

**SENIOR MANAGEMENT SERVICES
PERFORMANCE AGREEMENT**

MR. Z.W. MCINEKA

The Municipal Manager reporting to the Mayor
("The Municipal Manager")

AND

Mr S. P. Mosia

The General Manager: Community Services reporting to the Municipal Manager
("The General Manager: Community Services")

Financial year: 01 July 2020 - 30 June 2021

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PERFORMANCE AGREEMENT

ENTERED INTO BY AND BETWEEN:

The Zululand District Municipality herein represented by the Municipal Manager (hereinafter referred to as the Employer or Supervisor)

And

Mr. S.P Mosisa, Employee of the Municipality (hereinafter referred to as the Employee or General Manager: Community Services).

WHEREBY IT IS AGREED AS FOLLOWS:

1. INTRODUCTION

1.1 The Municipality has entered into a contract of employment with the General Manager: Planning for a period of five years, ending on 30 June 2022 in terms of section 57(1)(a) of the Local Government: Municipal Systems Act 32 of 2000 ("the Systems Act").

1.2 Section 57(1)(b) of the Systems Act, read with the Contract of Employment concluded between the parties, requires the parties to conclude an annual performance agreement.

1.3 The parties wish to ensure that they are clear about the goals to be achieved, and secure the commitment of the General Manager: Community Services reporting to the Municipal Manager to a set of outcomes that will secure local government policy goals.

1.4 The parties wish to ensure that the Municipal Manager will be responsible for facilitating the setting and evaluation of performance objectives and targets on behalf

General Manager: Community Services
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Performance cycle: July 2020 - June 2021
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of the Municipality. The Municipal Manager shall report to the Mayor in regard to the above.

2. PURPOSE OF THIS AGREEMENT

The purpose of this Agreement is to –

2.1 comply with the provisions of Section 57(1)(b), (4A), (4B) and (5) of the Systems Act as well as the employment contract entered into between the parties;

2.2 specify objectives and targets defined and agreed with the employee and to communicate to the employee the employer's expectations of the employee's performance and accountabilities in alignment with the Integrated Development Plan, Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the municipality.

2.3 specify accountability as set out in a performance plan, reflected as Annexure A to the performance agreement;

2.4 monitor and measure performance against set targeted outputs;

2.5 monitor and measure the core competencies against competency behavioural standards;

2.6 use the performance agreement as the basis for assessing whether the employee has met the performance expectations applicable to his or her job;

2.7 in the event of outstanding performance, to appropriately reward the employee;

2.8 proactively focus on the development of the General Manager: Community Services (Personal Development Plan – Annexure B);

2.9 give effect to the employer's commitment to a performance-orientated relationship with its employee in attaining equitable and improved service delivery.

3. COMMENCEMENT AND DURATION

3.1 This Agreement will commence on the 1st of July 2020 and will be applicable until the 30th of June 2021. This agreement will remain until a new Performance Agreement is concluded between the parties, if required during the performance cycle.

3.2 The parties will review the provisions of this Agreement during June each year. The parties will conclude a new Performance Agreement and Performance Plan that replaces this Agreement at least once a year by no later than the beginning of each successive financial year.

3.3 This Agreement should be read in conjunction with the Contract of Employment and this agreement will terminate on the termination of the General Manager: Community Services' Contract of Employment.

3.4 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.

3.5 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.

4. PERFORMANCE OBJECTIVES

4.1 The Performance Plan (Annexure "A") sets out:

4.1.1 The performance objectives and targets that must be met by the General Manager: Community Services ; and

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4.1.2 the time frames within which those performance objectives and targets must be met.

4.2 The performance objectives and targets reflected in Annexure "A" are set by the Municipal Manager in consultation with the General Manager: Community Services, and based on the Integrated Development Plan, Service Delivery and Budget Implementation Plan (SDBIP), and shall include key objectives, key performance indicators, target dates and weights.

4.3 The key objectives describe the main tasks that need to be done.

4.4 The key performance indicators provide a means to measure the extent to which a key objective has been achieved.

5. PERFORMANCE MANAGEMENT SYSTEM

5.1 The General Manager: Community Services accepts that the purpose of the Performance Management System will be to provide a comprehensive system with specific performance standards to assist the Municipality, management and municipal staff to perform to the standards required.

