

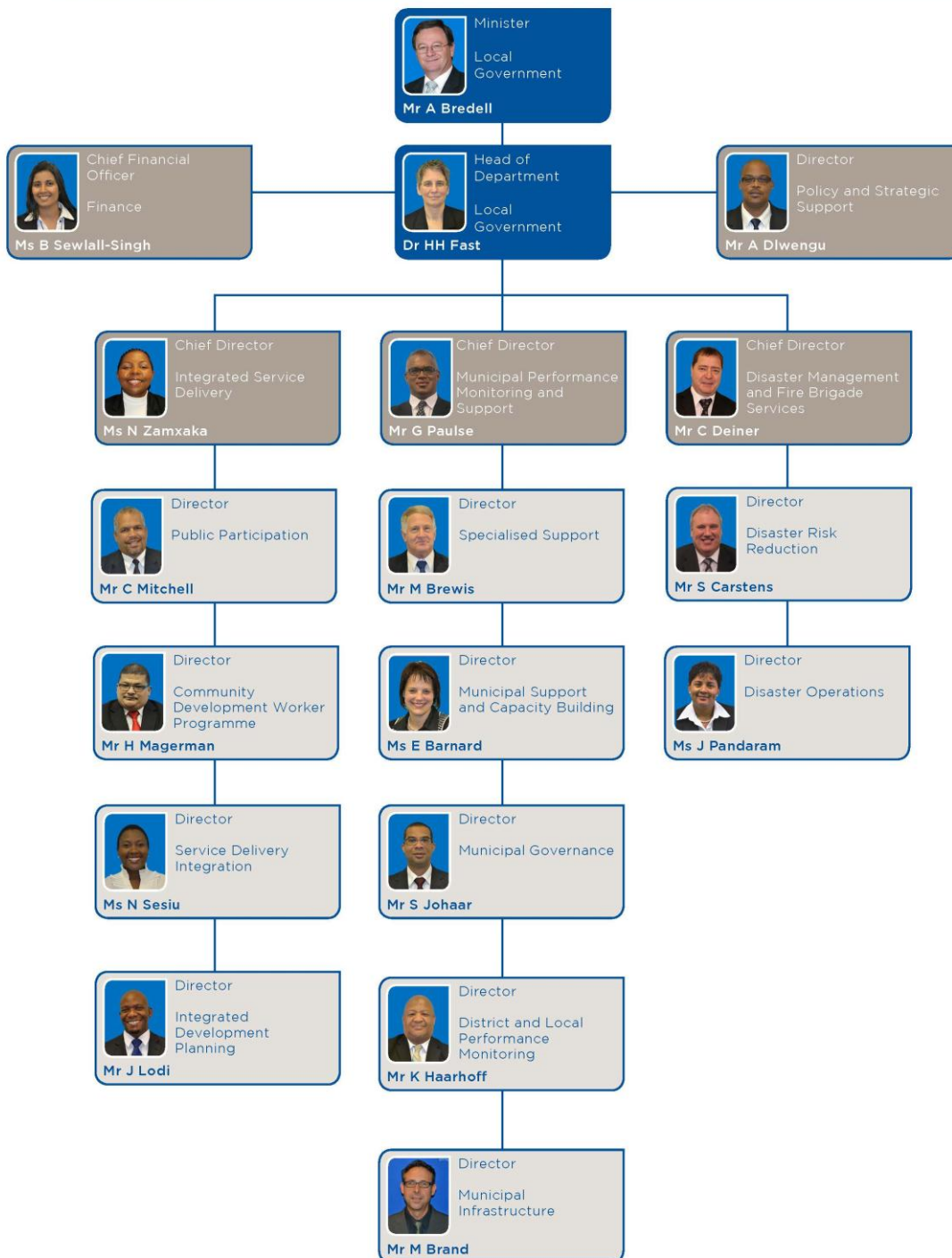
Annexure A: Organisational Structure



Western Cape
Government

BETTER TOGETHER.

Department of Local Government



ANNEXURE B: TECHNICAL INDICATORS

Programme 1: Administration

Strategic Objective 1: To partner with programmes so they can meet their service delivery requirements

Strategic Objective Indicator

Indicator title	Submission of Strategic Reports
Short definition	Departmental Strategic reports to be submitted timeously
Purpose/importance	To inform citizens, legislature and other stakeholders what the Department plans to achieve over the MTEF period
Source/collection of data	Published Annual Performance Plan, Quarterly Performance Report, Annual Report, Evaluation report
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Department to table strategic reports timeously and according to Treasury Regulations
Indicator responsibility	Director: Policy & Strategic Support

Provincial Programme Indicators

Indicator title	Submission of Annual Performance Plan
Short definition	Departmental Annual Performance Plan to be submitted timeously
Purpose/importance	To inform citizens, legislature and other stakeholders of what the Department plans to do over the MTEF period
Source/collection of data	Published Annual Performance Plan
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Department to table an Annual Performance Plan timeously and

	according to Treasury Regulations
Indicator responsibility	Director: Policy & Strategic Support

Indicator title	Submission of Quarterly Performance Reports
Short definition	Departmental Quarterly Performance Report to be submitted timeously
Purpose/importance	To provide quarterly progress on the deliverables of the Department
Source/collection of data	Quarterly Performance Report
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Department to submit quarterly reports timeously and according to Treasury Regulations
Indicator responsibility	Director: Policy & Strategic Support

Indicator title	Submission of Annual Report
Short definition	Departmental Annual Report to be submitted
Purpose/importance	To inform citizens, legislature and other stakeholders of what the Department has achieved in each year
Source/collection of data	Published Annual Report
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Department to table an Annual Report timeously and according to Treasury Regulations
Indicator responsibility	Director: Policy & Strategic Support

Indicator title	Programme impact evaluation reports
Short definition	Evaluation reports on two Departmental projects
Purpose/importance	To inform citizens, legislature and other stakeholders of what the impact is of the Department's projects
Source/collection of data	QPR, Site visits, Evaluation Reports
Method of calculation	Quantitative
Data limitations	Difficulty in developing impact indicators
Type of indicator	Outcome
Calculation type	Cumulative on annual basis
Reporting cycle	Annual
New indicator	No
Desired performance	Department is able to accurately measure its outcomes
Indicator responsibility	Director: Policy & Strategic Support

Strategic Objective Indicator

Indicator title	Number of Financial Reports Submitted
Short definition	Departmental Financial reports to be submitted timeously
Purpose/importance	Compliance with the National Treasury regulations and monitoring of budget
Source/collection of data	IYM, Annual Financial Statements, Interim Financial Statements, Financial Manual
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Submission of Financial Reports timeously
Indicator responsibility	Chief Financial Officer

Provincial Programme Indicators

Indicator title	In-year monitoring reports submitted to Provincial Treasury
Short definition	In-year monitoring as required by the Provincial Treasury
Purpose/importance	Compliance with the National Treasury regulations and monitoring of budget
Source/collection of data	Budgets and expenditure and procurement plans from line function for planning purposes
Method of calculation	Quantitative
Data limitations	In the absence of procurement plans, the procurement strategy is not implementable. If the accounting and/or procurement systems are not working, reports are difficult to obtain for reporting purposes.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Submission of 12 accurate IYMs for the financial year
Indicator responsibility	Chief Financial Officer

