

UGU DISTRICT MUNICIPALITY 2016 / 2017 ANNUAL PERFORMANCE REPORT																
IDP NO.	NATIONAL KEY PERFORMANCE AREAS	OBJECTIVE (AS PER IDP)	PROJECT / PROGRAMME (AS PER IDP)	SDBIP REF.NO	INDICATORS	COMPARISON WITH PREVIOUS YEAR		CURRENT YEAR			STATUS (Achieved / Not Achieved)	MEASURES TAKEN TO IMPROVE PERFORMANCE	PORTFOLIO OF EVIDENCE			
						2015/2016 (TARGET)	2015/2016 (ACTUAL)	BASELINE	BACKLOG	2016/2017 (TARGET)				2016/2017 (ACTUAL)		
GGPP 7				OMM 37	Date 2016/2017 Fraud Risk register approved	30-Sep-15	25-Sep-15	25-Sep-15	N/A	30-Sep-16	23-Sep-16	Achieved	N/A	Audit Committee resolution		
GGPP 7				OMM 38	Date 2016/2017 USCT Fraud Risk register approved	30-Sep-15	11-Dec-15	11-Dec-15	N/A	30-Sep-16	25-Aug-16	Achieved	N/A	Audit Committee resolution		
GGPP 7				OMM 39	Date 2016/2017 USCD Fraud Risk register approved	30-Sep-15	02-Dec-15	02-Dec-15	N/A	30-Sep-16	09-Dec-16	Achieved	N/A	Audit Committee resolution		
GGPP 7				OMM 40	Number of Ugu Risk Management Committee reports produced	3	3	3	N/A	3	3	Achieved	N/A	Audit Committee minutes		
GGPP 7				OMM 41	Number of USCT Risk Management Committee reports produced	3	3	3	N/A	3	3	Achieved	N/A	Audit Committee minutes		
GGPP 7				OMM 42	Number of USCD Risk Management Committee reports produced	3	3	3	N/A	3	3	Achieved	N/A	Audit Committee minutes		
GGPP 7				OMM 43	Number of Ugu Fraud Risk Register Implementation reports produced	3	3	3	N/A	2	2	Achieved	N/A	Audit Committee minutes		
GGPP 7				OMM 44	Number of USCTA Fraud Risk Register Implementation reports produced	2	2	2	N/A	2	2	Achieved	N/A	Audit Committee minutes		
GGPP 7				OMM 45	Number of USCTA Fraud Risk Register Implementation reports produced	3	3	3	N/A	3	2	Achieved	N/A	Audit Committee minutes		
GGPP 7				OMM 46	Number of Fraud risk prevention awareness campaigns held	3	3	3	N/A	3	3	Achieved	N/A	Attendance registers Fraud awareness pamphlet		
GGPP 8				Internal Auditing	OMM 47	Number of Audits conducted and reports submitted to Audit committee meetings	7	7	7	7	7	N/A	15	Achieved	N/A	Audit committee minutes
GGPP 8					OMM 48	Number of USCTA Audits conducted and reports submitted to Audit committee meetings	7	7	7	7	7	N/A	7	Achieved	N/A	Audit committee minutes
GGPP 8					OMM 49	Number of USCTA Audits conducted and reports submitted to Audit committee meetings	7	7	7	7	7	N/A	7	Achieved	N/A	Minutes of Audit Committee

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						2015/2016 (TARGET)	2015/2016 (ACTUAL)	BASELINE	BACKLOG	2016/2017 (TARGET)				2016/2017 (ACTUAL)			
GGPP 8				OMM 50	Date 3 year strategic audit plans approved for Ugu	30-Sep-15	25-Sep-15	25-Sep-15	N/A	30-Sep-16	23-Sep-16	Achieved	N/A	Audit Committee approval resolution			
GGPP 8				OMM 51	Date 3 year strategic audit plans approved for USCDA	30-Sep-15	25-Sep-15	25-Sep-15	N/A	30-Sep-16	25-Aug-16	Achieved	N/A	Audit Committee approval resolution			
GGPP 8				OMM 52	Date 3 year strategic audit plans approved for USCDA	30-Sep-15	25-Sep-15	25-Sep-15	N/A	30-Sep-16	26-Aug-16	Achieved	N/A	Audit Committee approval resolution			
