



PERFORMANCE AGREEMENT

Made and entered into by and between

**Mr Zolile Albert Williams
the Municipal Manager of the
JOE GQABI DISTRICT MUNICIPALITY
("the Municipal Manager")**

and

**Ms Nandipha Mshumi
the Chief Operations Officer of the
JOE GQABI DISTRICT MUNICIPALITY
("the COO")**

**for the financial year:
1 July 2016 to 30 June 2017**

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WHEREBY IT IS AGREED AS FOLLOWS:

1. INTRODUCTION

- 1.1 The Municipality has, in terms of Section 57(1)(a) of the Local Government: Municipal Systems Act, No. 32 of 2000 ("the Systems Act") entered into contract of employment as the Director for a period of 5(five) years for the Joe Gqabi District municipality.
- 1.2
- 1.3 Section 57(1)(b) of the Systems Act, read with the contract of employment concluded between the Parties, require the Parties to conclude a performance agreement.
- 1.4 The Parties wish to ensure that they are clear about the goals to be achieved, and secure the commitment of the CHIEF OPERATIONS OFFICER to a set of outcomes that will secure local government policy goals.
- 1.5 The Parties wish to ensure that there is compliance with Sections 57(4A), (4B) and (5) of the Systems Act.
- 1.6 In this Agreement the following words will have the meaning ascribed thereto:

"this Agreement" - means the performance agreement between the Municipality and the CHIEF OPERATIONS OFFICER and the annexures thereto.

"the Executive Authority" - means the Mayoral Committee of the Municipality constituted in terms of Section 55 of the Local Government: Municipal Structures Act as represented by its chairperson, the Executive Mayor.

"the CHIEF OPERATIONS OFFICER" – means the Chief Operations Officer: directly accountable to the Municipal Manager in terms of Section 56(a) of the Systems Act.


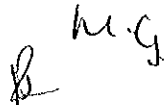
"the Municipal Manager" – means the Municipal Manager appointed in terms of Section 82 of the Local Government: Municipal Structures Act, No. 117 of 1998.

"the Municipality" – means the JOE GQABI DISTRICT MUNICIPALITY.

"the Parties" - means the Municipal Manager and the CHIEF OPERATIONS OFFICER.

2. PURPOSE OF THIS AGREEMENT

- 2.1 The Parties agree that the purposes of this Agreement are to:
 - 2.1.1. comply with the provisions of Section 57(1)(b), (4A), (4B) and (5) of the Systems Act as well as the contract of employment entered into between the Parties;
 - 2.1.2. specify objectives and targets established for the CHIEF OPERATIONS OFFICER and to communicate to the CHIEF OPERATIONS OFFICER

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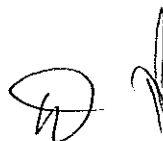
the Municipality's expectations of the CHIEF OPERATIONS OFFICER's performance and accountability;

- 2.1.3. specify accountabilities as set out in Annexure A;
- 2.1.4. monitor and measure performance against targeted outputs and outcomes;
- 2.1.5. use Annexures A and B as a basis for assessing the CHIEF OPERATIONS OFFICER for permanent employment and/or to assess whether the CHIEF OPERATIONS OFFICER has met the performance expectations applicable to his/her job;
- 2.1.6. appropriately reward the CHIEF OPERATIONS OFFICER in accordance with the Municipality's performance management policy in the event of outstanding performance;
- 2.1.7. establish a transparent and accountable working relationship; and
- 2.1.8. give effect to the Municipality's commitment to a performance-orientated relationship with its CHIEF OPERATIONS OFFICER in attaining equitable and improved service delivery.

3. COMMENCEMENT AND DURATION

- 3.1 Notwithstanding the date of signature this Agreement will commence on the 01 July 2015 and will remain in force until a new performance agreement including a Performance Plan and Personal Development Plan is concluded between the Parties as contemplated in Clause 3.2
- 3.2 The Parties will review the provisions of this Agreement during June each year. The Parties will conclude a new performance agreement including a Performance Plan and Personal Development Plan that replaces this Agreement at least once a year by not later than the 31st of July each year.
- 3.3 The payment of the performance bonus is determined by the performance score obtained during the 4th quarter annual performance assessment as informed by the quarterly performance assessments. Should the CHIEF OPERATIONS OFFICER be entitled to a bonus, this will be paid out after approval by Council and not later than sixty (60) days thereafter in the CHIEF OPERATIONS OFFICER's salary for a month that shall be applicable.
- 3.4 The payment of a performance bonus for the year in which the CHIEF OPERATIONS OFFICER's contract of employment expires will be done as set out in clause 3.3 and the bonus so determined will be paid to the CHIEF OPERATIONS OFFICER on the last day of his/her employment or not later than 30 days thereafter.
- 3.5 In the event of the CHIEF OPERATIONS OFFICER commencing or terminating his services with the Municipality during the validity period of this Agreement, the CHIEF OPERATIONS OFFICER's performance for the portion of the period referred to in clause 3.1 during which he was employed, will be evaluated and he will be entitled to a pro rata performance bonus based on his evaluated performance and the period of actual service.

