance with MFMA, Treasury Regulations and Circulars	Achieved	The budget was prepared in compliance with the MFMA; the draft budget was presented to the Council for adoption on 28th March 2014, upon the adoption it was then submitted to Provincial Treasury and National Treasury. The budget was then advertised on website, notice board and	Proof of Submission to NT and PT(ANNEXURE K)	Nil

									the local news paper for public comments. Upon final budget was then adopted by the Council on 28th May 2014 and was advertised on municipal website, newspaper and the notice board		
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	Risk Management	Ensure clean audit by 2017	Develop the strategic and operational risk register	Risk Register	Risk register	N/A		Implementation of risk register by 30 June 2014	Achieved	The risk assessment was conducted and the risk register was also developed. The operation clean audit sat quarterly whereby the risk champions from the departments were presenting the progress on risk identified. The progress report on risks were then tabled to the Audit committee	Progress report on the Risk management register(A NNEXURE L)	Nil
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