Indicator title	Properly costed budget aligned with APP/Strategic Plan
Short definition	Submit an MTEF budget that is aligned with the APP
Purpose/importance	To provide an MTEF budget that ensures the delivery of the APP projects
Source/collection of data	APP and budget requests from Directorates
Method of calculation	Quantitative
Data limitations	Submission of accurately costed project plans from line function
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Department to submit a properly costed budget that is accurately aligned to the APP deliverables per project
Indicator responsibility	Chief Financial Officer and Director: Policy and Strategic support

Indicator title	Submission of Annual Financial Statements
Short definition	Submit Annual Financial Statements as per requirements
Purpose/importance	To submit AFS of the Department to show spending and account for public funds
Source/collection of data	Financial and non-financial reports
Method of calculation	Quantitative
Data limitations	Integrity of data is assumed and AFS accounts for reported issues only
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Accurate Annual Financial Statements, as verified by Auditor-General
Indicator responsibility	Chief Financial Officer

Indicator title	Submission of Interim Financial Statements
Short definition	Submit interim Financial Statements as per requirements
Purpose/importance	To submit IFS of the Department to show spending and account for public funds
Source/collection of data	Financial and non-financial reports
Method of calculation	Quantitative
Data limitations	Integrity of data is assumed and IFS accounts for reported issues only
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Accurate Annual Interim Statements
Indicator responsibility	Chief Financial Officer

Indicator title	Revision of predetermined chapters of the Financial Manual
Short definition	Review of the Accounting Officers System (AOS)
Purpose/importance	The review of the AOS so that chapters are aligned to PTIs and NTRs yearly.

Source/collection of data	NRTs, PTIs, process controls, financial Instructions, risk management information
Method of calculation	Quantitative
Data limitations	None
Type of indicator	Output
Calculation type	Qualitative, non-arithmetic
Reporting cycle	Annual
New indicator	Yes
Desired performance	An annual review of certain predetermined chapters of the AOS to stay in line with legislation and prescripts
Indicator responsibility	Chief Financial Officer

Indicator Descriptions 2015-16

PROGRAMME 2: Local Governance

Sub-sub programme 2.1.: Municipal Administration

Municipal Governance & Specialised Support 2.1.1

1. **Strategic Objective:** To promote good governance in Municipalities

Strategic Objective Indicator

Indicator title	Decision Making enhanced
Short definition	Support Municipalities with Rationalisation of relevant Provincial Ordinances
Purpose/importance	In 2010, the Western Cape Local Government Repeal Act (Act No. 4 of 2010) was passed which provides for the repeal of old Provincial Ordinances. Certain sections in some of the ordinances were retained as they were still applicable to Municipalities. The purpose of this project is to research and analyse the applicability of the sections retained. In addition the Courts have given judgments on the validity of certain old ordinances and decided that they are inconsistent with the Constitution and therefore invalid.
Source/collection of data	Old Ordinances, Constitution, National and Provincial legislation, Case law
Method of calculation	Quantitative
Data limitations	No data limitations
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Identify sections remaining on the Provincial Statute books affecting Municipalities and determine whether sections may be repealed.
Indicator responsibility	Director: Municipal Governance

Programme Performance Indicators

Indicator title	Assessment reports on the functionality of Municipal Public Accounts Committee (MPACs)
Short definition	To review agendas and supporting documentation for meetings and observe meetings, and assess the proceedings
Purpose/importance	To improve oversight
Source/collection of data	Agendas, Supporting Documentation, attendance of meetings
Method of calculation	Qualitative
Data limitations	Access to documentation and meetings
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Improved oversight by Municipal Council over Executive and Administration
Indicator responsibility	Director: Municipal Governance

Indicator title	Support initiative to improve MPAC functionality
Short definition	To assist MPACs to perform their functions by convening and supporting an MPAC chairpersons forum
Purpose/importance	Sharing knowledge among MPACs to improve governance
Source/collection of data	Presentations and Inputs by invited Presenters and members of the forum, terms of reference, minutes and resolutions of meetings
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Improved oversight by Municipal Council over Executive and Administration
Indicator responsibility	Director: Municipal Governance

Indicator title	Assessment reports of decision-making processes in Municipal Councils
Short definition	To review agendas and supporting documentation for meetings and observe meetings, and assess processes
Purpose/importance	To improve decision making processes in Municipalities
Source/collection of data	Agendas, Supporting Documentation, Attendance of meetings
Method of calculation	Qualitative
Data limitations	Access to documentation and meetings
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Improved decision-making processes in municipal councils
Indicator responsibility	Director: Municipal Governance

Indicator title	Good Governance Practice notes
Short definition	To support Municipalities on governance and legal matters by issuing practice notes
Purpose/importance	Providing guidance and direction to Municipalities in complying with applicable legislation and thereby ensuring good governance
Source/collection of data	Applicable Legislation, developed good governance practice notes.
Method of calculation	Quantitative
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Legislative compliance by Municipalities
Indicator responsibility	Director: Municipal Governance

Indicator title	Roles and Responsibilities Workshops for Municipalities
Short definition	To provide training on the roles and responsibilities of all roles players (structures and individuals) in Municipalities
Purpose/importance	To ensure all individuals and structures operate within the legal and governance framework
Source/collection of data	Legislation, Systems of Delegations, Roles and Responsibilities Document
Method of calculation	Quantitative
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Officials, councillors, and Political Structures understand their/its roles and responsibilities
Indicator responsibility	Director: Municipal Governance

Indicator title	Municipalities provided with legal support
Short definition	To provide legal advice when requested and to facilitate discussions on topical issues
Purpose/importance	Support Legal Compliance
Source/collection of data	Legislation, Case Law, Reference Material
Method of calculation	Quantitative
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Legal Compliance improved
Indicator responsibility	Director: Municipal Governance

Indicator title	Assessments of Code of Conduct matters
Short definition	To attend to appeals from municipal Councillors and to requests for the suspension and removal of councillors
Purpose/importance	Statutory responsibility
Source/collection of data	Record of Decision from Municipal Council
Method of calculation	Quantitative
Data limitations	Quality and completeness of information from Municipal Council
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Lawful decisions
Indicator responsibility	Director: Municipal Governance

Indicator title	Municipalities supported through legislation development
Short definition	To assist with the drafting, amending, translation and promulgation of by-laws on request
Purpose/importance	The Legislative function of a Municipal Council must be ??
Source/collection of data	Existing by-laws, National and Provincial legislation, case law and reference material
Method of calculation	Quantitative
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Legislative functions of Municipal Council Supported
Indicator responsibility	Director: Municipal Governance

Indicator title	Appointments assessed in accordance with Municipal Systems Act
Short definition	In terms of sections 54A(7)(a) and 56(4A)(a) of the Municipal Systems Act, a municipal Council must inform the MEC for Local Government of the appointment process and outcome of Municipal Managers and Managers directly accountable to Municipal Managers
Purpose/importance	To ensure that the appointment is in accordance with the Municipal Systems Act and applicable Regulations
Source/collection of data	Existing legislation, regulations, case law, legal opinions and reference material
Method of calculation	Quantitative
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Lawful and valid appointments
Indicator responsibility	Director: Municipal Governance

Indicator title	Informal Interventions
Short definition	To successfully manage the preparation for and execution of provincial interventions at Municipalities
Purpose/importance	To ensure that Informal interventions are effective
Source/collection of data	Project plan, QPR, Dashboard report and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Cause of Informal intervention effectively addressed
Indicator responsibility	Director: Specialised Support