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- 3.6 The content of this Agreement may be revised at any time during the above mentioned period to determine the applicability of the matters agreed upon by the Parties.
- 3.7 If at any time during the validity of this Agreement the work environment alters (whether as a result of government or council decisions or otherwise) to the extent that the contents of this Agreement are no longer appropriate, the contents shall immediately be revised.
- 3.8 This Agreement will terminate on the termination of the CHIEF OPERATIONS OFFICER's contract of employment for any reason.

4. PERFORMANCE OBJECTIVES

- 4.1 The Performance Plan in Annexure A sets out:
- 4.1.1 the performance objectives and targets which must be met by the CHIEF OPERATIONS OFFICER; and
- 4.1.2 the time frames within which those performance objectives and targets must be met.
- 4.2 The Personal Development Plan in Annexure B sets out the CHIEF OPERATIONS OFFICER's personal developmental requirements in line with the objectives and targets of the Municipality.
- 4.3 The Core Management Competencies reflected sets out those management skills regarded as critical to the position held by the CHIEF OPERATIONS OFFICER.
- 4.4 The performance objectives and targets reflected in Annexure A are set by the Municipality in consultation with the CHIEF OPERATIONS OFFICER and based on the Integrated Development Plan and the budget of the Municipality, and include key objectives, key performance areas, target dates and weightings.
- 4.5 The key objectives describe the main tasks that need to be done. The key performance indicators provide the details of the evidence that must be provided to show that a key objective has been achieved. The target dates describe the time frame in which the work must be achieved. The weightings show the relative importance of the key objectives to each other.
- 4.6 The CHIEF OPERATIONS OFFICER's performance will, in addition, be measured in terms of contributions to the development objectives and strategies set out in the Municipality's Integrated Development Plan.

5. PERFORMANCE MANAGEMENT SYSTEM

- 5.1 The CHIEF OPERATIONS OFFICER agrees to participate in the performance management system that the Municipality adopts or introduces for the municipal management and municipal staff of the Municipality.

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- 5.2 The CHIEF OPERATIONS OFFICER accepts that the purpose of the performance management system will be to provide a comprehensive system with specific performance standards to assist the municipal management and municipal staff to perform to the standards required.
- 5.3 The Executive Authority and/or Municipal Manager will consult the CHIEF OPERATIONS OFFICER about the specific performance standards that will be included in the performance management system as applicable to the CHIEF OPERATIONS OFFICER.
- 5.4 The CHIEF OPERATIONS OFFICER undertakes to actively focus towards the promotion and implementation of her Key Performance Areas as set out in Annexure A including special projects relevant to the CHIEF OPERATIONS OFFICER's responsibilities within the local government framework.

6. PERFORMANCE ASSESSMENT

- 6.1 The performance of the CHIEF OPERATIONS OFFICER will be assessed against the outputs and outcomes achieved in terms of her Key Performance Areas (KPA's) as fully described in Annexure A and her Core Management Competencies (CMCs) determined at the commencement of this Agreement with a weighting of 80:20 allocated to the KPA's and CMCs respectively. Therefore the KPA's that refer to the main tasks of the Manager account for 80% of her assessment while the CMCs make up the other 20% of the CHIEF OPERATIONS OFFICER's assessment score.
- 6.2 The weightings agreed to in respect of the CHIEF OPERATIONS OFFICER's KPA's attached as Annexure A are set out in the table below:

KEY PERFORMANCE AREAS (KPA'S)	WEIGHT
• Local Economic Development	10%
• Financial Viability and Management	5%
• Institutional Development and Transformation	5%
• Good Governance and Public Participation	60%
Total	100%

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- 6.3 The weightings agreed to in respect of the CMCs considered most critical for the CHIEF OPERATIONS OFFICER's position and further defined in Annexure C are set out in the table below:

CORE COMPETENCY REQUIREMENTS - CCRs		
CORE MANAGERIAL COMPETENCIES (CMC)	CHOICE (x)	WEIGHT
Strategic Capability and Leadership		
Programme and Project Management		
Financial Management	compulsory	5%
Change Management		
Knowledge Management	X	2%
Service Delivery Innovation		
Problem Solving and Analysis	X	2%
People Management and Empowerment	compulsory	2%
Client Orientation and Customer Focus	compulsory	2%
Communication	X	2%
Honesty and Integrity		
CORE OCCUPATIONAL COMPETENCIES (COCs)		
Competence in Self Management		
Interpretation of and implementation within the legislative and national policy frameworks		
Knowledge of Developmental Local Government		
Knowledge of Performance Management and Reporting	X	3%
Knowledge of Global and SA specific political, social and economic contexts		
Competence in Policy Conceptualisation, Analysis and Implementation		
Knowledge of more than one functional municipal field or discipline		
Mediation Skills	X	2%
Governance Skills		
Competence as required by other national line sector departments		
Exceptional and dynamic creativity to improve the functioning of the Municipality		
TOTAL PERCENTAGE		20%

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6.4 The assessment of the performance of the Manager will be based on the following levels for KPAs and CMCs:

LEVEL	TERMINOLOGY	DESCRIPTION
5	Outstanding Performance	Performance far exceeds the standard expected of an employee at this level. The appraisal indicates that the Employee has achieved above fully effective results against all performance criteria and indicators as specified in the PA and Performance Plan and maintained this in all areas of responsibility throughout the year.
4	Performance significantly above expectations	Performance is significantly higher than the standard expected in the job. The appraisal indicates that the Employee has achieved above fully effective results against more than half of the performance criteria and indicators and fully achieved all others throughout the year.
3	Fully effective	Performance fully meets the standards expected in all areas of the job. The appraisal indicates that the Employee has fully achieved effective results against all significant performance criteria and indicators as specified in the PA and Performance Plan.
2	Not fully effective	Performance is below the standard required for the job in key areas. Performance meets some of the standards expected for the job. The review / assessment indicates that the employee has achieved below fully effective results against more than half the key performance criteria and indicators as specified in the PA and Performance Plan.
1	Unacceptable performance	Performance does not meet the standard expected for the job. The review / assessment indicates that the employee has achieved below fully effective results against almost all of the performance criteria and indicators as specified in the PA and Performance Plan. The employee has failed to demonstrate the commitment or ability to bring performance up to the level expected in the job despite management efforts to encourage improvement.

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- 6.5 To determine which rating on the five-point scale the Manager achieves for each KPA, the following criteria should be used:

Duration of task	- Was the target achieved within the projected time frame?
Level of complexity	- Required problem solving - Reconciling different perceptions - Innovative alternatives used
Cost	- within budget - saving - overspending
Constraints	- Did envisaged constraints materialise? - If so, were steps taken to manage/reduce the effect of the constraint? - If not, did it beneficially affect the completion of the target? - Any innovative/pro-active steps to manage the constraint

7. PANEL AND SCHEDULE FOR PERFORMANCE ASSESSMENTS

- 7.1 An assessment panel consisting of the following persons will be established:

7.1.1 The Municipal Manager

7.1.2 Chairperson of the Audit Committee

7.1.3 Member of the Mayoral Committee, another member of Council

7.1.4 Municipal Manager from another Municipality

- 7.2 In addition an assessment the following will also be done by:

7.2.1

The Municipal Manager

7.2.2

The CHIEF OPERATIONS OFFICER (own assessment)

7.2.3

Fellow section 57 managers.

- 7.3 The performance of the Manager will be assessed in relation to his/her achievement of:

7.3.1

the targets indicated for each KPA in Annexure A;

7.3.2

the CCRs as defined in clause 6.3 of this agreement

on a date to be determined for each of the following quarterly periods:

- 1st Quarter - July to September
2nd Quarter - October to December
3rd Quarter - January to March