GGPP 8				OMM 53	Date Annual internal audit plan developed and approved - Ugu	1 developed and approved	1 developed and approved	1	N/A	30-Sep-16	23-Sep-16	Achieved	N/A	Approval of the Annual internal audit plan by Audit Committee			
GGPP 8				OMM 54	Date Annual internal audit plan developed and approved - USCDA	1 developed and approved	1 developed and approved	1	N/A	30-Sep-16	25-Aug-16	Achieved	N/A	Approval of the Annual internal audit plan by Audit Committee			
GGPP 8				OMM 55	Date Annual internal audit plan developed and approved - USCDA	1 developed and approved	1 developed and approved	1	N/A	30-Sep-16	26-Aug-16	Achieved	N/A	Approval of the Annual internal audit plan by Audit Committee			
GGPP 8				OMM 56	Date Internal Audit and Audit Committee Charters and audit methodology reviewed	30-Sep-15	25-Sep-15	25-Sep-15	N/A	30-Sep-16	23-Sep-16	Achieved	N/A	Audit Committee resolution approving methodology and charters			
GGPP 8				OMM 57	Date USCDA Audit and Audit Committee Charters reviewed	30-Sep-15	25-Sep-15	25-Sep-15	N/A	30-Sep-16	25-Aug-16	Achieved	N/A	Audit Committee resolution approving charters			
GGPP 8				OMM 58	Date USCDA Audit and Audit Committee Charters reviewed	30-Sep-15	25-Sep-15	25-Sep-15	N/A	30-Sep-16	26-Aug-16	Achieved	N/A	Audit Committee resolution approving charters			
GGPP 8				OMM 59	Date Fraud, Risk and internal audit policies reviewed	Number- 4	Number - 6	6	N/A	31-Mar-17	23-Mar-16	Achieved	N/A	Council resolution approving policies			
GGPP 8							OMM 60	Number of Follow up Reports on implementation of AG and internal audit management Corrective Action-Ugu	1	2	2	N/A	4	4	Achieved	N/A	Minutes of Audit Committee
GGPP 8							OMM 61	Number of Follow up Reports on implementation of AG and internal audit management Corrective Action-USCT	1	1	1	N/A	4	4	Achieved	N/A	Minutes of Audit Committee

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						2015/2016 (TARGET)	2015/2016 (ACTUAL)	BASELINE	BACKLOG	2016/2017 (TARGET)				2016/2017 (ACTUAL)		
GGPP 8				OMM 62	Number of Follow up Reports on implementation of AG and internal audit management Corrective Action-USCDA	1	1	1	N/A	4	4	Achieved	N/A	Minutes of Audit Committee		
GGPP 8						100	90	90	N/A	100%	100%	Achieved	N/A	Proof of notification Proof of submission (Email) AND Acknowledgement of receipt of complete information		
GGPP 8						100%	100%	100%	N/A	100%	100%	ACHIEVED	Nil	Internal audit Report		
GGPP 8						100%	100%	100%	N/A	100%	100%	ACHIEVED	N/A	Internal audit Report		
GGPP9						Date reviewed strategy approved 31/12/2015	Date approved 02/11/2015	02-Nov-15	N/A	100%	0%	Not Achieved	To be submitted to the first MANCO meeting in August 2017	Report to MANCO measuring implementation of action plan		
GGPP9						OMM 64	30 Sept 2015	12 October 2015	N/A	30-Sep-16	30-Sep-16	Achieved	N/A	Report adopted by Manco		
GGPP9						OMM 65	Number of Municipal Service Week conducted	2	2	2	N/A	1	0	Attendance registers were not signed. For future weeks we will ensure confirmation register signatures as evidence.	Report noted by Manco and attendance and confirmation register	
GGPP9						OMM 66	Percentage Compliance to Batho Pele Principles	12	12	12	N/A	80%	80%	N/A	Analysed reports submitted to Manco	
