KAROO HOOGLAND LOCAL MUNICIPALITY

SECTION 52 QUARTERLY PERFORMANCE ASSESSMENT REPORT

2019/2020

QUARTER 4

(01 April – 30 June 2020)

CONTENTS

1. PURPOSE

a) The purpose of this report is to inform Council regarding the progress made with the implementation of the Key Performance Indicators (KPIs) in the realisation of the development priorities and objectives as determined in the Municipality's Integrated Development Plan (IDP) as well as in the Top Layer (TL) Service Delivery and Budget Implementation Plan (SDBIP) for the Fourth Quarter (*01 April – 30 June 2020)* of the 2019/2020 financial year.

2. LEGISLATIVE REQUIREMENTS

a) The SDBIP is defined in terms of Section 1 of the Local Government: Municipal Finance Management Act, 56 (Act 56 of 2003) (MFMA), and the format of the SDBIP is prescribed by the MFMA Circular 13.

b) Section 41(1)(e) of the Local Government: Municipal Systems Act, 32 (Act 32 of 2000) (MSA), prescribes that a process must be established of regular reporting to Council. The process of reporting is detailed in the Performance Management Policy and Framework of the municipality.

c) This report is a requirement in terms of Section 52 of the MFMA which provide for:

- The Mayor, to submit to council within 30 days of the end of each quarter, a report on the implementation of the budget and financial of the municipality;
- The Accounting Officer, while conducting the above, must consider the:
    - ❖ Section 71 Reports;
    - ❖ Performance in line with the Service Delivery and Budget Implementation Plans.

3. BACKGROUND TO THE FORMAT AND MONITORING OF THE SDBIP

3.1 FORMAT

a) The Municipality's SDBIP consists of a Top Layer (TL) as well as a Departmental Plan for each individual Department.
b) The Top Layer SDBIP measures the achievement of performance indicators and targets that have been determined with regards to the

provision of basic services (operational services delivery) as prescribed by Section 10 of the Local Government: Municipal Planning and Performance Regulations of 2001, National Key Performance Areas and Strategic Objectives as detailed in the Integrated Development Plan (IDP) of Karoo Hoogland Municipality. The Top Layer SDBIP 2019/2020 was approved by the Mayor on 3 June 2019 and revised by Council during October 2019.

c) The Departmental SDBIP measures the achievement of performance indicators that have been determined regarding operational service delivery within each department and have been aligned with the Top Layer SDBIP. The Departmental Plans have been approved by the Municipal Manager.

d) The Quarterly Performance Assessment Report is structured to report on five (5) Municipal Key Performance Areas.

e) The overall assessment of actual performance against targets set for the key performance indicators as documented in the SDBIP are illustrated in terms of the following assessment methodology:

INTERPRETATION OF TRAFFIC LIGHTS REFLECTED IN THIS REPORT	
Target Exceeded	Achievement of target exceeded
Target Met	Target achieved as planned
Target Partially Met	75% progress towards achievement of target
Target Not Met	Below 75% progress towards achievement of target

TABLE 1: EXPLANATION OF COLOR CODES

f) The Performance Management System is part of the Sebata EMS system which is an integrated system. All KPI's are linked to the IDP, Projects/Activities and the Approved SDBIP.

g) Progress on KPI's are captured quarterly into the system and reports are then extracted for reporting purposes to the municipal manager, audit committee and council on a quarterly, half yearly and annual basis.

h) This report is based on the Top Layer SDBIP and comprises of the following:

- A summary of the overall performance of the Municipality in terms of the National Key Performance Area's for Local Government
- A summary of the overall performance of the Municipality in terms of the five Municipal Key Performance Area's.
- A detailed performance review per Municipal Key Performance Area (MKPA).