Indicator title	Formal interventions - S139 of the Constitution
Short definition	To successfully manage the preparation for and execution of provincial interventions at Municipalities
Purpose/importance	To ensure that formal interventions in terms of section 139 of the Constitution are effective and legally valid
Source/collection of data	Project plan, QPR, dashboard report and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Due process followed (procedurally and substantively)
Indicator responsibility	Director: Specialised Support

Indicator title	Formal investigations - in terms of the Municipal Systems Act (MSA106) and Western Cape Monitoring and Support of Municipalities Act (WC MSMA)
Short definition	To successfully manage the preparation for and execution of formal investigations at Municipalities
Purpose/importance	To investigate non-performance of a statutory obligation, fraud, corruption, or maladministration
Source/collection of data	Project plan, QPR, dashboard report and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Due process followed (procedurally and substantively)
Indicator responsibility	Director: Specialised Support

National Indicators

Indicator title	Number of Municipalities supported to comply with MSA regulations
Short definition	Issue a circular/notice/guideline to the respective municipality Support Municipalities through meetings and workshops to interpret and apply the Regulations
Purpose/importance	To promote the appointment of competent and suitably qualified senior managers
Source/collection of data	Municipal reports on compliance
Method of calculation	Quantitative
Data limitations	Non-submission of reports by Municipalities
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Improved institutional and administrative capability to effectively perform and deliver services
Indicator responsibility	Director: Municipal Governance

Indicator title	Report on functional Provincial Anti-Corruption technical working groups developed
Short definition	Working group to identify mitigating factors to reduce levels of corruption in Municipalities
Purpose/importance	To ensure coordination of all anti-corruption activities
Source/collection of data	Municipal quarterly reports on anti-corruption and reports from law enforcement agencies
Method of calculation	Qualitative
Data limitations	Non functionality of the anti-corruption technical working group
Type of indicator	Output
Calculation type	Non- cumulative

Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Key risk areas (including political interference) identified and addressed
Indicator responsibility	Director: Municipal Governance

Indicator title	Number of reports on fraud, corruption and maladministration cases reported investigated
Short definition	Comprehensive reports on analysis of cases reported, investigated and concluded that demonstrate corruption thread??s in Municipalities
Purpose/importance	To reduce incidences of corruption in Municipalities
Source/collection of data	Progress reports on cases referred and investigated by law enforcement agencies, and municipal reports on anti-corruption
Method of calculation	Qualitative
Data limitations	Non submission of reports
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Corruption in Municipalities is tackled more effectively and consistently
Indicator responsibility	Director: Municipal Governance

Sub programme: 2.1.2 Public Participation

1. Strategic Objective:

To strengthen public participation through effective communication between Municipalities and communities

Strategic Objective Indicator

Indicator title	Initiatives to Improve Public Participation in Municipalities
Short definition	To support Municipalities in strengthening their public participation processes
Purpose/importance	To enhance participatory democracy at local level
Source/collection of data	Project plan, Dashboard report, QPR and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Improved public participation in Municipalities
Indicator responsibility	Director: Public Participation

Programme Performance Indicators

Indicator title	Municipalities supported with ward committee training
Short definition	Support ward committees with training and capacity building programmes
Purpose/importance	To ensure Municipalities are implementing Provincial guidelines on ward committees
Source/collection of data	Project plan, Dashboard report, QPR and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Improved public participation in Municipalities
Indicator responsibility	Director: Public Participation

Indicator title	Municipalities supported with ward committee establishment
Short definition	To support Municipalities with the establishment of ward committees post the local government elections
Purpose/importance	To ensure Municipalities are implementing Provincial guidelines on ward committees
Source/collection of data	Project plan, Dashboard report, QPR and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Improved public participation in Municipalities
Indicator responsibility	Director: Public Participation

Indicator title	Municipalities supported with ward committee functionality
Short definition	Support Municipalities with ward committee functionality
Purpose/importance	To ensure Municipalities are implementing Provincial guidelines on ward committees
Source/collection of data	Project plan, Dashboard report ,QPR , and Annual Report
Method of calculation	Quantitative
Data limitations	Lack of information from Municipalities
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Improved functionality of ward committees
Indicator responsibility	Director: Public participation

Indicator title	Municipalities supported with the development & reviews of ward committee operational plans
Short definition	To support Municipalities to develop ward committee operational plans for the purpose of improving functionality of ward committees
Purpose/importance	Each ward committee must have a ward operational plan that clearly outlines the activities to be undertaken by the ward committees
Source/collection of data	Project plan, QPR, Dashboard report and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Effective communication between all municipal stakeholders
Indicator responsibility	Director: Public Participation

Indicator title	Impact assessment of the ward participatory system
Short definition	To assess the effectiveness of ward committees in bridging the gap between Municipalities and communities
Purpose/importance	To ensure participatory democracy in local government
Source/collection of data	Project Plan, Dashboard reports, QPR and Annual Report
Method of calculation	Quantitative
Data limitations	Lack of participation by Municipalities and communities in the impact assessments
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	To assess the effectiveness of ward committees in bridging the gap between Municipalities and communities
Indicator responsibility	Director : Public Participation

Indicator title	Communication training initiatives provided to Municipalities
Short definition	This refers to the annual communication workshops focusing on the following areas: public relations, social media, web management and writing.
Purpose/importance	Empower municipal communicators and management with skills and knowledge so that they are able to effectively implement their municipal communications functions and mandate.
Source/collection of data	Municipal reports
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Improved communication between the municipality and communities/citizens
Indicator responsibility	Deputy Director: Communications

Indicator title	Communication Support Initiatives provided to Municipalities
Short definition	Transversal communication support relevant to all Municipalities
Purpose/importance	Empower municipal communicators and management with skills and knowledge so that they are able to effectively implement their municipal communications functions and mandate
Source/collection of data	Municipal reports
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Effective communication between all municipal officials and stakeholders
Indicator responsibility	Deputy Director: Communications

Strategic Objective Indicator

Indicator title	Capacity-building initiatives on gender mainstreaming
Short definition	Municipalities supported to give effect to gender equality
Purpose/importance	Compliance with the National Gender Policy Framework for Local Government as well as Goal Three of the Millennium Development Goals, i.e. Gender Equality and Women's Empowerment
Source/collection of data	Integrated Development Plans and Gender Policies and Action Plans
Method of calculation	Quantitative
Data limitations	Failure by Municipalities to develop and adopt gender policies
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Gender mainstreaming is institutionalised in Municipalities
Indicator responsibility	Director: Public Participation

Programme Performance Indicators

Indicator title	Municipalities supported with capacity building initiatives on gender mainstreaming
Short definition	Municipalities supported to give effect to Gender Equality
Purpose/importance	Compliance with the National Gender Policy Framework for Local Government as well as Goal Three of the Millennium Development Goals, i.e. Gender Equality and Women's Empowerment
Source/collection of data	Integrated Development Plans and Gender Policies (Action Plans)
Method of calculation	Quantitative
Data limitations	Failure by Municipalities to develop and adopt Gender Policies
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Gender mainstreaming is institutionalised in Municipalities
Indicator responsibility	Director: Public Participation