GGPP 10						Customer Relations Management	OMM 68	Percentage of calls handled efficiently	100	75	75	N/A	80%	80%	N/A	System generated Call centre report and report noted by Manco
GGPP 10							OMM 69	Percentage Complaints attended	100	100	100	N/A	75%	75%	N/A	Complaints register and report adopted by Manco
GGPP 11	Rural Community engagement	WS 18	Number of Water saving community awareness campaigns conducted	12	12	N/A	N/A	12	12	N/A	Report and MANCO resolution noting the report					
GGPP 11		WS 19	Percentage compliance to sitting of water community forums	N/A	N/A	N/A	N/A	12%	100%	N/A	Minutes of meeting and Agenda					
GGPP 13		Back to Basics	OMM 70	Back to basics functional categorization score	N/A	N/A	N/A	N/A	70-100	Achieved	CoGTA Functionality Categorisation Report					

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						2015/2016 (TARGET)	2015/2016 (ACTUAL)	BASELINE	BACKLOG	2016/2017 (TARGET)				2016/2017 (ACTUAL)
GGPP 13				OMM 71	Back to basics reports submitted	16	16	16	N/A	16	16	Achieved	N/A	Report Proof of submission AND acknowledgement of completeness
GGPP 13				OMM 72	% compliance to Implementation of back to basics support plan	100	100	100	N/A	100%	100%	Report Proof of submission AND acknowledgement of completeness		
GGPP 13				WS 48	Number of Back to basics reports submitted	4	4	4	N/A	4	4	Report Proof of submission AND acknowledgement of completeness		
GGPP 13				TREA 98	Back to basics reports submitted	16	16	16	N/A	16	16	Report Proof of submission AND acknowledgement of completeness		
GGPP 13				TREA 99	% Implementation of back to basics support plan	100%	100%	100%	N/A	100%	100%	Proof of submission AND acknowledgement of completeness		
GGPP 13				CS 73	Back to basics reports submitted	16	16	16	N/A	16	16	Report Proof of submission AND acknowledgement of completeness		
GGPP 13				CS 75	Implementation of back to basics support plan	100%	100%	100%	N/A	100%	100%	Report Proof of submission AND acknowledgement of completeness		
GGPP 14				ICT Facilities and Infrastructure Resources	CS 76	Number of new network sites (WS) connected to the Ugu WAN	5	5	5	N/A	5	5	Project Close out report to ICT Steering Committee; Extract of Minutes ICT Steering Committee; Network usage statistics	
GGPP 14	CS 77	Date by when the PBX will be upgraded	N/A		N/A	N/A	N/A	30-Jun-17	30-Jun-17	Project Close out report to ICT Steering Committee; Extract of Minutes ICT Steering Committee				
GGPP 14	CS 78	Date by when the Intranet is migrated to MS SharePoint	N/A		N/A	N/A	N/A	30-Jun-17	30-Jun-17	Updated Intranet screenshot				
GGPP 15		ICT Equipment	CS 79	Server room equipment schedule will be developed	N/A	N/A	N/A	N/A	30-Sep-16	30-Sep-16	Nil	Signed off server room Equipment Schedule Report to ICT Steering Committee Extract of Minutes ICT Steering Committee		

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						2015/2016 (TARGET)	2015/2016 (ACTUAL)	BASELINE	BACKLOG	2016/2017 (TARGET)				2016/2017 (ACTUAL)
													Extract of Minutes ICT Steering committee	