3.2 Monitoring

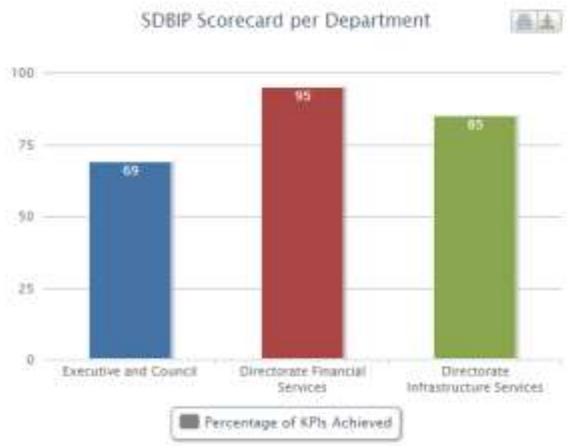
a) The Municipality utilises the EMS system that is updated monthly or at the end of the quarter with actual performance.
b) The system administrator in consultation with the performance management unit (as delegated by the MM) determines the closure dates for updates of the previous quarters actual performance as a control measure to ensure that performance is updated and monitored on a quarterly basis. No access for updating is available to a quarter's performance indicators after closure of the system. This is to ensure that the level of performance is consistent for a period in the various levels at which reporting takes place. Departments must motivate to the Municipal Manager should they require the system to be re-opened once the system is closed for a quarter.
c) The system provides management information in the form of a dashboard as well as graphs and indicates actual performance against targets. The graphs provide a good indication of performance progress and where corrective action is required.
d) The system requires that each key performance indicator is linked to a custodian post as well as a responsible post to update performance comment for each actual result captured, which provides a clear indication of how the actual was calculated/ reached and serves as part of the portfolio of evidence (POE) for auditing purposes.
e) In terms of Section 46(1)(a)(iii) of the MSA the Municipality must reflect annually in the Annual Performance Report on measures taken to improve performance, in other words targets not achieved. The system requires that comments, reasons as well as corrective actions to be taken must be captured for targets not achieved.
f) In the event of targets being overachieved comments for over achievement must be captured as well as the budget implications if any.

4. ACTUAL PERFORMANCE FOR THE FOURTH QUARTER – 01 April – 30 June 2020

a) The Top Layer SDBIP contains performance indicators per Municipal Key Performance Area and comments on corrective measures with regard to targets not achieved.
b) A detailed analysis of actual performance for the fourth quarter of the 2019/2020 financial year is provided in section 6 of the report.
c) The overall performance (dashboard) per National and Municipal Key Performance Areas is provided for in section 5 of this report.

5. OVERALL PERFORMANCE OF THE MUNICIPALITY

a) Dashboard summary per National Key Performance Area (NKPA) for the period 01 April – 30 June 2020.



Quarter: Quarter 4

National KPA	No. of targets set	No. of targets achieved	No. of targets partially achieved	No. of targets not achieved	No. of targets over achieved	No. of targets on hold	No. of targets unable to assess
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	28	12	5	0	8	2	1
KPA 2: LOCAL ECONOMIC DEVELOPMENT	6	4	0	0	0	0	2
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	46	36	2	2	4	2	0
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	35	21	0	8	4	1	1
KPA 5: GOOD GOVERNANCE AND PUBLIC PARTICIPATION	35	17	0	6	4	7	1

6. ACTUAL STRATEGIC PERFORMANCE AND CORRECTIVE MEASURES THAT WILL BE IMPLEMENTED

6.1 Basic Service Delivery and Infrastructure Development

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurement	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	Percentage of road maintenance budget spent	0	Percentage	85% Budget Spent by year end	85	93			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: More clear days were achieved than predicted, Null		Road Maintenance was spent
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	Inspect all sport grounds/facilities according to the relevant maintenance checklist on a bi-monthly basis and submit to the Manager: Operational Support Services	0	No. of Reports	12 reports submitted	3	1	Inspections done as per attached report	Null	Work Done: Inspections done as per attached report Under Performance Reason: N/A Over Performance Reason: N/A		Inspections done as per attached report
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	Monitor and reduce water losses to less than 15% of purchases for the financial year	0	Percentage	less than 15% of purchase	15	15			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		Water losses reduced monitored % stated in evidence