National Indicators

Indicator title	Number of work opportunities created through the Community Work Programme
Short definition	To support Municipalities in co-ordinating the creation of work opportunities in line with the CWP implementation manual
Purpose/importance	To provide an employment safety net, alleviate poverty and promote community development
Source/collection of data	Monitoring of monthly reports
Method of calculation	Quantitative
Data limitations	Inaccuracy of monthly monitoring reports by Implementing Agent
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	More job opportunities created
Indicator responsibility	Director: Public Participation
Indicator title	Municipalities supported with the development and review of ward committee operational plans
Short definition	To promote functional ward committees in through the implementation of ward operational plans that include basic ward level issues to be addressed
Purpose/importance	To strengthen ward committee functionality and enhance community participation
Source/collection of data	Ward level operational plans and ward committee functionality reports
Method of calculation	Ward level operational plan developed and implemented in each municipal ward
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	To ensure structured ward committee operations thereby improving

	the accountability of ward committees and municipal structures to the communities they serve
Indicator responsibility	Director: Public Participation

Indicator title	Municipalities supported on the development of a ward level database with community concerns and remedial actions produced
Short definition	Establishment of systems and processes to register and respond to community concerns
Purpose/importance	To ensure a structured two-way communication between Municipalities and communities on service delivery concerns To act as an early warning system to address issues
Source/collection of data	Database on community concerns
Method of calculation	Quantitative
Data limitations	Availability of applicable systems
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Improved rate of response to community concerns by Municipalities
Indicator responsibility	Deputy Director: Communications

Indicator title	Report on the number of community report back meetings convened by councillors in each ward
Short definition	Strengthening community feedback mechanisms by municipal Councillors
Purpose/importance	To ensure compliance with schedule 5 of the MSA
Source/collection of data	Municipal community engagement plans and the Report on quarterly community engagements
Method of calculation	Quantitative
Data limitations	Lack of capacity and administrative support by Municipalities, lack of monitoring on commitments made by Municipalities
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes

Desired performance	Improved communication between Municipalities and communities on service delivery issues
Indicator responsibility	Director: Public Participation

Indicator title	Number of Municipalities supported to roll-out gender policy framework
Short definition	Guide Municipalities on gender policy to achieve the 50/50 representation of women in senior management position
Purpose/importance	Responding to a non-racist and non-sexist society
Source/collection of data	Municipal quarterly report
Method of calculation	Quantitative
Data limitations	Lack of recording the gender disaggregation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Gender equity in Municipalities
Indicator responsibility	Director: Public Participation

Sub programme 2.1.3: Capacity Development

Strategic Objective: To provide support and capacity-building initiatives to Municipalities

Strategic Objective Indicator

Indicator title	Programmes implemented to support and capacitate Municipalities
Short definition	To support Municipalities with capacity building initiatives, implementation of Municipal Property Rates Act, Municipal ICT support, and Municipal Training programmes.
Purpose/importance	To ensure capacity development at Municipalities for improved service delivery
Source/collection of data	MGRO, LGTAS, IDP Indaba, municipal requests, project plans, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative and non-cumulative
Reporting cycle	Annual

New indicator	Yes
Desired performance	Improved municipal capacity
Indicator responsibility	Director: Municipal Support and Capacity Building

Programme Performance Indicators

Indicator title	Municipalities supported through targeted and capacity building initiatives
Short definition	Development and implementation of capacity-building initiatives.
Purpose/importance	To ensure capacity development at Municipalities for improved service delivery.
Source/collection of data	Project plan, QPR, LGTAS, MGRO and Annual Reports
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Improved municipal capacity
Indicator responsibility	Director: Municipal Support and Capacity Building

Indicator title	Initiatives to support Municipalities with enhancement of ICT
Short definition	Implement support programmes to strengthen the ICT functionality and compliance in Municipalities.
Purpose/importance	To respond to the needs of Municipalities in regard to ICT
Source/collection of data	MGRO, AG reports, database and information received from Municipalities
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Robust and compliant ICT systems in Municipalities
Indicator responsibility	Director: Municipal Support and Capacity Building

Indicator title	Municipal Training programmes implemented
Short definition	Training programme for municipal officials
Purpose/importance	To build capacity in Municipalities through training initiatives
Source/collection of data	MGRO, LGTAS, IDP Indaba, project plans, QPR, dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Non-Cumulative and cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Officials with access to training opportunities
Indicator responsibility	Director: Municipal Support and Capacity Building

National Indicators

Indicator title	Number of Municipalities supported to institutionalise performance management system(PMS)
Short definition	Assist Municipalities to develop and implement PMS processes to manage institutional performance
Purpose/importance	Improve service delivery and accountability in terms of Chapter 6 of the MSA and Municipal Planning and Performance Regulations of 2001
Source/collection of data	Reports from Municipalities PMS audit reports, PMS assessment tool
Method of calculation	Quantitative
Data limitations	Municipalities not co-operative, Non-compliance to the legislation by Municipalities
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	All Municipalities implementing functional PMS

Indicator responsibility	Director: Municipal Support and Capacity Building
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Indicator title	Number of capacity-building interventions conducted in Municipalities
Short definition	Development and implementation of capacity building initiatives.
Purpose/importance	Institutionalise capacity building for Municipalities so that officials meet the prescribed minimum competency requirements and councillors are able to fulfil their governance obligations
Source/collection of data	Municipal reports on capacity building initiatives
Method of calculation	Quantitative
Data limitations	Lack of submission of information from Municipalities
Type of indicator	Input
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	To strengthen the capability and ability of officials and councillors to accomplish their governance responsibilities
Indicator responsibility	Director: Municipal Support and Capacity Building

Indicator title	Number of Municipalities guided to comply with MPRA
Short definition	Municipalities monitored, assessed and guided to comply with the MPRA
Purpose/importance	To monitor and assess municipal compliance with the MPRA and provide guidance with respect to non-compliance
Source/collection of data	MPRA, municipal rating information
Method of calculation	N/A
Data limitations	Lack of submission of information or incorrect information being submitted by Municipalities and provinces
Type of indicator	Output
Calculation type	Cumulative for the year
Reporting cycle	Quarterly
New indicator	No
Desired performance	The aim is to ensure that Municipalities comply with critical aspects of the MPRA and its regulations

Indicator Descriptions 2015-16

Sub-sub programme 2.1.4: Municipal performance, monitoring, reporting and evaluation

1. Strategic Objective 1: To monitor and evaluate municipal performance

Strategic Objective Indicator

Indicator title	Municipal performance monitoring initiatives
Short definition	To assist Municipalities with their reporting requirements
Purpose/importance	To improve the reporting by Municipalities to all stakeholders and thereby hold them accountable
Source/collection of data	Municipal quarterly and annual reports
Method of calculation	Quantitative
Data limitations	No data limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Effective and efficient reporting by Municipalities
Indicator responsibility	Director: District & Local Performance Monitoring

Provincial Programme Indicators

Indicator title	Quarterly Municipal Performance Reports produced
Short definition	Produce quarterly municipal performance reports
Purpose/importance	To obtain a current understanding of Municipal Performance
Source/collection of data	Framework, project plan, QPR, dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Consistent monitoring, analysis and reporting of municipal performance
Indicator responsibility	Director: District & Local Performance Monitoring

Indicator title	Sec 57 Performance agreements assessed against Service Delivery & Budget Implementation Plans (SDBIPs)
Short definition	Measure the performance of Municipalities in line with Section 53 (c) (iii) (bb) of the Municipal Systems Act.
Purpose/importance	The purpose is to measure whether the performance agreements for municipal managers and all senior managers are linked to the measurable performance objectives as per the SDBIP
Source/collection of data	Performance Agreements and SDBIPs collected from Municipalities
Method of calculation	Qualitative
Data limitations	Non-availability of performance agreements
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Compliance with Section 53 (c) (iii) (bb) and improved SDBIPs
Indicator responsibility	Director : District and Local Performance Monitoring