GGPP 20				CS 91	Percentage Service and Licence Agreements Management to core systems	N/A	N/A	N/A	N/A	100%	100%	ACHIEVED	Nil	Register of Licences; SLA's/Contracts
GGPP 20				CS 93	Date by which the audit of Microsoft software is done	N/A	N/A	N/A	N/A	31-May-17	31-May-17	ACHIEVED	Nil	report from Microsoft Business Partner (LAR) Bytes
GGPP 20				CS 94	Frequency of submission of software usage vs. licencing reports	N/A	N/A	N/A	N/A	Quarterly	Quarterly	ACHIEVED	Nil	Quarterly report to ICT Steering Committee; Extract of Minutes ICT Steering committee
GGPP 20				CS 95	Percentage compliance with the Website legislative requirements	80	80%	80%	N/A	80%	80%	ACHIEVED	Nil	Quarterly Website compliance check list to ICT Steering committee; Extract of Minutes ICT Steering Committee
GGPP 20					Frequency of submission of website activity reports	Quarterly	Quarterly	Quarterly	N/A	Quarterly	Quarterly	ACHIEVED	Nil	Website usage Report
MFVM 1	Municipal Financial Viability And Management	To develop and maintain a financially viable and sustainable organisation that achieves full compliance with legislation	Clean Audit	TREA 1	Date Clean Audit Report attained	N/A	N/A	Unqualified	N/A	31/01/2017	2017/01/31 (Unqualified)	NOT ACHIEVED	Implement corrective action plan	AG Audit Report
MFVM 2				TREA 3	Number of Movable Asset Verifications conducted	N/A	N/A	30-Jun-16	N/A	4	4	ACHIEVED	N/A	Updated Asset register and appendices
MFVM 2				TREA 4	Date Immovable Asset Verification conducted	30-Jun-16	Not achieved	15-Aug-16	N/A	30-Jun-17	30 June 2017	ACHIEVED	N/A	Updated Asset register and appendices
MFVM 2				TREA 5	Number of Updated Asset Registers	12	12	12	N/A	12	12	ACHIEVED	N/A	Signed off reconciliations
MFVM 2			Asset Management	TREA 6	Number of public auctions to dispose municipal assets held	N/A	N/A	N/A	N/A	2	0	NOT ACHIEVED	The Asset Disposal Policy was approved on the 29 June 2017 and the list on 24 August. The process of disposal will therefore commence.	Letter of award, Council Resolution, Advert and Auctioneers Report
MFVM 2			TREA 7	Number of Ad-Hoc disposal of assets by Donation	N/A	N/A	N/A	N/A	2	2	ACHIEVED	N/A	Council Resolution	

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						2015/2016 (TARGET)	2015/2016 (ACTUAL)	BASELINE	BACKLOG	2016/2017 (TARGET)				2016/2017 (ACTUAL)		
MFVM 2				TREA 9	Turn-around time taken to report insurable incidents internally	N/A	N/A	N/A	N/A	1 working day	1 Working Day	N/A	Insurance claims register			
MFVM 2				TREA 10	Turn-around time of reporting the incident internally	N/A	N/A	N/A	N/A	N/A	5 working days	5 working days	N/A	Insurance claims register		
MFVM 2				TREA 11	Turn-around time of lodging the insurance claim	N/A	N/A	N/A	N/A	N/A	30 calendar days	30 calendar days	N/A	Insurance claims register		
MFVM 3				TREA 12	Improved Liquidity Ratio	1.5:1	2.42:1	2.42:1	N/A	N/A	1.5:1	3.09:1	N/A	Calculations		
MFVM 3				TREA 13	Improved Liquidity in months	N/A	N/A	N/A	N/A	N/A	3 months	2.76 months	NOT ACHIEVED	Improve cash management and procurement planning. Ensure adherence to SCM procurement plans	Calculations	
				TREA 14	Percentage Improved Liquidity	N/A	N/A	N/A	N/A	N/A	100%	232.76%	ACHIEVED	N/A	Calculations	