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurement	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	Monitor and reduce electricity losses to less than 15% of purchases for the financial year	15	Percentage	less than 15% of purchase	15	9.89	Electricity losses at 9.89%	Null	Work Done: Electricity losses at 9.89% Under Performance Reason: N/A Over Performance Reason: Losses have been monitored, Null		Electricity losses at 9.89%
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	% of budget spent on building maintenance (Budget/expenditure) x 100	0	Percentage	85% Budget Spent by year end	85	100			Work Done: Properties are maintained within the approved budget Under Performance Reason: N/A Over Performance Reason: N/A		Properties are maintained within the approved budget
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	Provide effect weekly refuse removal services	4	No. of Reports	4 reports on removal services	1	1			Work Done: Weekly services are been provided see report attached Under Performance Reason: N/A Over Performance Reason: N/A		Weekly services are been provided see report attached
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	% of budget spent on Sanitation maintenance (Budget/expenditure) x 100	0	Percentage	85% Budget Spent by year end	85	86.55			Work Done: Sanitation is being maintained within the existing Budget Under Performance Reason: N/A Over Performance Reason: N/A		Sanitation is being maintained within the existing Budget

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurement	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	% of budget spent on Water maintenance (Budget/expenditure) x 100	0	Percentage	85% Budget Spent by year end	85	100			Work Done: Water maintenance is done within the available budgets Under Performance Reason: N/A Over Performance Reason: N/A		Water maintenance is done within the available budgets
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	Provide piped water , sanitation /sewerage electricity and solid waste to formal residential properties which are connected to a Municipal Infrastructure network as at 30 June annually	0	No. of Households	2200 households with services	2,200	2,114	2114 Houses have excess to services	None	Work Done: 2114 Houses have excess to services Under Performance Reason: 2114 Houses have excess to services Over Performance Reason: N/A		2114 Houses have excess to services
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	Number of indigent households for free basic services	780	No. of Households	780 indigent house holds	780	908			Work Done: 908 indigents are registered for the subsidy Under Performance Reason: N/A Over Performance Reason: More indigents registered and were approved for the subsidy, More indigent households registered who will receive the subsidy		The amount of registered indigents are 908 for April 2020

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurement	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	% of Budget spent on Maintaining the Entire Vehicle Fleet	0	Percentage	80% of budget spent at year end	80	100			Work Done: All vehicles are maintained within the available budget Under Performance Reason: N/A Over Performance Reason: N/A		All vehicles are maintained within the available budget
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	% spent on the RBIG Bulk Water Williston	0	Percentage	80% of budget spent at year end	80	0	Target has been placed on hold as funding has not been secured from RBIG	Target has been placed on hold as funding has not been secured from RBIG	Work Done: Target has been placed on hold as funding has not been secured from RBIG Under Performance Reason: N/A Over Performance Reason: N/A		Target has been placed on hold as funding has not been secured from RBIG
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	Update the cemetery booking register and reconcile with the financial system within 21 calendar days after month end	0	Number	1 booking register updated	1	1			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		Updated booking cemetery register was done
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	Number of electrical distribution network capital projects completed for the financial year	0	Number	Number of electrical distribution network capital projects completed for the financial year	0	1			Work Done: Electrical close out report Under Performance Reason: N/A Over Performance Reason: N/A		Electrical close out report

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurement	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	Water MIG Expenses: Bulk Water Sutherland	0	Number	1 Augmentation projected completed	1	1			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		Projected completed.
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	Conduct water quality test on a monthly basis to ensure 0 E.coli/100ml measured on a monthly	0	Number	12 test conducted	3	3			Work Done: Water quality tested Under Performance Reason: N/A Over Performance Reason: N/A		Water quality tested
KPA 1: BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT	Water quality managed and measured quarterly in terms of the SANS Accreditation Physical and micro parameters	0	Number	4	1	1			Work Done: Water tested in terms of SANS Accreditation Under Performance Reason: N/A Over Performance Reason: N/A		Water tested in terms of SANS Accreditation

INTERPRETATION OF TRAFFIC LIGHTS REFLECTED IN THIS REPORT	Achievements June 2020
Target Exceeded	3
Target Met	13
Target Partially Met	1
Target Not Met	0

A total of 17 targets has been set for basic service delivery and infrastructure development for the period under review. All targets have been accessed as set out above