5.2 The Municipal Manager will consult the General Manager: Community Services about the specific performance standards that will be included in the Performance Management System as applicable to the General Manager: Community Services.

5.3 The Municipal Manager undertakes to actively focus towards the promotion and implementation of the KPAs (including special projects relevant to the employee's responsibilities) within the local government framework.

5.4 The criteria upon which the performance of the General Manager: Community Services shall be assessed shall consist of two components, both of which shall be contained in the Performance Agreement.

5.5 The General Manager: Community Services must be assessed against both components, with a weighting of 80:20 allocated to the Key Performance Areas (KPA's) and Competencies (Critical Leading Competencies (CLC) and Core Competencies (C)) respectively.

5.6 Each area of assessment will be weighted and will contribute a specific part to the total score.

5.7 KPAs covering the main areas of work will account for 80% and CLC AND CCS will account for 20% of the final assessment.

5.8 The General Manager: Community Services' assessment will be based on his performance in terms of the performance indicators identified as per attached Performance Plan (Annexure A), which are linked to the KPA's, and will constitute 80% of the overall assessment result as per the weightings agreed to between the Municipal Manager and the General Manager: Community Services.

Key Performance Areas (KPA's)	Weighting
Basic Services Delivery & Infrastructure	20
Local Economic & Social Development	30
Municipal Transformation & Institutional Development	15
Municipal Financial Viability & Management	15
Good Governance & Public Participation	20
Spatial & Environmental Management	0
Total	100%

5.9 The critical Leading Competencies (CLC) and Core Competencies (C) as per Annexure A of the Local Government: Competency Framework for Senior Managers will make up the other 20% of the Employee's assessment score. There is no hierarchical connotation and all competencies are essential to the role of the General Manager.

All competencies must therefore be selected from the list below as agreed to between the Employer and the Employee :

General Manager: Community Services Z.M.Z
Performance cycle: July 2020 - June 2021
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CRITICAL LEADING COMPETENCIES		WEIGHT
Strategic Direction and Leadership	<ul style="list-style-type: none"> • Impact and influence • Institutional Performance Management • Strategic Planning and Management • Organisational Awareness 	10%
People Management	<ul style="list-style-type: none"> • Human Capital Planning and Development • Diversity Management • Employee Relations Management • Negotiation and Dispute Management 	5%
Programme and Project Management	<ul style="list-style-type: none"> • Program and Project Management • Planning and Implementation • Service Delivery Management • Program and Project Monitoring and Evaluation 	10%
Financial Management	<ul style="list-style-type: none"> • Budget Planning and Evaluation • Financial Strategy and Delivery • Financial Reporting and Monitoring 	5%
Change Leadership	<ul style="list-style-type: none"> • Change Vision and Strategy • Process Design and Improvement • Change Impact Monitoring and Evaluation 	10%
Governance Leadership	<ul style="list-style-type: none"> • Policy Formulation • Risk and Compliance Management • Co-operative Governance 	5%
CORE COMPETENCIES		
Moral Competence		10%
Planning and Organising		10%
Analysis and Innovation		10%
Knowledge and Information Management		5%
Communication		10%
Results and Quality Focus		10%
Total percentage		100%

6. EVALUATING PERFORMANCE

- 6.1 The Performance Plan (Annexure "A") to this Agreement sets out:
 - 6.1.1 the standards and procedures for evaluating the General Manager: Community Services performance; and
 - 6.1.2 the intervals for the evaluation of the General Manager: Community Services performance.
- 6.2 Despite the establishment of agreed intervals for evaluation, the Municipal Manager may, in addition, review the General Manager: Community Services' performance at any stage while the Contract of Employment remains in force.
- 6.3 Personal growth and development needs identified during any performance review discussion must be documented in Personal Development Plan as well as the actions agreed to and implementation must take place within set time frames.
- 6.4 Any submission/achievement required in accordance with a KPI will be deemed to be submitted/achieved, only after the Municipal Manager was satisfied that the submission/achievement was of sufficient quality.
- 6.5 The annual performance appraisal will involve:
 - 6.5.1 Assessment of the achievement of results as outlined in the performance plan:
 - (a) Each KPA should be assessed according to the extent to which the specified standards or performance indicators have been met and with due regard to ad hoc tasks that had to be performed under the KPA.
 - (b) An indicative rating on the five-point scale should be provided for each KPA.