Indicator title	Assessment of draft Municipal SDBIPs
Short definition	To measure whether the Draft SDBIP is aligned to the IDP and Budget and whether it complies with Circular 13 of ?????
Purpose/importance	Measure the performance of Municipalities in line with Section 53 (c) (iii) (bb) of the Municipal Systems Act
Source/collection of data	Draft municipal budgets
Method of calculation	Qualitative
Data limitations	Non-availability of draft SDBIPs
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Compliance with municipal budget and reporting regulations
Indicator responsibility	Director: District and Local Performance Monitoring

Indicator title	Assessment of Municipal Section 46 Reports
Short definition	Measure the performance of Municipalities in line with Section 46 of the Municipal Systems Act
Purpose/importance	To measure the performance of Municipalities against pre-determined objectives
Source/collection of data	Municipal Annual Reports
Method of calculation	Qualitative
Data limitations	Non-submission of Annual Reports
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Assessment report which summarises the quality of annual reports and performance against pre-determined objectives

Indicator responsibility	Director: District and Local Performance Monitoring
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National Indicators

Indicator title	No of municipal performance reports compiled as per the requirements of S47 of MSA
Short definition	The consolidated annual municipal performance report is a legal requirement in Section 47 of the Municipal Systems Act which requires the MEC for local government to compile and submit to provincial legislature and Minister for Local Government.
Purpose/importance	To put in place provincial mechanisms to organize, consolidate and interpret primary data collected from Municipalities or secondary data sources to develop a consolidated municipal performance report and to monitor and report municipal performance in order to identify gaps, interventions and support on municipal performance
Source/collection of data	Quarterly and Annual Municipal reports (section 46) and secondary data from sector departments
Method of calculation	Quantitative
Data limitations	Credibility of data and non-submission of performance reports
Type of indicator	Output
Calculation type	Non--Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Consolidated annual performance report
Indicator responsibility	Director: District & Local Performance Monitoring

Indicator title	Number of Municipalities assessed against service delivery bench marks
Short definition	Measurement of municipal performance on provision of basic service
Purpose/importance	Monitor provision of basic services
Source/collection of data	Sector departments, Municipalities and utilities
Method of calculation	Qualitative
Data limitations	Inaccurate or no data provided
Type of indicator	Output

Calculation type	Accumulative
Reporting cycle	Bi-annual
New indicator	Yes
Desired performance	Enhanced service delivery
Indicator responsibility	Director: District & Local Performance Monitoring

Indicator title	Number of Municipalities supported through Support, Monitoring and Intervention Plan(SMIPs)
Short definition	Co-ordinate sector departments' commitments and support interventions within the Support Monitoring and Intervention initiatives
Purpose/importance	Improved co-ordination of support interventions directed to Municipalities by national, provincial and sector departments
Source/collection of data	Reports from sector departments and Municipalities
Method of calculation	Quantitative
Data limitations	Lack of report and commitment from sector departments
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	To improve service delivery
Indicator responsibility	Director: District & Local Performance Monitoring

Indicator title	Number of Municipalities supported to implement indigent policies
Short definition	Provide guidance to Municipalities in developing/reviewing indigent policies and updating indigent registers aligned to the national policy framework
Purpose/importance	Provision of free basic services to indigent households
Source/collection of data	Municipal quarterly reports
Method of calculation	Quantitative
Data limitations	Non reporting and credibility of data from Municipalities

Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Increased access to free basic services by indigent households
Indicator responsibility	Director: District & Local Performance Monitoring

Indicator Descriptions 2015-16

Sub programme 2.1.5: Service Delivery Integration

1. **Strategic objective:** To co-ordinate improved access to government information services, and socio-economic opportunities

Strategic Objective Indicator

Indicator title	Projects implemented to improve access to government services
Short definition	Ensure co-ordination of the Thusong Programme in the Province
Purpose/importance	To ensure effective functioning of the Thusong Programme in the Province
Source/collection of data	Project plan, QPR, dashboard report and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Effective Thusong Programme in the province
Indicator responsibility	Director: Service Delivery Integration

Programme Performance Indicators

Indicator title	Stakeholders participating in Thusong Programme
Short definition	Ensure co-ordination of the Thusong Programme in the Province
Purpose/importance	To ensue buy-in of sector departments into the Thusong Programme
Source/collection of data	Project plan, QPR, Dashboard report and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Effective Thusong Programme in the Province

Indicator responsibility	Director: Service Delivery Integration
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Indicator title	Thusong outreach projects held
Short definition	Co-ordinate the implementation of Thusong Mobiles to assist citizens to access government services
Purpose/importance	To bring government services closer to the citizens
Source/collection of data	Project Plan, QPR, Dashboard report and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Assist citizens to access government services through Thusong Mobiles
Indicator responsibility	Director: Service Delivery Integration

Indicator title	Support actions to ensure effective functioning of the Thusong Programme
Short definition	Establish and implement support measures that will ensure sustainability of the Thusong Programme within the implementing Municipalities
Purpose/importance	To ensure citizen access to government services
Source/collection of data	Project plan, QPR, Dashboard report and Annual Report
Method of calculation	Quantitative and Qualitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	Yes

Desired performance	Sustainable Thusong Programme
Indicator responsibility	Director: Service Delivery Integration

Indicator title	District referral directories developed
Short definition	Develop district referral directories to enable Thusong Service Centres and Thusong Stakeholders to facilitate secondary and tertiary case referrals
Purpose/importance	Linking clients with services provided outside of the Thusong Service Centre bouquet of services and to promote Section 32 of the Constitution which guarantees every citizen the right of access to information held by the state and other persons or institutions.
Source/collection of data	Project Plan, QPR, Dashboard Report, and Annual Report
Method of calculation	Quantitative and qualitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Case referrals facilitated through the Thusong Programme
Indicator responsibility	Director: Service Delivery Integration

Indicator title	Thusong programme M&E framework
Short definition	Provide credible and reliable data as a mechanism for performance management, knowledge management, and decision-making within the Thusong Programme
Purpose/importance	Functional Monitoring, Evaluation, and Reporting (MER) framework leading to effective and efficient implementation
Source/collection of data	Project plan, QPR, Dashboard report and Annual Report
Method of calculation	Qualitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Non-cumulative

Reporting cycle	Annual
New indicator	Yes
Desired performance	Thusong Programme quality improvement through credible qualitative and quantitative data
Indicator responsibility	Director: Service Delivery Integration

Indicator title	Thusong capacity-building initiatives implemented
Short definition	Structured and strengthened capacity building mechanisms inclusive of formal training, mentoring site visits, and coaching provided to municipal officials linked to the Thusong Programme
Purpose/importance	To capacitate and support Municipalities to run effective and efficient Thusong Projects that are responsive to their communities' socio-economic challenges
Source/collection of data	Project plan, QPR, Dashboard report and Annual Report
Method of calculation	Quantitative and qualitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Non- Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Capacitated Municipalities able to run effective and efficient Thusong Projects
Indicator responsibility	Director: Service Delivery Integration

2. Strategic objective: To coordinate improved access to government information, services, and socio-economic opportunities

Strategic Objective Indicator

Indicator title	Initiatives supporting co-operative governance between three spheres of government
Short definition	Effectively support Provincial-wide and District IGR governance events