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4th Quarter - April to June

- 7.4 Assessments in the first and third quarter may be verbal if the CHIEF OPERATIONS OFFICER's performance is satisfactory.
- 7.5 The Municipality will keep a record of the mid-year and annual assessment meetings.
- 7.6 The Municipality may appoint an external facilitator to assist with the annual assessment.
- 8. EVALUATING PERFORMANCE AND THE MANAGEMENT OF EVALUATION OUTCOMES**
- 8.1 The CHIEF OPERATIONS OFFICER will submit quarterly performance reports and a comprehensive annual performance report prior to the performance assessment meetings to the Municipal Manager.
- 8.2 The Municipal Manager will give performance feedback to the CHIEF OPERATIONS OFFICER after each quarterly and the annual assessment meetings.
- 8.3 The evaluation of the CHIEF OPERATIONS OFFICER's performance will form the basis for rewarding outstanding performance or correcting unacceptable performance.
- 8.4 At the end of the 4th quarter, the Executive Authority will determine if the CHIEF OPERATIONS OFFICER is eligible for a performance bonus as envisaged in his/her contract of employment based on the bonus allocation set out in clause 8.11 of this agreement.
- 8.5 The results of the annual assessment and the scoring report of the CHIEF OPERATIONS OFFICER for the purposes of bonus allocation, if applicable, will be submitted to the Executive Authority for a recommendation to the full Council.
- 8.6 A fully effective assessment score will render the CHIEF OPERATIONS OFFICER eligible to be considered for a performance related increase (pay progression) as envisaged in his/her contract of employment provided the CHIEF OPERATIONS OFFICER has completed at least 12 months continuous service with the Municipality at his/her current remuneration package on the 30th of June.
- 8.7 Personal growth and development needs identified during any performance assessment discussion, must be documented in the Manager's Personal Development Plan as well as the action steps and set time frames agreed to.
- 8.8 Despite the establishment of agreed intervals for assessment, the Municipal Manager may, in addition, review the Manager's performance at any stage while his/her contract of employment remains in force.

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- 8.9 The Municipal Manager will be entitled to review and make reasonable changes to the provisions of Annexure "A" from time to time for operational reasons. The CHIEF OPERATIONS OFFICER will be fully consulted before any such change is made.
- 8.10 The provisions of Annexure "A" may be amended by the Executive Authority when the Municipality's performance management system is adopted, implemented and/or amended as the case may be subject to clause 5.3.
- 8.11 The evaluation of the employee's performance will form the basis for rewarding outstanding performance or correcting unacceptable performance.
- 8.11.1 A performance bonus ranging from 5% to 14% of the all-inclusive remuneration package may be paid to an employee in recognition of outstanding performance. In determining the performance bonus the relevant percentage is based on the overall rating, calculated by using the applicable assessment-rating calculator; provided that -
- (a) a score of 130% to 149% is awarded a performance bonus ranging from 5% to 9%; and
- (b) a score of 150% and above is awarded a performance bonus ranging from 10% to 14%.

9. OBLIGATIONS OF THE MUNICIPALITY

- 9.1 The Municipality will create an enabling environment to facilitate effective performance by the CHIEF OPERATIONS OFFICER.
- 9.2 The CHIEF OPERATIONS OFFICER will be provided with access to skills development and capacity building opportunities.
- 9.3 The Municipality will work collaboratively with the CHIEF OPERATIONS OFFICER to solve problems and generate solutions to common problems that may impact on the performance of the Manager.
- 9.4 The Municipality will make available to the CHIEF OPERATIONS OFFICER such resources including employees as the CHIEF OPERATIONS OFFICER may reasonably require from time to time to assist him to meet the performance objectives and targets established in terms of this Agreement; provided that it will at all times remain the responsibility of the CHIEF OPERATIONS OFFICER to ensure that he complies with those performance obligations and targets.
- 9.5 The CHIEF OPERATIONS OFFICER will, at his request, be delegated such powers by the Municipality as may in the discretion of the Municipality be reasonably required from time to time to enable him to meet the performance objectives and targets established in terms of this Agreement.

10. CONSULTATION

- 10.1 The Executive Authority and / or Municipal Manager agrees to consult the CHIEF OPERATIONS OFFICER within a reasonable time where the exercising of the Executive Authority's and / or Municipal Manager's powers will -

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10.1.1 have a direct effect on the performance of any of the CHIEF OPERATIONS OFFICER's functions;

10.1.2 commit the CHIEF OPERATIONS OFFICER to implement or to give effect to a decision made by the Executive Authority and/or Municipal Manager;

10.1.3 have a substantial financial effect on the Municipality.

10.2 The Municipal Manager agrees to inform the CHIEF OPERATIONS OFFICER of the outcome of any decisions taken pursuant to the exercise of powers contemplated in 10.1 as soon as is practicable, to enable the Manager to take any necessary action without delay.