Level	Terminology	Description
5	Superior	Has a comprehensive understanding of local government operations, critical in shaping strategic direction and change, develops and applies comprehensive concepts and methods.
4	Advanced	Develops and applies complex concepts, methods and understanding. Effectively directs and leads a group and executes in-depth analyses
3	Competent	Develops and applies more progressive concepts, methods and understanding. Plans and guides the work of others and executes progressive analyses.

will be based on the following rating scale for KPAs and CLC and CCS:

6.5.4 The assessment of the performance of the General Manager: Community Services

appraisal.

(a) An overall rating is calculated by using the applicable assessment-rating calculator. Such overall ratings represent the outcome of the performance

6.5.3 Overall rating

scores and calculate a final CLC and CC score.

(d) The applicable assessment rating calculator must then be used to add the

during the contracting process, to provide a score.

(c) This rating should be multiplied by the weighting given to each CLC and CC

and CC

(b) An indicative rating on the five-point scale should be provided for each CLC

specified standards have been met.

(a) Each CLC and CC should be assessed according to the extent to which the

6.5.2 Assessment of the CLC and CCS

scores and calculate a final KPA score.

(c) The applicable assessment rating calculator must then be used to add the

Applies basic concepts, methods, and understanding of local government operations, but requires supervision and development intervention.	2	
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6.6 For purpose of evaluating the annual performance of the General Manager: Community Services an evaluation panel constituted of the following persons must be established –

- a) Municipal Manager;
- b) Chairperson of performance audit committee
- c) Member of the executive committee
- d) Municipal Manager from another municipality

6.7 The manager responsible for human resources of the municipality must provide secretariat services to the evaluation panel referred to in sub-regulations (d) and (e) of the Municipal Systems Act (Act no 32 of 2000).

7. SCHEDULE FOR PERFORMANCE REVIEWS

7.1 The performance of the employee in relation to his performance agreement shall be reviewed on the dates provided by the Municipal Manager and one member of the Executive Committee and in case of managers reporting to the Municipal Manager, the Municipal Manager with the understanding that reviews in the first and third quarter may be verbal if performance is satisfactory:

First quarter	:	15 October 2020
Second quarter	:	15 January 2021
Third quarter	:	16 April 2021
Fourth quarter	:	16 July 2021

7.2 The Municipal Manager shall keep record of the mid-year review and annual assessment meetings.

- 8.1.4 on request of the General Manager: Community Services delegate such powers reasonably required by the General Manager: Community Services to the performance of the General Manager: Community Services .
 - 8.1.3 work collaboratively with the General Manager: Community Services to solve problems and generate solutions to common problems that may impact on
 - 8.1.2 provide access to skills development and capacity building opportunities;
 - 8.1.1 create an enabling environment to facilitate effective performance by the employee;
- 8.2 The Employer shall –
- Annexure B.
- 8.1 The Personal Development Plan (PDP) for addressing developmental gaps is attached as
- 8. DEVELOPMENTAL REQUIREMENTS**
- 7.5 The Municipal Manager may amend the provisions of Annexure A whenever the Performance Management System is adopted, implemented and / or amended as the case may be. In that case the General Manager: Community Services will be fully consulted before any such change is made.
 - 7.4 The Municipal Manager will be entitled to review and make reasonable changes to the provision of Annexure A from time to time for operational reasons. The General Manager: Community Services will be fully consulted before any such change is made.
 - 7.3 Performance feedback shall be based on the Municipal Managers assessment of the General Manager: Community Services' performance.

enable him to meet the performance objectives and targets established in terms of this Agreement; and

8.1.5 make available to the General Manager: Community Services such resources as the General Manager: Community Services may reasonably require from time to time to assist him to meet the performance objectives and targets established in terms of this Agreement.