Purpose/importance	To improve co-operative governance
Source/collection of data	Project plan, QPR, Dashboard report, Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	IGR events successfully managed and stakeholders attend and participate
Indicator responsibility	Director: Service Delivery Integration

Provincial Programme Indicators

Indicator title	Case referrals on IGR issues
Short definition	Refer and follow up on governance issues between Municipalities and provincial departments
Purpose/importance	To improve co-operative governance
Source/collection of data	Project plan, QPR, Dashboard report and Annual Report
Method of calculation	Quantitative and Qualitative
Data limitations	Limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Referrals between government stakeholders effectively resolved
Indicator responsibility	Director: Service Delivery Integration

Indicator title	Provincial Intergovernmental meetings convened
Short definition	Effectively support Provincial-wide IGR events
Purpose/importance	To improve cooperative governance

Source/collection of data	Project plan, QPR, Dashboard report and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	IGR events successfully managed and stakeholders attend and participate
Indicator responsibility	Director: Service Delivery Integration

Indicator title	District Municipalities supported with IGR forums (DCF & DCFTech)
Short definition	Effectively support districts to convene value-adding DCFs and DCFTechs
Purpose/importance	To improve cooperative governance
Source/collection of data	Project plan, QPR, Dashboard report and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	District IGR supported
Indicator responsibility	Director: Service Delivery Integration

Sub-sub programme 2.1.6: Community Development Programme

- 1. Strategic Objective:** To co-ordinate improved access to government information services, and socio economic opportunities

Strategic Objective Indicator

Indicator title	Projects improving access and information to government services
Short definition	Ensure that adequate information reaches people in communities
Purpose/importance	To educate communities in respect of the provision of government

	services
Source/collection of data	Project plan, QPR, Dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Community members become aware of and have access to government services
Indicator responsibility	Director: Community Development Worker Programme

Programme Performance Indicators

Indicator title	Information sessions in communities conducted
Short definition	Ensure that adequate information reaches people in communities
Purpose/importance	To educate communities in respect of the provision of government services
Source/collection of data	Project plan, QPR, Dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Community members become aware of and have access to government services
Indicator responsibility	Director: Community Development Worker Programme

Indicator title	Partnerships with relevant stakeholders
Short definition	Support communities to form partnerships with Government institutions, CBOs and NGOs
Purpose/importance	To unlock opportunities for communities
Source/collection of data	Project plan, QPR, Dashboard report, and Annual Report

Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Sustainable partnerships established
Indicator responsibility	Director: Community Development Worker Programme

Indicator title	Government initiatives supported by CDWs
Short definition	To assist people to access government programmes
Purpose/importance	To improve access to government services and programmes
Source/collection of data	Project plan, QPR, Dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative on a quarterly and annual basis
Reporting cycle	Quarterly
New indicator	No
Desired performance	Improved community access to government programmes and services
Indicator responsibility	Director: Community Development Worker Programme

Indicator title	Case referrals to government services
Short definition	To assist people to access government services
Purpose/importance	To provide information to communities to access government services
Source/collection of data	Project plan, QPR, Dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No

Desired performance	Improved community access to government programmes and services
Indicator responsibility	Director: Community Development Worker Programme

Indicator title	Community projects supported
Short definition	Support socio-economic projects in partnership with relevant stakeholders
Purpose/importance	CDWs support other government departments and agencies to implement projects
Source/collection of data	Project plan, QPR, Dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Success of projects in partnership with other departments and agencies
Indicator responsibility	Director: Community Development Worker Programme

Programme 3: Development and Planning

Sub-sub programme 3.1: Municipal Infrastructure

Strategic Objective: To support Municipalities to provide and maintain economic and social infrastructure

1. Strategic Objective Indicator: Support initiatives on infrastructure projects in Communities

Indicator title	Support initiatives on infrastructure projects
Short definition	To support Municipalities to provide and maintain economic and social infrastructure
Purpose/importance	To assist Municipalities to develop and/or maintain infrastructure
Source/collection of data	Project plan, QPR, Dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Municipalities implement their infrastructure plans
Indicator responsibility	Director: Municipal Infrastructure

Programme Performance Indicators

Indicator title	Municipalities supported with the development / review of Infrastructure and Growth Plans
Short definition	Facilitate alignment between spatial growth and infrastructure investment
Purpose/importance	To ensure sustainable infrastructure development
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No

Desired performance	Municipalities implement their infrastructure plans
Indicator responsibility	Director: Municipal Infrastructure

Indicator title	Municipalities supported with the development of Electricity Master Plans
Short definition	Facilitate the development of Electricity Master Plans
Purpose/importance	To assist Municipalities to develop and/or maintain their electrical infrastructure
Source/collection of data	Municipalities
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Municipalities implement their Electricity Master Plans
Indicator responsibility	Director: Municipal Infrastructure

Indicator title	Municipalities supported with the implementation of an asset management
Short definition	To facilitate the adoption of best practices in asset management
Purpose/importance	To ensure optimal asset maintenance
Source/collection of data	Municipalities
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Optimal asset maintenance is carried out
Indicator responsibility	Director: Municipal Infrastructure
Indicator title	Municipalities supported to spend MIG
Short definition	Performance of infrastructure delivery by means of monitoring MIG

	expenditure
Purpose/importance	Municipalities supported to spend MIG
Source/collection of data	MIG database and information from Municipalities
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Non-Cumulative.
Reporting cycle	Quarterly
New indicator	No
Desired performance	Effective and efficient spending of MIG funds
Indicator responsibility	Director: Municipal Infrastructure

Indicator title	Municipalities supported with water and electricity demand management
Short definition	Assist Municipalities to reduce water and electricity demand and losses
Purpose/importance	Revenue enhancement and postponement of bulk water and electricity infrastructure capacity upgrading
Source/collection of data	Municipalities
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Reduction in water and electricity demand and losses
Indicator responsibility	Director: Municipal Infrastructure

Indicator title	CoCT Urban Settlement Development Grant quarterly performance reports
Short definition	Performance of infrastructure delivery in CoCT by means of monitoring of USDG expenditure
Purpose/importance	To ensure access to basic services
Source/collection of	Information from Municipalities

data	
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Improved access to basic services
Indicator responsibility	Director: Municipal Infrastructure

National Indicators

Indicator title	Number of functional coordinating structures for infrastructure development and service delivery
Short definition	Joint initiative to deliver basic services
Purpose/importance	Continuous coordination of municipal services delivery
Source/collection of data	Sector Department reports, Municipal reports
Method of calculation	Quantitative
Data limitations	Information not provided by Municipalities
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Enhanced collaboration on service delivery
Indicator responsibility	Director: Municipal Infrastructure

Indicator title	Number of Municipalities supported with service delivery programmes
Short definition	Assist Municipalities to plan, implement, operate and maintain infrastructure programmes and projects
Purpose/importance	Functional infrastructure
Source/collection of data	Sector departments, Municipalities and utilities
Method of calculation	Qualitative
Data limitations	Inaccurate and/or lack of information
Type of indicator	Output

Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Enhanced service delivery
Indicator responsibility	Director: Municipal Infrastructure