11. CONSEQUENCE OF UNACCEPTABLE OR POOR PERFORMANCE

11.1 Where the Municipal Manager is, at any time during the CHIEF OPERATIONS OFFICER's employment, not satisfied with the Manager's performance with respect to any matter dealt with in this Agreement, the Municipal Manager will give notice to the CHIEF OPERATIONS OFFICER to attend a meeting with the Municipal Manager.

11.2 The CHIEF OPERATIONS OFFICER will have the opportunity at the meeting to satisfy the Municipal Manager of the measures being taken to ensure that the Manager's performance becomes satisfactory in accordance with a documented programme, including any dates, for implementing these measures.

11.3 The Municipality will provide systematic remedial or developmental support to assist the CHIEF OPERATIONS OFFICER to improve his/her performance.

11.4 If, after appropriate performance counselling and having provided the necessary guidance and/or support as well as reasonable time for improvement in performance, the Municipal Manager holds the view that the performance of the CHIEF OPERATIONS OFFICER is not satisfactory, the Municipal Council will, subject to compliance with applicable labour legislation, be entitled by notice in writing to the Manager, to terminate the Manager's employment in accordance with the notice period set out in the CHIEF OPERATIONS OFFICER's contract of employment.

11.5 Where there is a dispute or difference as to the performance of the CHIEF OPERATIONS OFFICER under this Agreement, the Parties will confer with a view to resolving the dispute or difference.

11.6 Nothing contained in this Agreement in any way limits the right of the Municipality to terminate the CHIEF OPERATIONS OFFICER's contract of employment with or without notice for any other breach by the CHIEF OPERATIONS OFFICER of his obligations to the Municipality or for any other valid reason in law.

12. DISPUTES

12.1 In the event that the CHIEF OPERATIONS OFFICER is dissatisfied with any decision or action of the Executive Authority and/or Municipal Manager in terms of this Agreement, or where a dispute or difference arises as to the extent to




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which the CHIEF OPERATIONS OFFICER has achieved the performance objectives and targets established in terms of this Agreement, the CHIEF OPERATIONS OFFICER may meet with the Municipal Manager with a view to resolving the issue. At the CHIEF OPERATIONS OFFICER's request the Municipal Manager will record the outcome of the meeting in writing.

- 12.2 In the event that the CHIEF OPERATIONS OFFICER remains dissatisfied with the outcome of that meeting, he may raise the issue in writing with the Executive Mayor. The Executive Mayor will determine a process within 4 (four) weeks for resolving the issue, which will involve at least providing the CHIEF OPERATIONS OFFICER with an opportunity to state his case orally or in writing before the Executive Mayor. At the CHIEF OPERATIONS OFFICER's request the Executive Mayor will record the outcome of the meeting in writing. The final decision of the Executive Mayor on the issue will be made within 6 (six) weeks of the issue being raised with the latter and will, subject to common law and applicable labour law, be final.
- 12.3 If any dispute about the nature of the CHIEF OPERATIONS OFFICER's performance agreement whether it relates to key responsibilities, priorities, methods of assessment or any other matter provided for cannot be resolved through an internal mechanism as contemplated above, the dispute will be mediated by the MEC for local government in the province or any other person appointed by the MEC within 30 days of receipt of a formal dispute from the CHIEF OPERATIONS OFFICER.
- 12.4 In the event that the mediation process contemplated above fails, the relevant arbitration clause of the contract of employment will apply.

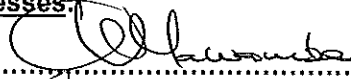
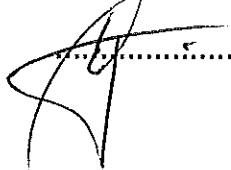
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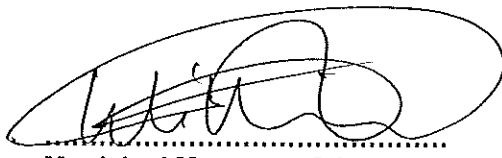
13.GENERAL

- 13.1 The contents of this Agreement and the outcome of any review conducted in terms of Annexure "A" will not be confidential, and may be made available to the public by the Municipality, where appropriate.
- 13.2 Nothing in this Agreement diminishes the obligations, duties or accountabilities of the CHIEF OPERATIONS OFFICER in terms of his/her contract of employment, or the effects of existing or new regulations, circulars, policies, directives or other instruments.