9. CONSULTATION

9.1 The Municipal Manager agrees to consult the General Manager: Community Services timely where the exercising of the powers will have amongst others:

9.1.1 a direct effect on the performance of any of the General Manager: Community Services's functions;

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SCORE	AWARDED %
146-149	9%
142-145	8%
138-141	7%
134-137	6%
130-133	5%

and

a) a score of 130 to 149 is awarded a performance bonus ranging from 5% to 9%; of outstanding performance to be constituted as follows:

10.2 A performance bonus for the General Manager: Community Services in recognition

performance.

10.1 The evaluation of the General Manager: Community Services's performance will form the basis for rewarding outstanding performance or correcting unacceptable

10.1 The evaluation of the General Manager: Community Services's performance will

10. MANAGEMENT OF EVALUATION OUTCOMES

Community Services to take any necessary action without delay.

contemplated in 10.1 as soon as is practicable to enable the General Manager:

of the outcome of any decisions taken pursuant to the exercise of powers

9.3 The Municipal Manager agrees to inform the General Manager: Community Services

9.2.2 a substantial financial effect on the Municipality.

effect to a decision made by the Municipal Manager; and

9.2.1 commit the General Manager: Community Services to implement or to give

take any necessary action without delay.

in 10.1 as soon as is practicable to enable the General Manager: Corporate Services to

the outcome of any decisions taken pursuant to the exercise of powers contemplated

9.2 The Municipal Manager agrees to inform the General Manager: Corporate Services of

9.1.3 a substantial financial effect on the Municipality.

effect to a decision made by the Municipal Manager; and

9.1.2 commit the General Manager: Corporate Services to implement or to give

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writing.

11.2 During the meeting the employer will record the outcome of the meeting in

11.1 In the event that the employee is dissatisfied with any decision or action of the Council in terms of this Agreement, or where a dispute or difference arises as to the extent to which the employee has achieved the performance objectives and targets established in terms of this Agreement, the employee may meet with the employer with a view to resolving the issue.

11. DISPUTES RESOLUTION

b) 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 may consider alternative steps as advised through a formal disciplinary hearing.

a) provide systematic remedial or developmental support to assist the General Manager: Community Services to improve his or her performance; and

10.3 In the case of unacceptable performance, the Municipal Manager shall –

SCORE	AWARDED %
150-153	10%
154-157	11%
158-161	12%
162-165	13%
166-ABOVE	14%

14%.

b) a score of 150 and above is awarded a performance bonus ranging from 10% to

11.3 If the parties could not resolve the issues as mentioned in 11.1 the matter should

be referred to the Municipal Council (or any other person appointed by the Council provided that such member was not part of the evaluation panel provided for in sub-regulation 27(4)(e) of the Municipal Performance Regulations, 2006,) within thirty (30) days of receipt of a formal dispute from The General Manager:

Community Services.

11.4 If the parties do not agree, the dispute may be referred to a mediator, mutually agreed upon by both parties whose decision shall be final and binding on matters covered in this agreement.

11.5 In the event that the mediation process contemplated above fails, clause 20.3 of the Contract of Employment shall apply.

12. GENERAL

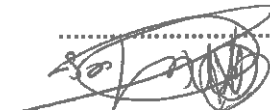

12.1 The contents of the Agreement and the outcome of any review conducted in terms of Annexure A may be made available to the public by the Municipality, where appropriate.

12.2 Nothing in this Agreement diminishes the obligations, duties or accountabilities of the General Manager: Community Services in terms of his contract of employment, or the effects of existing or new regulations, circulars, policies, directives or other instruments.

12.3 The performance assessment results of the General Manager: Community Services must be submitted to the MEC for Local Government in the provincial government and the National Minister responsible for local government, within fourteen (14) days after the conclusion of the assessment.