Indicator Descriptions 2015-16

Sub-programme 3.2: Disaster Management

1. Strategic Objective: To coordinate effective disaster management preparedness and recovery

Strategic Objective Indicator

Indicator title	Programmes to coordinate effective disaster management intergovernmental relations, preparedness and recovery
Short definition	Coordinate preparedness and rapid response programmes
Purpose/importance	To ensure that relevant stakeholders have disaster preparedness plans and are able to respond to risks posed by hazards
Source/collection of data	Disaster preparedness plans, project plans, QPR, dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Well-coordinated disaster preparedness and rapid response programmes
Indicator responsibility	Director: Disaster Operations

Provincial Programme Indicators

Indicator title	Stakeholders assisted in developing disaster preparedness plans
Short definition	Provide support to relevant stakeholders to develop disaster preparedness plans
Purpose/importance	To ensure that relevant stakeholders have disaster preparedness plans
Source/collection of data	Disaster preparedness plans, project plan, QPR, dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly

New indicator	No
Desired performance	Provincial departments, Municipalities and State Owned Enterprises mainstream disaster preparedness in their organisations
Indicator responsibility	Director: Disaster Operations

Indicator title	Centre enhancements to ensure functional Western Cape Disaster Management Centre
Short definition	Ensure a functional Western Cape Disaster Management Centre
Purpose/importance	To improve the functionality of the Western Cape Disaster Management Centre
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	To ensure that the Western Cape Disaster Management Centre is able to fulfil its legislative functions effectively
Indicator responsibility	Director: Disaster Operations

Indicator title	Provincial Disaster Management Annual Report
Short definition	Coordinate and compile disaster management annual report
Purpose/importance	To ensure relevant and accurate disaster management annual reports
Source/collection of data	District Disaster Management Centre, project plan, QPR, dashboard report and annual reports
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative.
Reporting cycle	Annual
New indicator	No
Desired performance	Regular, relevant and accurate disaster management annual report
Indicator responsibility	Director: Disaster Operations

Indicator title	Meetings of Intergovernmental Disaster Management Fora
Short definition	Ensure coordination of Disaster Management and share knowledge and promote peer learning
Purpose/importance	<ul style="list-style-type: none"> All disaster management stakeholders need to be equipped with knowledge and information to be able to respond effectively to disasters
Source/collection of data	Minutes of meetings
Method of calculation	Quantitative
Data limitations	Lack of cooperation by identified role players
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Ensure an integrated approach in the coordination of disaster management by all stakeholders in province
Indicator responsibility	Deputy Director: Disaster Operations
Indicator title	Disaster damage assessments/verifications conducted
Short definition	Conduct disaster damage assessments of infrastructure and services after major disaster incidents have occurred
Purpose/importance	To assess damage to infrastructure and services from disasters in the Province (both municipal and provincial)
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Comprehensive, accurate assessment of damage caused by disasters
Indicator responsibility	Director: Disaster Operations

Indicator title	Declarations/classifications facilitated
Short definition	To facilitate disaster declarations, classifications, and applications for additional funding

Purpose/importance	To facilitate the declaration of disasters by Municipalities or the Province
Source/collection of data	Project plan, QPR, Dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Speedy disaster declarations, classifications and funding applications
Indicator responsibility	Director: Disaster Operations

Indicator title	Disaster recovery projects monitored and supported
Short definition	Monitor implementation of disaster recovery incidents/ disasters
Purpose/importance	To ensure that disaster recovery incidents/ disasters are monitored and supported
Source/collection of data	Project plan, QPR, Dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Disaster recovery projects implemented and funding spent
Indicator responsibility	Director : Disaster Operations

2. Strategic Objective: To co-ordinate reduction of risk post by hazards

Strategic Objective Indicator

Indicator title	Programmes to reduce potential risks
Short definition	To facilitate and co-ordinate the reduction of potential risks posed by hazards
Purpose/importance	To ensure that Municipalities reduce their risks To identify disaster hazard risks and vulnerabilities in the Province

Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Municipalities with quality risk profiles and disaster management chapters in IDPs
Indicator responsibility	Director: Disaster Reduction

Programme Performance Indicators

Indicator title	Municipalities supported to develop applicable Disaster Risk reduction chapters in IDPs
Short definition	Municipalities supported to develop applicable disaster management chapters in IDPs
Purpose/importance	To ensure that Municipalities reduce their disaster risks
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Municipalities with quality disaster management chapters in IDPs
Indicator responsibility	Director: Disaster Reduction

Indicator title	Municipalities supported with risk and vulnerability assessments
Short definition	Disaster hazard risk and vulnerability assessment support programme
Purpose/importance	To identify disaster hazard risks and vulnerabilities in the Province and maintain a provincial risk profile
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative

Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	To provide all stakeholders with updated information on disaster hazard risks and vulnerabilities
Indicator responsibility	Director: Risk Reduction

Indicator title	Data Repository at Western Cape Disaster Management Centre maintained
Short definition	Collect and maintain data for disaster risk profiles in Province
Purpose/importance	To make communities aware of disaster hazards
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Accurate, comprehensive data repository
Indicator responsibility	Director: Disaster Risk Reduction

Indicator title	Disaster hazard awareness programme
Short definition	Provide hazard awareness campaigns in the Province
Purpose/importance	To make communities aware of disaster hazards
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Communicate awareness to encourage risk avoidance behaviour

	and emergency preparedness
Indicator responsibility	Director: Disaster Risk Reduction

3. Strategic Objective: To improve fire and rescue services capability

Strategic Objective Indicator

Indicator title	Programmes to improve fire and rescue services capability
Short definition	Provincial Emergency Services Training Centre projects (EPESTC) at Wolwekloof
Purpose/importance	To ensure that training needs of municipal fire services are adequately addressed
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Reduction in fires and related fatalities
Indicator responsibility	Deputy Director: Fire Brigade Services

Provincial Programme Indicator

Indicator title	Provincial Emergency Services Training Centre projects at Wolwekloof
Short definition	To ensure that training needs of municipal fire services are adequately addressed
Purpose/importance	
Source/collection of data	Project plan, QPR, dashboard report, and annual report

Method of calculation	Quantitative
Data limitations	No Limitations
Type of indicator	Output
Calculation type	Cumulativel
Reporting cycle	Annual
New indicator	Yes
Desired performance	Reduction in fire related fatalities
Indicator responsibility	Deputy Director: Fire Brigade Services

Indicator title	Aerial Firefighting and ground support programme
Short definition	Integrated fire management
Purpose/importance	To ensure effective and efficient response to wildfires and optimal utilisation of resources
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Effective and efficient response to wildfires
Indicator responsibility	Deputy Director: Fire Brigade Services

Indicator title	Emergency Management Skills Capacity Development (Incident Command Programme)
Short definition	Implementation of Incident Command System
Purpose/importance	To ensure standardised and uniform Incident Management in the Province.
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitation

Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Effective and efficient incident management
Indicator responsibility	Deputy Director: Fire Brigade Services

Indicator title	Fire and Life Safety Programme (FLSP)
Short definition	Support Municipalities to educate people on fire and life safety
Purpose/importance	To assist Municipalities to reduce the number of fires and fatalities in communities
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Reduction in fires and related fatalities
Indicator responsibility	Deputy Director: Fire Brigade Services

Indicator title	Special Operations Capacity-Building Programme
Short definition	Development of Special Operations capacity in municipal fire services
Purpose/importance	To ensure the availability of specialised skills and capacity to deal with large incidents/disasters
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	None
Type of indicator	Out put

Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Specialised skills and capacity throughout the Province
Indicator responsibility	Deputy Director: Fire Brigade Services