Signed at Barkly East on this 01 day of July 2016.

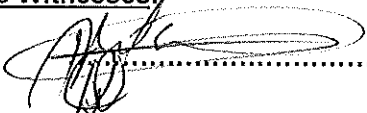

As Witnesses:


- 1. 
- 2. 


 Municipal Manager of the
 JOE GQABI DISTRICT
 MUNICIPALITY

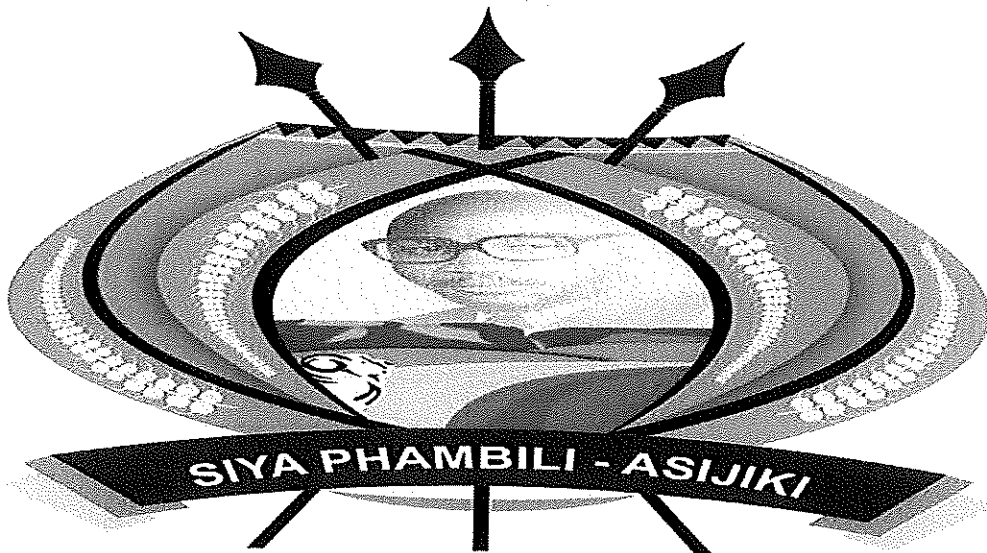
Signed at Barkly East on this 01 day of July 2016.

As Witnesses:

- 1. 
- 2. 


 Chief Operations Officer of
 the JOE GQABI DISTRICT
 MUNICIPALITY





JOE GQABI
DISTRICT MUNICIPALITY
2016/17 FINANCIAL YEAR: PERFORMANCE PLAN

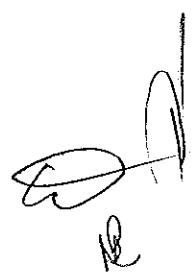
CHIEF OPERATIONS OFFICER: MISS N. MSHUMI

OFFICE OF THE MUNICIPAL MANAGER: JOE
GQABI DISTRICT MUNICIPALITY

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JOE GOABI DISTRICT MUNICIPALITY
2016/17 FINANCIAL YEAR: PERFORMANCE PLAN OF THE CHIEF OPERATIONS OFFICER

KPA 2: LOCAL ECONOMIC DEVELOPMENT						KPA WEIGHT: 30%					
Strategic Objective	Programme	WPI Indicator	Key Performance Indicator	Baseline (June 2016)	Annual Target	Quarterly Targets				Audit Evidence	Responsible Person
						QRT 1 Plan	QRT 2 Plan	QRT 3 Plan	QRT 4 Plan		
Facilitate and implement job creation and poverty alleviation initiatives	LED02: Support rural development and poverty alleviation programmes	LED02-01	Number of reports on the implementation of Agri-park programme	New Indicator	4 reports	1 report	1 report	1 report	1 report	Report to Standing Committee	COO
	LED03: Facilitate and actively participate in youth development programmes	LED03-01	Number of funding applications submitted to potential funders to support SMMEs and Cooperatives	New Indicator	4 funding applications submitted to potential funders to support SMMEs & Cooperatives	N/A	N/A	N/A	4 Funding applications submitted to potential funders	Report to Mayo	COO
	LED04: Identify, support and implement economic development flagship and anchor projects	LED04-01	JoGeda: Secure an operator for the A'wal Spa	Feasibility study and business plan completed in 2014	1 Investor secured to operate the A'wal Spa	N/A	N/A	1 Investor secured to operate the A'wal Spa	N/A	MoU/SLA/Letter of Investor	COO
		LED04-02	JoGeda: Call for proposals from interested property developers for the Elandini Middle Income Housing	Feasibility stage 1 report completed in 2013	1 proposal from interested property developers.	N/A	N/A	N/A	1 proposal from interested property developers.	Proof of funding application	COO
		LED04-03	Annual review of LED Strategy adopted by Council	LED Strategy reviewed and adopted by Council	LED Strategy review and adopted by Council	N/A	N/A	LED Strategy review and adopted by Council	LED Strategy reviewed and approved by Council	Council resolutions	COO
		LED04-04	Long term investment strategy developed and approved by Council	Not Achieved	Long term investment strategy developed and approved by Council	N/A	N/A	N/A	Long term investment strategy approved by Council	Council resolutions	COO