GENERAL MANAGER: COMMUNITY SERVICES

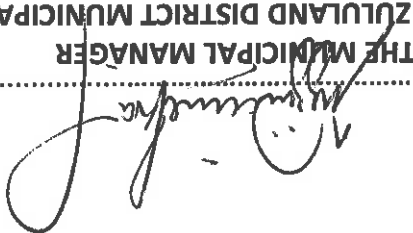


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AS WITNESSES:

Signed at Ulundi on this day of July 2020

THE MUNICIPAL MANAGER
ZULULAND DISTRICT MUNICIPALITY



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AS WITNESSES:

Thus done and signed at Ulundi on this 31 day of July 2020

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ANNEXURE A: PERFORMANCE PLAN FOR THE GENERAL MANAGER: COMMUNITY SERVICES 2020/2021

DEPARTMENTAL SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN
COMMUNITY SERVICES
FINANCIAL YEAR: 2020/2021

KPA	Strategic Objective(SO)	KPI N°	Department	Key Performance Indicator	Unit of Measure	Formula	Bidding	Reserve	Quarterly Targets				Budget Allocated (2020/21)	Vote No	Portfolio of Evidence																																																																																				
									1	2	3	4																																																																																							
Good Governance & Public Participation	Promoting transparent and accountable governance through regular community engagements and effective administration	30	All/MM	Contracted Services % of Total Operating Expenditure by specified date	Percentage	Contracted Services / Total Operating Expenditure x100	To be confirmed	To be confirmed	Contracted Services 5 % of Total Operating Expenditure by 30 Sept 2021	Contracted Services 5 % of Total Operating Expenditure by 30 Mar 2021	Contracted Services 5 % of Total Operating Expenditure by 30 Jun 2021	Contracted Services 5 % of Total Operating Expenditure by 30 Jun 2021	R		Statement of Financial Performance, Budget, IDP, In-Year reports and AR																																																																																				
																40	All/MM	Number of investigation reports on Irregular, Fruitless, Unauthorised and Wasteful expenditure submitted to the Municipal Manager by specified date	Number	None	To be confirmed	To be confirmed	xx investigation reports on Irregular, Fruitless, Unauthorised, Irregular and Wasteful expenditure	xx investigation reports on Irregular, Fruitless, Unauthorised, Irregular and Wasteful expenditure	xx investigation reports on Irregular, Fruitless, Unauthorised, Irregular and Wasteful expenditure	xx investigation reports on Irregular, Fruitless, Unauthorised, Irregular and Wasteful expenditure	Invest report; minutes, MPAC, Municipal Manager minutes, Audit Comm report																																																																								
																												51	All/MM	Submission of Sec 72 Mid Year Performance Assessment by the specified date	Date	None	To be confirmed	To be confirmed	Review the departmental SDGP by 15 Dec 2020	2020/21 Sec 72 Measured in the 02nd quarter	2020/21 Sec 72 Measured in the 02nd quarter	2020/21 Sec 72 Measured in the 02nd quarter	Municipal Manager Resolution; Agenda, Attendance Register																																																												
																																								40	All/MM	Number of investigation reports on identified cases of Irregular, Fruitless, Unauthorised and Wasteful expenditure submitted to the Municipal Manager by specified date	Number	None	To be confirmed	To be confirmed	Adjustment budget submitted to the Municipal Manager by 30 Dec 2020	Measured in the 02nd quarter	Measured in the 02nd quarter	Measured in the 02nd quarter	Invest report; minutes, MPAC, Municipal Manager minutes, Audit Comm report																																																
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																																																																All/MM		Number of bid adjudication committee meetings attended by specified date	Number	None	To be confirmed	To be confirmed	1 bid adjudication committee meeting attended by 30 Dec 2020	1 bid adjudication committee meeting attended by 30 Mar 2021	1 bid adjudication committee meeting attended by 30 Jun 2021	4 bid adjudication committee meetings attended by 30 Jun 2021	Bid Committee minutes; Attendance register																								
																																																																												58	Community	Number of LED awareness events held to market municipal programmes per quarter	Number	None	To be confirmed	To be confirmed	1 LED Awareness Campaign held by 30 Dec 2020	1 LED Awareness Campaign held by 30 Mar 2021	1 LED Awareness Campaign held by 30 Jun 2021	4 LED Awareness Campaigns held by 30 June 2021	Attendance Registers; LED Awareness Post Month Report; Municipal Manager												
																																																																																								59	Community	Number of disaster/municipal health awareness campaigns held per quarter	Number	None	To be confirmed	To be confirmed	1 disaster&municipal health awareness campaign held by 30 Dec 2020	1 disaster&municipal health awareness campaign held by 30 Mar 2021	1 disaster&municipal health awareness campaign held by 30 June 2021	4 disaster&municipal health awareness campaigns held by 30 June 2021	Attendance Registers, Minutes from the Municipal Manager