6.2 LOCAL ECONOMIC DEVELOPMENT

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurer	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020-Actual
KPA 2: LOCAL ECONOMIC DEVELOPMENT	Revise LED Strategy to enhance economic growth	0	Number	1 LED Strategy Revised	1	1			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		LED strategy revised
KPA 2: LOCAL ECONOMIC DEVELOPMENT	Report on the support provided to SMME's by council	0	No.of Report	4 Reports to council	1	1			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		Due to Covid19 sessions were held in July
KPA 2: LOCAL ECONOMIC DEVELOPMENT	Report on Community upliftment programmes (Vulnerable Groups)	0	No.of Report	4 Reports to council	1	1			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		Community upliftment has been done.
KPA 2: LOCAL ECONOMIC DEVELOPMENT	Facilitate the establishment of a Business Consultation forum	0	Number	1 Facilitation meeting held	0				Work Done: Under Performance Reason: N/A Over Performance Reason: N/A		
KPA 2: LOCAL ECONOMIC DEVELOPMENT	Develop a Tourism Development Strategy	0	Number	1 Strategy Developed	0				Work Done: Under Performance Reason: N/A Over Performance Reason: N/A		

INTERPRETATION OF TRAFFIC LIGHTS REFLECTED IN THIS REPORT	Achievements June 2020
Target Exceeded	**0**
Target Met	**3**
Target Partially Met	**0**

Target Not Met	0

A total of 5 targets were set for Local Economic Development for the year under review. 2 targets have since been placed on hold as achievement would not be possible due to the COVID 19 Pandemic. These targets would have to be reviewed in the ensuing financial year.

6.3 MUNICIPAL FINANCIAL MANAGEMENT AND VIABILITY

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurer	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Advertise annual report in external media	1	Number	1 advertisement placed	0				Work Done: Under Performance Reason: N/A Over Performance Reason: N/A		
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Financial viability measured in terms of the available cash to cover fixed operating expenditure at 30 June 2020 (cost coverage cash equivalents unspent conditional grants – overdraft + short term investment/ monthly fixed operational expenditure excluding (depreciation, amortization and provision of bad debts, impairment and loss on disposal of assets	0	Ratio	Ratio of 1:1	01:01				Work Done: Financial viability have been measured Under Performance Reason: N/A Over Performance Reason: N/A		
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Raise /collect operating budget revenue as per approved budget	0	Percentage	95% collection by year end	95	97			Work Done: 97,53% Under Performance Reason: N/A Over Performance Reason: N/A		97,53%

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurer	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Achieve an average payment percentage of 83 % by 30 June annually	80	Percentage	Achieve an average payment percentage of 83 % by 30 June annually	83	77	77% - due to Covid19 the collection rate could not be achieved	After the national state of disaster then the collection rate target can be set higher again but currently rate payers can not afford to pay all their rates	Work Done: Collection Rate for 2019 2020 Under Performance Reason: Covid19 Pandemic causes that many rate payers could not pay their rates as was anticipated - Target was set to high for this year under review Over Performance Reason: N/A		Due to Covid19 the anticipated collection rate could not be achieved.
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	% of INEP budget spent on Electrification of Houses in Fraserburg	0	Percentage	80% of budget spent at year end	80	80			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Submit the Mid-year budget performance report in terms of s72(1)(a)(i); s72(1)(b) subsection (2) and (3) of the MFMA to Council by 31 January	1	No. of Reports	1 section 72 report submitted	0				Work Done: Under Performance Reason: N/A Over Performance Reason: N/A		
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Update the annual tariffs for consideration by Council by 31 March	1	Number	1 annual tariff schedule updated	0				Work Done: Under Performance Reason: N/A Over Performance Reason: N/A		
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Compile a Procurement Plan for the financial year and submit it to the Municipal Manager by 30 March	1	Number	1 Procurement Plan	0	1			Work Done: Procurement Plan were drafted and submitted to Council Under Performance		Procurement Plan were drafted and submitted to COuncil