KPA 3: FINANCIAL VIABILITY AND MANAGEMENT						KPA WEIGHT: 6%					
STRATEGIC OBJECTIVE	PROGRAMME	KPI NUMBER	KEY PERFORMANCE INDICATOR	BASELINE (JUNE 2016)	ANNUAL TARGET	QUARTERLY TARGETS				Audit Evidence	Responsible Person
						QRT 1 Plan	QRT 2 Plan	Qrt 3 Plan	Qrt 4 Pln		
Ensure effective financial management and reporting	FM03: Implement anti-fraud and anti-corruption measures	FM03-01	Number of workshops on Anti-Fraud and anti-corruption held	New indicator	1 workshop held	N/A	N/A	1 workshop held	N/A	Report to Council Attendance registers	COO

KPA 4: INSTITUTIONAL DEVELOPMENT AND TRANSFORMATION						KPA WEIGHT: 5%				AudR Evidence	Responsible Person	
STRATEGIC OBJECTIVE	PROGRAMME	KPI NUMBER	KEY PERFORMANCE INDICATOR	BASELINE (JUNE 2016)	ANNUAL TARGET	QUARTERLY TARGETS						
						ORT 1 Plan	ORT 2 Plan	ORT3 Plan	ORT4 Plan			
Improve human resource capacity	ID05: Implement shared services within the District focusing on performance management, information security, IT, communication, IT, JDP and finance	ID05-01	Conduct IT environmental assessment	N/A	New Indicator	N/A	N/A	IT environmental assessment conducted	N/A	Report to Management	COO	
KPA 5: GOOD GOVERNANCE AND PUBLIC PARTICIPATION						KPA WEIGHT: 60%				AudR Evidence	Responsible Person	
STRATEGIC OBJECTIVE	PROGRAMME	KPI NUMBER	KEY PERFORMANCE INDICATOR	BASELINE (JUNE 2016)	ANNUAL TARGET	QUARTERLY TARGETS						
						ORT 1 Plan	ORT 2 Plan	ORT3 Plan	ORT4 Plan			
Facilitate intergovernmental cooperation	GO01: Promote intergovernmental cooperation initiatives	GO01-01	Number of DIMAFO meetings held	4 meetings	2 meetings	1 meeting	N/A	1 meeting	N/A	1 Minutes 2 Attendance registers	COO	
Communicate effectively with communities	GO02: Regular and effective communications with communities	GO02-02	Conduct Community satisfaction survey	Community Survey conducted	Community Satisfaction Survey conducted	N/A	N/A	Community Satisfaction Survey conducted	N/A	Community Satisfaction report to top management	COO	
		GO02-02-01	Number of service delivery related information sessions to inform the community held in each local municipality	1 community engagement sessions held in each local municipality	1 community engagement sessions held in each local municipality	N/A	1 community engagement session held in one local municipality	1 community engagement session held in one local municipality	1 community engagement session held in one local municipality	1 Report to MAYCO 2 Attendance register	COO	
		GO02-02-02	Communication Strategy reviewed and approved by council	Reviewed Communication Strategy approved by council	Reviewed Communication Plan approved by council	N/A	N/A	N/A	Reviewed Communication Strategy approved by council	Council resolutions	COO	
		GO02-03	Number of Mayoral outreach programs held in each Local Municipality	1 Mayoral outreach held in each Local Municipality	1 Mayoral outreach held in each Local Municipality	N/A	N/A	N/A	1 Mayoral outreach held in each Local Municipality	Outreach report	COO	
	GO03: Work closely with traditional leadership structures in the implementation of rural	GO03-01	Number of Traditional leaders forum meetings held	4 meetings	4 meetings	1 meeting	1 meeting	1 meeting	1 meeting	1 Minutes 2 Attendance registers	COO	
Ensure integrated planning and performance management	and support municipal oversight systems, mechanisms and processes	GO04-01	Number of Joe Qabli Municipal Public Accounts Committee (MPAC) meetings held	4 meetings	4 meetings	1 meeting	1 meeting	1 meeting	1 meeting	1 Minutes 2 Attendance registers	COO	
		GO04-02	2015/16 FY Annual Report approved by Council	2014/15 FY Annual Report approved by Council	2015/16 FY Annual Report approved by Council	N/A	N/A	2015/16 FY Annual Report tabled before Council	2015/16 FY Annual Report approved by Council	1. Copy of approved Annual report. 2. Council Resolution approving the Annual Report	COO	
		GO04-03	2017/18 FY IDP approved by Council	2016/17 final reviewed IDP approved by Council	2017/18 IDP reviewed and approved by Council	2017/18 FY IDP Framework and Process Plan developed and approved by Council	N/A	2017/18 final reviewed IDP tabled before Council	2017/18 final reviewed IDP approved by Council	1. Copy of the Framework and Process Plan 2. Council resolutions	COO	
		GO04-05	Number of signed performance agreements for Directors & Managers directly reporting to the Municipal Manager including the Municipal Manager	7	Section 56 Managers including the Municipal manager signed performance agreements	Number of signed performance agreements for Directors & Managers directly reporting to the Municipal Manager including the Municipal Manager	N/A	N/A	N/A	7 signed performance agreements	COO	
		GO04-06	Number of Audit Committee and Performance Committee meetings held	4 meetings	5 meetings	1 meeting	2 meeting	1 meeting	1 meeting	1 Minutes 2 Attendance registers	COO	
		GO04-07	Number of institutional quarterly performance reports tabled before Council per quarter	4 quarterly performance reports	4 quarterly institutional performance reports tabled before Council	1 quarterly institutional performance reports tabled before Council	1 quarterly institutional performance reports tabled before Council	1 quarterly institutional performance reports tabled before Council	1 quarterly institutional performance reports tabled before Council	1 quarterly institutional performance reports tabled before Council	Council resolutions	COO
		GO04-07-01	Number of departmental Quarterly performance reports prepared	4	4	1	1	1	1	Quarterly reports	COO	