				MFVM 3	TREA 15	Percentage Improved Liquidity	N/A	N/A	N/A	N/A	N/A	45%	32.68%	ACHIEVED	N/A	Calculations
MFVM 3				TREA 17	Number of meetings with the bankers for improved quality of banking services	N/A	N/A	N/A	N/A	N/A	N/A	2	2	N/A	Attendance register and minutes	
MFVM 4				Liability Management	TREA 18	Percentage Capital Costs to Operating Expenditure	N/A	N/A	N/A	N/A	N/A	6 - 8	1.66%	N/A	N/A	Calculation from TB figures
MFVM 4					TREA 19	Number of loans on investment registers updated	N/A	N/A	N/A	N/A	N/A	4	4	ACHIEVED	N/A	Copy of register signed as proof of review
MFVM 5					TREA 20	Percentage of Irregular expenditure incurred of the total actual municipal expenditure	1.5%	0.48%	0.48%	N/A	N/A	1.5%	0%	ACHIEVED	N/A	Register of irregular expenditure
MFVM 5				Supply Chain Management	TREA 21	Number of Stock takes conducted	3	3	3	N/A	N/A	2	2	ACHIEVED	N/A	Stock take report
MFVM 5					TREA 22	Frequency Vendor database reviewed	12	12	12	N/A	N/A	Monthly	Monthly	ACHIEVED	N/A	Exception report - Change log report
MFVM 5					TREA 23	Percentage compliance with Vendor Management Committee resolution	N/A	N/A	N/A	N/A	N/A	100	100%	ACHIEVED	N/A	Report on implementation of resolutions
MFVM 5					TREA 24	Number of Quarterly Reviews of Financial Systems' Vendor	N/A	N/A	N/A	N/A	N/A	4	4	ACHIEVED	N/A	Attendance Register and Minutes

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MFVM 5				TREA 25	Date Procurement Plan approved	30-Jun-16	30-Jun-16	30-Jun-16	N/A	01-Jul-16	01-Jul-16	N/A	Resolution for Adoption, Manco/ Extended Manco
MFVM 5				TREA 34	Turnaround time for BSC to Advert	N/A	N/A	N/A	N/A	13 days	N/A	Tender Tracking Register	
MFVM 5				TREA 35	Turnaround time from advert to the Tender closing	N/A	N/A	N/A	N/A	22 days	N/A	Tender Tracking Register	
MFVM 5				TREA 36	Turnaround time from the closing of Tender to the awarding of contract	75	103	103	N/A	90 Days	N/A	Tender Tracking Register	
MFVM 5				TREA 37	Frequency of Contract register updates	12	12	12	N/A	12 Monthly	N/A	Contract register	
MFVM 5				WS 24	Percentage Compliance with Vendor Management Committee resolution	100	100%	N/A	N/A	100%	N/A	Percentage compliance with Vendor Management Committee resolution	
MFVM 5				IED 59	Percentage compliance with Vendor Management Committee submissions	100	100%	100%	N/A	100%	N/A	Report submitted to Vendor Committee	
MFVM 5				WS 24	Percentage Compliance with Vendor Management Committee resolution	100	100%	100%	N/A	100%	N/A	Percentage compliance with Vendor Management Committee resolution	
MFVM 5					Number of Reports for Vendor performance produced	12	7	7	N/A	12	7	Improved monitoring yielded positive results in the latter months of the year and this practice will continue for better results	Report on implementation of resolutions
MFVM 5					Percentage submission of invoices within 10 days of receipt to Treasury Office	100	100%	100%	N/A	100%	100%	N/A	Monthly departmental control sheet
MFVM 5		Percentage compliance with Vendor Management Committee resolution	100	100%	100%	N/A	100%	100%	N/A	Report on implementation of resolutions.			