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurer	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
									Reason: N/A Over Performance Reason: N/A		
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Draft Annual Report tabled to council within seven months after the end of the financial year	1	No. of Reports	1 Draft Annual Report	0				Work Done: Under Performance Reason: N/A Over Performance Reason: N/A		
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Facilitate the drafting and approval of the Service Delivery and Budget Implementation Plan(SDBIP) approved within 28 days after approval of the Main Budget	1	Number	1 SDBIP approved	1	1			Work Done: Final Top Layer SDBIP approved by Mayor on 8 July 2020 Under Performance Reason: N/A Over Performance Reason: N/A		Final Top Layer SDBIP approved by Mayor on 8 July 2020
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Prepare the Mid-year performance part of the report in terms of s72 of the MFMA to submit to mayor by 25 January and Council by 31 January	1	No.of Report	1 Mid-Year performance Report	0				Work Done: Under Performance Reason: N/A Over Performance Reason: N/A		
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Submission of the MTREF's to Council for approval by 31 May 2020	1	Number	1 Budget approved by Council before 31 May	1	1			Work Done: Budget has been tabled to Council on 28 May 2020 and approved and submitted to NT Under Performance Reason: N/A Over Performance Reason: N/A		Budget has been tabled to Council on 28 May 2020 and approved and submitted to NT

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurer	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Submit the Annual Financial Statements by 31 August to the Office of the AG	1	Number	1 AFS submitted to AG	0				Work Done: Under Performance Reason: N/A Over Performance Reason: N/A		
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Disclose in the AFS all deviations condoned by Council	100%	Percentage	100% of deviations condoned by COuncil disclosed	0				Work Done: Under Performance Reason: N/A Over Performance Reason: N/A		
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Implement the Municipal Standard Chart of Accounts	1	Number	1 Implemented MSCOA system	1	1			Work Done: THE MSCOA has been implemented - Strings are being submitted and extracted from the EMS system Under Performance Reason: N/A Over Performance Reason: N/A		THE MSCOA has been implemented - Strings are being submitted and extracted from the EMS system
KPA 3: MUNICIPAL FINANCIAL MANAGEMENT & VIABILITY	Revise the Asset management policy annually before 30 June	1	Number	1 reviewed Asset Management Policy	1	1			Work Done: Asset Management Policy reviewed and submitted to COuncil for approval Under Performance Reason: N/A Over Performance Reason: N/A		The Asset management Policy was revised together with the budget related policies on 28 May 2020

INTERPRETATION OF TRAFFIC LIGHTS REFLECTED IN THIS REPORT	Achievements June 2020
Target Exceeded	**0**

Target Met	**8**
Target Partially Met	**1**
Target Not Met	**0**

A total of 16 targets has been set for Municipal Financial Management & Viability for the period under review. 7 Targets were not applicable for the quarter under review and have not been reported on.

6.4 MUNICIPAL TRANSFORMATION AND INSTITUTIONAL DEVELOPMENT

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurer	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Develop an Employee Wellness Policy	0	Number	1 Policy developed	1	1			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		Employee Wellness Policy was developed.
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Report quarterly on requests received i.t.o Promotion of Access to Information	0	No. of Reports	4 Reports submitted	1	0	Mr Al Hendricks resigned at end of march 2020 - No reporting done	KPI should be carried over to the necessary custodian to achieve target and to report ito PAIA	Work Done: Mr Al Hendricks resigned at end of march 2020 - No reporting done Under Performance Reason: Mr Al Hendricks resigned at end of march 2020 - No reporting done Over Performance Reason: N/A		Mr Al Hendricks resigned at end of march 2020 - No reporting done
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Report quarterly on requests received i.t.o Promotion of Access to Information	0	No. Reports	4 Reports submitted	1	0	Mr Al Hendricks resigned at end of march 2020 - No reporting done	KPI should be carried over to the necessary custodian to achieve target and to report ito PAIA	Work Done: Mr Al Hendricks resigned at end of march 2020 - No reporting done Under Performance Reason: Mr Al Hendricks resigned at end of march 2020 - No reporting done Over Performance Reason: N/A		Mr Al Hendricks resigned at end of march 2020 - No reporting done
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Publish Performance Contracts of Senior Managers	1	Number	1 advertisement placed	0				Work Done: Under Performance Reason: N/A Over Performance Reason: N/A		