Facilitate the development of a healthy and inclusive society

CO04: Establish

CO05: Facilitate implementation of programmes supporting the special groups (SPU).

CO04-06	Maintain clean audit outcomes	2014/15 FY Clean audit achieved	2015/16FY Clean audit achieved	N/A	N/A	2015/16FY Clean audit achieved	N/A	Audit report	COO
CO04-01	% of previous years audit queries addressed	100%	100%	100%	100%	100%	100%	Audit Action Plan	COO
CO04-02	Number of Institutional Risk Assessment conducted	New Indicator	1 Institutional Risk Assessment conducted	1 Institutional Risk Assessment conducted	N/A	N/A	N/A	1. Report to Council 2. Institutional Risk Register	COO
CO04-03-01	Number of update risk register submitted	1	4 updated risk registers	1	1	1	1 report	Updated Risk Register	COO
CO05-01	Annual District Mayoral Cup held	1 Annual Mayoral cup held	Annual District Mayoral Cup held	N/A	N/A	N/A	Annual District Mayoral Cup held	Reports to Standing Committee	COO
CO05-01-02	Number of reports on the implementation of the SPU Mainstreaming Strategy	4 reports	4 reports	1 report	1 report	1 report	1 report	Reports to Mayor	COO
CO05-01-03	Number of reports on the implementation of the HIV and AIDS Strategy	4 reports	3 reports	N/A	1 report	1 report	1 report	Reports to Mayor	COO
CO05-01-04	Number of District AIDS Council meetings held	4 meetings	3 meetings	N/A	1 meeting	1 meeting	1 meeting	1. Report to the Standing Committee 2. Minutes 3. Attendance registers	COO
CO05-02	Development of Concept document towards sustaining Sondo's Youth Art Festival	N/A	Development of Concept document towards sustaining Sondo's Youth Art Festival	N/A	Development of Concept document towards sustaining Sondo's Youth Art Festival	N/A	N/A	Report to Governance and Strategic Committee	COO