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DEPARTMENTAL SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN
COMMUNITY SERVICES
FINANCIAL YEAR: 2020/2021

KPA	Strategic Objectives(SO)	KPI No.	Department	Key Performance Indicator	Unit of Measure	Formula	Baseline	Target	Quarterly Targets	Annual	Budget Allocated (2020/21)	Vote No.	Portfolio of Expenditure			
	Ensuring effective and informed municipal decision-making through a well-functioning administrative and political environment	62	Community	Health Operational Plan tabled to the Municipal Manager by specified date	Number	None	To be confirmed	To be confirmed	1 Develop draft Terms Of Reference by 30 Sept 2020	2 Terms Of Reference submitted to Mmco by 30 Dec 2020	3 Discussion document for the health Operational Plan submitted to Municipal Manager by 30 Mar 2021	4 Final Municipal Health Operational Plan submitted to Municipal Manager by 30 Jun 2021	Annual Final Municipal Health Operational Plan submitted to Municipal Manager by 30 Jun 2021	R	Not applicable	Municipal Manager Resolution
	Effectively handling of community enquiries and responding through an effective customer care service		All	MISA Sec 95(1) Number of community services portfolio committee meetings held by specified date	Number	None	To be confirmed	To be confirmed	01 community services committee meeting held by 30 Sept 2020	01 community services portfolio committee meeting held by 30 Dec 2020	01 community services portfolio committee meeting held by 30 Mar 2021	01 community services portfolio committee meeting held by 30 Jun 2021	4 community services committee meetings held by 30 Jun 2021			community services committee Minutes
	Systematic development and or review and monitoring implementation of all municipal policies, bylaws, strategies, plans and frameworks in line with any applicable legislation		All	MISA Sec 95(1) % of logged enquiries resolved per quarter	Percentage	number of resolved enquiries/number of logged enquiries X100	To be confirmed	To be confirmed	70% of logged enquiries resolved by 30 Sept 2020	70% of logged enquiries resolved by 30 Dec 2020	70% of logged enquiries resolved by 30 Mar 2021	70% of logged enquiries resolved by 30 Jun 2021	70% of logged enquiries resolved by 30 Jun 2021	R	Not applicable	Customer care report
	Investing in a workforce to meet service delivery demand through implementation of a culture of continuous learning and improvement	84	Technical	Departmental workplace skills plan inputs submitted to the GM/Corporate Services by specified date	Date	None	To be confirmed	To be confirmed	Measured from the 2nd quarter	Departmental workplace skills plan inputs submitted to the GM/Corporate Services by 30 November 2020	Measured from the 2nd quarter	Measured from the 2nd quarter	Measured from the 2nd quarter	R	Not applicable	Acknowledge ment of receipt by the GM/Corporate Services
	Monitoring, review and progressively improve service delivery performance through improvement of business processes and systems, performance auditing, risk management and oversight	82	All	MISA Sec 40, LGM/PR 13(2) Quarterly SDBIPs submitted to the Municipal Manager within specified timeframes	Date	None	To be confirmed	To be confirmed	1st quarter SDBIP submitted to the Municipal Manager by 10 October 2020	2nd quarter SDBIP submitted to the Municipal Manager by 10 January 2021	3rd quarter SDBIP submitted to the Municipal Manager by 10 Apr 2021	4th quarter SDBIP submitted to the Municipal Manager by 10 Jul 2021	4 quarterly SDBIPs submitted to the Municipal Manager by 10 Jul 2021	R	Not applicable	Acknowledge ment of receipt by the Mm
			All/MM	MFA/Sec 116(2)(b) Assessment of service provider performance report submitted to the Municipal Manager by specified date	Date	None	To be confirmed	To be confirmed	1st quarter service provider assessment report submitted to the Municipal Manager by 10 October 2020	2nd quarter service provider assessment report submitted to the Municipal Manager by 10 January 2021	3rd quarter service provider assessment report submitted to the Municipal Manager by 10 Apr 2021	4th quarter service provider assessment report submitted to the Municipal Manager by 10 Jul 2021	4 services provider assessment reports submitted to the Municipal Manager by 10 Jul 2021			Acknowledge ment of receipt by the Mm, Service provider assessment
			All/MM	Back to basics performance report submitted to the Mm by specified date	Date	None	To be confirmed	To be confirmed	1st quarter Back to basics performance report submitted to the Municipal Manager by 10 October 2020	2nd quarter Back to basics performance report submitted to the Municipal Manager by 10 January 2021	3rd quarter Back to basics performance report submitted to the Municipal Manager by 10 Apr 2021	4th quarter Back to basics performance report submitted to the Municipal Manager by 10 Jul 2021	4 Back to basics performance reports submitted to the Municipal Manager by 10 Jul 2021			Acknowledge ment of receipt by the Mm, Back to basics reports, M/ANCO
			All/MM	MFA/Sec 62(1)(c), 95(1) Risk register performance report submitted to the Mm by specified date	Date	None	To be confirmed	To be confirmed	1st quarter Risk register performance report submitted to the Municipal Manager by 10 October 2020	2nd quarter Risk register performance report submitted to the Municipal Manager by 10 January 2021	3rd quarter Risk register performance report submitted to the Municipal Manager by 10 Apr 2021	4th quarter Risk register performance report submitted to the Municipal Manager by 10 Jul 2021	4 Risk register performance reports submitted to the Municipal Manager by 10 Jul 2021			Acknowledge ment of receipt by the Mm, Risk Register, M/ANCO