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurer	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Develop a HIV/ AIDS policy for staff	0	Number	1 Policy Developed	0	1			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		HIV/ AIDS policy developed
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Report on the number of people from employment equity target group groups employed in the three highest levels of management in compliance with Karoo Hoogland's Employment Equity plan	0	No. of Reports	2 reports submitted	1	1			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		Employment Equity report submitted
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Percentage of the municipalities operational budget actually spent on implementing the Workplace Skills Plan	0	Percentage	1% of operational budget spent	1	0	Target not met staff were scheduled to be trained in quarter 3 and 4 but due to COVID Pandemic training could not proceed	Will commence in the new year	Work Done: Arranged Training which could not take place due to COVID Under Performance Reason: Target not met staff were scheduled to be trained in quarter 3 and 4 but due to COVID Pandemic training could not proceed Over Performance Reason: N/A		Target not met staff were scheduled to be trained in quarter 3 and 4 but due to COVID Pandemic training could not proceed
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Review the Workplace Skills Plan and submit plan to the LGSETA by 30 April 2020	1	Number	1 Skills Plan Reviewed and Submitted	0	1			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		WSP was submitted to LGSETA

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurer	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Report and recommend on filling of all funded vacant posts	0	Number	4 Reports to council	1	1			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		Report submitted. (HR report).
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Develop Performance contracts for staff other section 56 managers	0	Number	10 performance contracts developed	10	0	Mr A Hendricks resigned at the end of March 2020 - A new incumbent or custodian should get this responsibility	Mr A Hendricks resigned at the end of March 2020 - A new incumbent or custodian should get this responsibility - or it should be removed	Work Done: Mr A Hendricks resigned at the end of March 2020 Under Performance Reason: Mr A Hendricks resigned at the end of March 2020 - A new incumbent or custodian should get this responsibility Over Performance Reason: N/A		Mr A Hendricks resigned at the end of March 2020
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Review the Information and Communications Technology (ICT) strategic plan	0	Number	1 ICT strategic plan reviewed	1	1	Custodian were not aware of target and due to COVID19 the ICT Steering COmmittee has only been established via a virtual meeting on 26 May 2020	This KPI should be carried over to Q4 of 2020/2021	Work Done: ONly a meeting held to set targets Under Performance Reason: N/A Over Performance Reason: N/A		No ICT Strategic Plan have been developed - However the ICT Committee has been established who have been tasked to develop this Strategic Plan
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Annually reviewing the Organogram through normal customised review processes	0	Number	1 Organogram Reviewed	1	1			Work Done: Target met Under Performance Reason: N/A Over Performance Reason: N/A		Organogram reviewed.

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurer	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 4: MUNICIPAL TRANSFORMATION & INSTITUTIONAL DEVELOPMENT	Facilitate the signing of performance agreements and performance development plans with all identified personnel before 31 July	100	Percentage	100% of all contracts	100	0	The Custodian Mr A Hendricks resigned during March 2020 and the KPI was not carried over to some else	The KPI must be assigned to a new Custodian in the 2020/2021 Financial Year	Work Done: Mr A Hendricks resigned at the end of March 2020 - A new incumbent or custodian should get this responsibility and then it should only be applicable to Q1 each year Under Performance Reason: Mr A Hendricks resigned at the end of March 2020. The KPI was not assigned to a new responsible person - thus the target was not met Over Performance Reason: N/A		Target Not Met - Mr A Hendricks resigned at the end of March 2020 - A new incumbent or custodian should get this responsibility and then it should only be applicable to Q1 each year

INTERPRETATION OF TRAFFIC LIGHTS REFLECTED IN THIS REPORT	Achievements June 2020
Target Exceeded	0
Target Met	7
Target Partially Met	
Target Not Met	5

A total of 13 targets has been set for Municipal Transformation & Institutional Development for the period under review

.1 Target was not applicable for the quarter and have not been reported on.

6.5 GOOD GOVERNANCE AND PUBLIC PARTICIPATION

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurer	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 5: GOOD GOVERNANCE AND PUBLIC PARTICIPATION	Monitor implementation of Council Resolution	0	No. of Reports	12 reports submitted	3	3			Work Done: THe Council Resolution Register are amended after each meeting and send to the MM after each quarter - the Annual register has also been tabled to Council so that they can address outstanding issues Under Performance Reason: N/A Over Performance Reason: N/A		Only Quarterly reporting and updating of the Council resolution Register after each meeting to capture all the resolutions
KPA 5: GOOD GOVERNANCE AND PUBLIC PARTICIPATION	Conduct IDP Roadshows in all wards	0	Number	6 Roadshows held	0				Work Done: Under Performance Reason: N/A Over Performance Reason: N/A		
KPA 5: GOOD GOVERNANCE AND PUBLIC PARTICIPATION	Communicate with the Community by issuing external newsletters	0	Number	4 external newsletters	1	1			Work Done: Q4 newsletter were distributed during June 2020 - distributed via Facebook, webpage and email to all personnel as well as Whatsapp groups and at reception areas and to accounts Under Performance Reason: N/A Over Performance Reason: N/A		Q4 newsletter were distributed during June 2020 - distributed via Facebook, webpage and email to all personnel as well as Whatsapp groups and at reception areas and to accounts