MFVM 5		Number reports for Vendor performance	12	12	12	N/A	12	12	N/A	Manco report indicating compliance			
MFVM 6			Budget Management and Reporting	TREA 38	Number of Annual Financial Statement compiled	2	2	2	N/A	2	2	N/A	Audit Committee resolution

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MFVM 6				TREA 39	Date Annual Financial Statements submitted to Auditor General	31-Aug-16	31-Aug-16	31-Aug-16	N/A	31-Aug-16	31-August 2016	N/A	Letter of confirmation from the AG
MFVM 6				TREA 40	Date Consolidated Annual Financial Statements submitted to the Auditor General	30-Aug-16	30-Aug-16	30-Aug-16	N/A	30-Sep-16	30-Sep-16	N/A	Letter of confirmation from the AG
MFVM 6				TREA 41	Number of Quarterly Financial Statements compiled	2	1	1	N/A	2	2	N/A	Complete set of AFS
MFVM 6				TREA 42	Controlled Unauthorised Expenditure as a percentage of Total Actual Expenditure	0.50%	0.51%	0.51%	N/A	0.50%	7%	NOT ACHIEVED	Register of Unauthorised Expenditure
MFVM 6				TREA 43	Date Budget Process Plan approved	31-Aug-15	27-Aug-15	27-Aug-15	N/A	31-Aug-16	01-Sep-16	NOT ACHIEVED	Council resolution
MFVM 6				TREA 44	Date Annual Budget adopted by Council	31-May-16	26-May-16	26-May-16	N/A	31-May-17	25-May-17	Achieved	Council Resolution
MFVM 6				TREA 45	Date Adjustment Budget adopted by Council	28-Feb-16	25-Feb-16	25-Feb-16	N/A	28-Feb-17	23-Feb-17	Achieved	Council resolution
MFVM 6				TREA 46	Date Reviewed Budget Policy adopted	31-May-16	26-May-16	26-May-16	N/A	31-May-17	25-May-17	Achieved	Council resolution
MFVM 6				TREA 47	Date Reviewed Virement Policy adopted	31-May-16	26-May-16	26-May-16	N/A	31-May-17	25-May-17	Achieved	Council resolution
MFVM 6				TREA 48	Date Reviewed Cash and Investment Policy adopted	31-May-16	26-May-16	26-May-16	N/A	31-May-17	25-May-17	Achieved	Council resolution
MFVM 6				TREA 49	Date Reviewed Assets management Policy adopted	31-May-16	26-May-16	26-May-16	N/A	31-May-17	25-May-17	Achieved	Council resolution
MFVM 6				TREA 50	Date Reviewed Funding and Reserves Policy adopted	31-May-16	26-May-16	26-May-16	N/A	31-May-17	25-May-17	Achieved	Council resolution
MFVM 6				TREA 52	Date Reviewed Credit Control and Debt Collection Policy adopted	31-May-16	26-May-16	26-May-16	N/A	31-May-17	25-May-17	Achieved	Council resolution

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MFVM 6				TREA 53	Date Reviewed Indigent Policy adopted	31-May-16	not submitted	not submitted	N/A	31-May-17	25-May-17	N/A	Council resolution
MFVM 6				TREA 56	Date Reviewed Supply Chain Management Policy adopted	31-May-16	26-May-16	26-May-16	N/A	31-May-17	25-May-17	N/A	Council resolution
MFVM 6				TREA 57	Date Reviewed Asset Disposal Policy adopted	31-May-16	26-May-16	26-May-16	N/A	31-May-17	25-May-17	N/A	Council resolution
MFVM 6				TREA 58	Number Monthly in-year reports produced	12	12	12	N/A	12	12	N/A	Letters of submission to National and Provincial Treasury
MFVM 6				TREA 59	S72 quarterly reports produced	4	4	4	N/A	4	4	N/A	Letters of submission to National and Provincial Treasury
MFVM 6				TREA 60	Percentage Capital Budget Spent	90	90%	90%	N/A	90%	90%	N/A	Sec 71 Report
MFVM 6				TREA 61	Percentage Operating budget spent	95	99%	99%	N/A	95%	99%	N/A	Sec 71 Report
MFVM 7				TREA 62	Percentage Increased collection of current debt ratio	85%	91%	91%	N/A	85%	91%	N/A	Debtors reconciliation
MFVM 7			Revenue Management & Enhancement	TREA 63	Percentage Reduction in overdue debt	20	0	0	N/A	20%	0%	NOT ACHIEVED	Debtors age analysis and Calculations
MFVM 7				TREA 64	Percentage of Urban accounts billed with actual meter readings	85	82	82	N/A	85%	78%	NOT ACHIEVED	Readings report
MFVM 7				TREA 65	Percentage of Rural accounts billed with actual meter readings	50	12	12	N/A	10%	15%	N/A	Readings report
MFVM 7				TREA 100	Percentage of Urban Water Meters read	N/A	N/A	New	New	87%	78%	NOT ACHIEVED	Readings report
MFVM 8			Expenditure Management	TREA 69	Turn Around Time Creditors Payment : Creditors paid in time	30 calendar days	30 calendar days	30 calendar days	N/A	30 calendar days	30 calendar days	ACHIEVED	Creditors age analysis