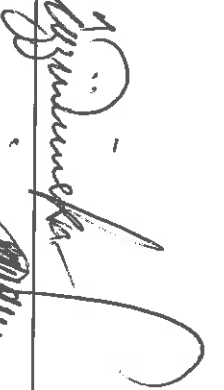
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DEPARTMENTAL SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN
 COMMUNITY SERVICES
 FINANCIAL YEAR: 2020/2021

KPI No.	Department	Key Performance Indicator	Unit of Measure	Formula	Backlog	Baseline	Quarterly Targets				Budget Allocated (2020/21)	Vote No.	Portfolio of Evidence
							1	2	3	4			
56	AU/MIM	% of Audit Queries resolved as per the AG action plan in accordance with timeframes.	Percentage	Audit queries resolved divided by queries raised x 100	To be confirmed	To be confirmed	15% of Audit Queries resolved as per the AG action plan by 30 Sept 2020	30% of Audit Queries resolved as per the AG action plan by 30 Dec 2020	55% of Audit Queries resolved as per the AG action plan by 30 Mar 2021	90% of Audit Queries resolved as per the AG action plan by 30 Jun 2021	R	Not applicable	Audit Action Plan Report; Internal Audit Report; Minutes of Internal Audit Committee
67	Community/MIM	Number of MRRT Forums held per quarter	Number	None	To be confirmed	To be confirmed	1 MRRT Forum held by 30 September 2020	1 MRRT Forum held by 31 December 2020	1 MRRT Forum held by 31 March 2021	1 MRRT Forum held by 30 June 2021	R	Not applicable	Attendance register

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Municipal Manager's signature:



General Manager: Community Services signature:



ANNEXURE B: PERSONAL DEVELOPMENT PLAN

Competency to be addressed	Proposed actions	Responsibility	Time-frame	Expected outcome
Advanced project management	Course at reliable service provider	Municipal Manager	Quarter 4	Capable to strategise and to utilise techniques and processes necessary to manage successful projects.
Performance management	Capacity building on Local Government general performance management principles	Municipal Manager	Quarter 4	Capable to implement Local Government performance management effectively

Signed and accepted by General Manager: Community Services

Date: 31/07/2020



Signed by the Municipal Manager on behalf of the Municipality

Date: 31/07/2020