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurer	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 5: GOOD GOVERNANCE AND PUBLIC PARTICIPATION	Respond to all formal external media enquiries within 72 working hours	0	Percentage	90% of all enquiries received and responded to	90	90			Work Done: No formal external media enquiries were received in this quarter and thus none had to be answered Under Performance Reason: N/A Over Performance Reason: N/A		No formal external media enquiries were received in this quarter and thus none had to be answered
KPA 5: GOOD GOVERNANCE AND PUBLIC PARTICIPATION	Coordinate the sitting of ward committee meetings	0	No. of Meetings	12 meetings co-ordinated	3	0	No ward committee meetings were held due to COVID pandemic	None	Work Done: No ward committee meetings were held due to COVID pandemic Under Performance Reason: No ward committee meetings were held due to COVID pandemic Over Performance Reason: N/A		No ward committee meetings were held due to COVID pandemic
KPA 5: GOOD GOVERNANCE AND PUBLIC PARTICIPATION	Number of ward committee reports submitted to portfolio committees	0	No. of Reports	4 Reports submitted	1	0	No ward committee meetings were held due to COVID	None	Work Done: No ward committee meetings were held due to COVID Under Performance Reason: No ward committee meetings were held due to COVID Over Performance Reason: N/A		No ward committee meetings were held due to COVID

National KPA	Key Performance Indicator (KPI)	Baseline as at 30 June 2019	Unit of Measurer	Annual Target	Q4 Measurable Target	Q4 Measurable Actual	Q4 Variance Comment	Q4 Variance Corrective Action	Q4 Overall Comment	Q4 Over and Above Comment	Qtr Ending 30 June 2020- Actual
KPA 5: GOOD GOVERNANCE AND PUBLIC PARTICIPATION	Approve Audit Action Plan by 28 February annually to address the issues raised in the AG report for the relevant financial year	1	Number	1	0	1			Work Done: The AG Final Management Report was only received during January 2020, therefore was it only compiled, finalised and approved on 31 January 2020. Under Performance Reason: N/A Over Performance Reason: The AG Final Management Report was only received during January 2020, therefore was it only compiled, finalised and approved on 31 January 2020., None		The AAP was drafted and tabled to Council in January 2020

INTERPRETATION OF TRAFFIC LIGHTS REFLECTED IN THIS REPORT	Achievements June 2020
Target Exceeded	1
Target Met	3
Target Partially Met	0
Target Not Met	2

A total of 7 targets has been set for Good Governance and Public Participation for the period under review.

1 KPI has since been placed on hold due to the COVID 19 Pandemic and will be reviewed in the ensuing financial year.

7. CONCLUSION

The fourth quarter proved very challenging in meeting set KPI's due to the outbreak of COVID 19 in March 2020. This placed a strain on both the Finances and its ability to deliver services to the community. Karoo Hoogland has strived during the lockdown to ensure that services were not too severely disrupted, and the results of the performance can be summarised as follows:

58 Key Performance Indicators (KPIs) listed on the Top layer SDBIP 2019/2020 (for the 4th quarter),

- **11** were not measured as they were **not applicable** for the quarter under review,
- **7** KPIs were not met,
- **2** were partially met,
- **34** were met and
- **4** were well met.

Unfortunately, 12 targets were subsequently placed **on hold** due to COVID and would need to be reviewed in the ensuing year.

KPI Not Measured/Not applicable	**11**	**19%**
KPI Not Met	**7**	**12%**
KPI Partially Met	**2**	**3%**
KPI Met	**34**	**59%**
KPI Well Met	**4**	**7%**
Total	58	100%

TABLED TO COUNCIL: 29 OCTOBER 2020

TABLED TO AUDIT COMMITTEE: 27 OCTOBER 2020