National Indicators

Indicator title	Number of functional Municipal Disaster Management Centres
Short definition	All the Disaster Management Centres (Provincial/Metro/District) in the province have been established and are functional in terms of the Disaster Management Act, 2002.
Purpose/importance	To ensure an efficient, effective, integrated and coordinated approach to all aspects of disaster management in the Province with special emphasis on prevention and mitigation, as well as ensuring the co-ordination and management of provincial disasters that occur in the province
Source/collection of data	<p>Quarterly report covering the following:</p> <ul style="list-style-type: none"> • Appointment of the Heads of Disaster Management Centres in the province (Provincial , District and Metro) • The Disaster Management Centre has an organisational structure and physical structure that meets the minimum standards. • Quarterly advisory forum meetings • The Province/Metro/District has an approved Disaster management Framework • A Disaster Management Plan outlining strategies on prevention, mitigation, preparedness, response and recovery within the province • Each Disaster Management Centre publishes its annual report • Provincial disaster public awareness, advocacy and awareness programmes developed and implemented • Support Municipalities to establish and maintain functional disaster management centres
Method of calculation	Quantitative
Data limitations	Lack of norms and standards for the Disaster Management Centres

	at municipal level.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Timeous response to disaster incident and reduction of the impact on distressed communities
Indicator responsibility	Deputy Director: Disaster Operations

Indicator title	Provincial Fire Brigade services establish by target date
Short definition	Provincial Fire Brigade services unit established to co-ordinate fire services activities in the Province in terms of legislative requirements
Purpose/importance	To ensure effective and efficient oversight and support of the management of fires in the Province
Source/collection of data	<p>Progress report covering the following:</p> <ul style="list-style-type: none"> • A provincial fire services unit is established • Dedicated and qualified personnel to perform the function appointed • Provincial reports on fire services activities within the Province which includes <ul style="list-style-type: none"> ○ Number of fire prevention activities; ○ Responses to key incidents that required rescue of life and property in the province ○ Support provided to municipal fire services. <p>Reports of activities undertaken by Category of Authorized Persons in terms of legislative requirements</p>
Method of calculation	Qualitative
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Improved fire prevention, response and recovery in communities
Indicator responsibility	Deputy Director: Disaster Operations

Sub-sub Programme 3.3: Integrated Development Planning

1. **Strategic Objective:** To improve the quality of IDPs to give effect to service delivery

Strategic Objective Indicator

Indicator title	Programmes to improve quality of IDPs
Short definition	To improve the quality of IDPs to give effect to service delivery
Purpose/importance	To ensure that integrated development planning is done effectively as it guides the development within a municipal area and informs investment by other government spheres;
Source/collection of data	IDPs of Municipalities, project plan, QPR, dashboard report, annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	All Municipalities have implementable IPDs
Indicator responsibility	Director: Integrated Development Planning

Provincial Programme Indicators

Indicator title	IDP Assessment reports compiled
Short definition	To provide framework and parameters for the assessment of IDPs
Purpose/importance	To provide a framework for the coordination of sector department comments on municipal IDPs to ensure intergovernmental planning alignment
Source/collection of data	IDPs of Municipalities, IDP Framework, Project Plans, QPR
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative

Reporting cycle	Annual
New indicator	No
Desired performance	All Municipalities having realistic and implementable IDPs
Indicator responsibility	Director: Integrated Development Planning

Indicator title	Process/time schedules plans monitored
Short definition	Monitoring the planning processes, activities and specified time-frames followed by Municipalities to develop IDPs as per their approved Process Plans
Purpose/importance	To verify that Municipalities undertake the full range of planning activities within the annual planning cycle
Source/collection of data	process plans/time schedules, IDPs of Municipalities, project plans, QPR, annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Effective and efficient development planning activities
Indicator responsibility	Director: Integrated Development Planning

Indicator title	Municipalities assisted with the planning, drafting, adoption or review of their IDPs
Short definition	Hands-on support and knowledge-sharing for effective integrated development planning processes and outputs
Purpose/importance	To ensure that Municipalities develop realistic and implementable IDPs that guide development and inform potential investment
Source/collection of data	IDPs of Municipalities, APPs of Sector Departments, primary data to be obtained from Sector Departments in spread-sheet format
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly

New indicator	Yes
Desired performance	Effective intergovernmental planning
Indicator responsibility	Director: Integrated Development Planning

2. Strategic Objective: To strengthen intergovernmental planning and budget through establishment of IDP as the single co-ordinating plan of Government

Strategic Objective Indicator

Indicator title	Programmes to improve Intergovernmental planning in IDPs
Short definition	Co-ordinated assessment of IDP in the province
Purpose/importance	To ensure Improved participation in IDP processes
Source/collection of data	Assessment reports, project plan, QPR, dashboard report and annual report
Method of calculation	Quantitative
Data limitations	Attendance
Type of indicator	Output
Calculation type	Cumulative on annual basis
Reporting cycle	Annually
New indicator	No
Desired performance	Improved intergovernmental coordination
Indicator responsibility	Director: Integrated Development Planning

Programme Performance Indicators

Indicator title	District (Metro) IDP alignment workshops
Short definition	Joint planning and alignment of plans in regional context
Purpose/importance	To bring Municipalities in the respective districts together for effective integrated planning
Source/collection of data	Minutes of meetings, Reports from Municipalities, Project plan, QPR, Dashboard report, Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes

Desired performance	Effective intergovernmental planning
Indicator responsibility	Director: Integrated Development Planning

Indicator title	Intergovernmental co-ordination engagements
Short definition	Joint planning through effective IGR and IDP Indaba (Joint Planning Initiative) platforms
Purpose/importance	To bring national-, provincial- and local government together for effective integrated planning and prioritization of projects
Source/collection of data	Project plan, QPR, Dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	Level of attendance and quality of inputs
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Government-wide alignment on strategic priorities and budgets
Indicator responsibility	Director: Integrated Development Planning

Indicator title	Joint planning agreements reports compiled
Short definition	Monitoring and reporting on agreed joint planning initiatives and Indaba agreements
Purpose/importance	To capture, monitor and report on the status of Indaba agreements and Joint Planning Initiatives (JPIs) in order to ensure implementation thereof
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	Lack of inputs and feedback
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly

New indicator	Yes
Desired performance	Improved intergovernmental implementation
Indicator responsibility	Director: Integrated Development Planning

Indicator title	Sector Departments financial footprints shared with Municipalities
Short definition	Government-wide service delivery interventions and infrastructure investments reflected spatially
Purpose/importance	To depict the financial investment footprint of provincial departments in order to promote sound spatial development and investment logic in Municipalities
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	Degree of completeness of municipal-specific infrastructure and social cluster intervention data received from provincial departments
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Well-informed development and spatial investment decision-making
Indicator responsibility	Director: Integrated Development Planning

National Indicators

Indicator title	Number of Municipalities supported with development of legally compliant IDP
Short definition	Support to Municipalities in the development of implementable IDPs through capacity building sessions, workshops, IDP forums and IDP assessments. A legally compliant IDP should be developed according to the requirements of applicable legislation
Purpose/importance	Municipalities developing community responsive IDP's within legislated framework
Source/collection of	IDP assessment and analysis reports

data	
Method of calculation	Quantitative and Qualitative
Data limitations	IDPs not adopted by Council as per IDP process plan
Type of indicator	Output
Calculation type	None cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	All Municipalities developed legally compliant IDPs
Indicator responsibility	Director: Integrated Development Planning

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