

KEY PERFORMANCE AREA 03: RESEARCH

PROGRAM	USCT PROJECT REF	SUB-PROJECT REF	SUB-PROJECT	SUB-PROJECT OBJECTIVE	ANNUAL KEY PERFORMANCE INDICATOR: OUTPUT	UNIT OF MEASURE/PERFORMANCE MEASURE	MID YEAR ADJUSTMENTS:	ANNUAL PERFORMANCE TARGET	Adjusted annual target	ANNUAL BUDGET	ADJUSTED BUDGET	Mid Term Targets	Actual Mid Term	Mid Term target Achieved / Not Achieved	Blockages / Challenges	TARGET Q3	TARGET Q4	PORTFOLIO OF EVIDENCE
Data Management	3.1.1	3.1.1.1	Trend Research	Partner with KZN to Obtain KZN South Coast Data with regards to Seasonal footprint	Research findings	Number of reports	Sub-Project reviewed and adjusted to coordinate internally with Tourism Businesses and increase in Target	1	2	R0,00	R0,00	0	0	-	-	1	1	December Seasonal Report
		3.1.1.5	Accommodation & Venue Database	To maintain a credible Accommodation and Venue database for the UGU District	Credible Venue and Accommodation Database Developed by 15 June	Credible Venue and Accommodation Database Developed by 15 June	No Changes	15 June 2021		R0,00	R0,00	0	0	-	-	0	15 June 2021	Delivery and Date of Delivery
		3.1.1.5	Target Market Identification	To identify the KZN South Coast Target Market	Research report on the KZN South Coast Target Market	Completed Research Report by date	No Changes	15 June 2021		R200 000,00	R200 000,00	0	0	-	-	0	15 June 2021	Delivery and Date of Delivery

KEY PERFORMANCE AREA 04: STAKEHOLDER MANAGEMENT

PROGRAM	PROGRAM OBJECTIVE	USCT PROJECT REF	PROJECT	PROJECT STRATEGIC OBJECTIVE	SUB-PROJECT REF	SUB-PROJECT	SUB-PROJECT OBJECTIVE	ANNUAL KEY PERFORMANCE INDICATOR OUTPUT	DATE	MID YEAR ADJUSTMENTS	ANNUAL PERFORMANCE TARGET	ANNUAL BUDGET R	ADJUSTED BUDGET	Mid Term Targets	Actual Mid Term	Mid Term Target	Mid Term Target	Challenges / Challenges	Mid Term Target Achieved/Not Achieved	03 Target	04 TARGET	PORTFOLIO OF EVIDENCE	
Stakeholder Relations	To provide a high quality customer experience to all stakeholders	4.1.1	Marketing	To provide a high quality customer experience to all stakeholders	4.1.1	Marketing	To provide a high quality customer experience to all stakeholders	Quarterly approach to June 2020	30/06	No Change	30/06	0	0	0	0	0	0	0	0	0	30/06/21	Approved Questionnaire	
Stakeholder Relations	To provide a high quality customer experience to all stakeholders	4.1.2	Stakeholder Marketing	To provide a high quality customer experience to all stakeholders	4.1.2.1	Stakeholder Marketing	To provide a high quality customer experience to all stakeholders	To participate in forums of interest	Quarterly	Increase in targets to include USCT participation in FIC & PTF	6	600,000.00	0	0	0	0	0	0	0	0	3	3	High quality responses to stakeholder enquiries, FIC & PTF participation (see attached)
Stakeholder Relations	To provide a high quality customer experience to all stakeholders	4.1.2	Partnerships	To provide a high quality customer experience to all stakeholders	4.1.2.2	Partnerships	To provide a high quality customer experience to all stakeholders	To create a minimum of 4 reports per quarter	Quarterly - 2020 Report	Increase in targets to include USCT participation in FIC & PTF	4	600,000.00	0	0	0	0	0	0	0	0	3	3	High quality responses to stakeholder enquiries, FIC & PTF participation (see attached)
Stakeholder Relations	To provide a high quality customer experience to all stakeholders	4.1.4	Partnerships	To provide a high quality customer experience to all stakeholders	4.1.4.1	Partnerships	To provide a high quality customer experience to all stakeholders	To create a minimum of 4 reports per quarter	Quarterly - 2020 Report	Change in target of the output indicator as relating to the Quarterly FIC Report	4	600,000.00	0	0	0	0	0	0	0	0	1	1	High quality responses to stakeholder enquiries, FIC & PTF participation (see attached)
Stakeholder Relations	To provide a high quality customer experience to all stakeholders	4.1.4	Partnerships	To provide a high quality customer experience to all stakeholders	4.1.4.2	Partnerships	To provide a high quality customer experience to all stakeholders	To create a minimum of 4 reports per quarter	Quarterly - 2020 Report	No Change	30/06/21	600,000.00	0	0	0	0	0	0	0	0	0	30/06/21	Approved
Stakeholder Relations	To provide a high quality customer experience to all stakeholders	4.1.4	Partnerships	To provide a high quality customer experience to all stakeholders	4.1.4.3	Partnerships	To provide a high quality customer experience to all stakeholders	To create a minimum of 4 reports per quarter	Quarterly - 2020 Report	Actual target increased	30	600,000.00	0	0	0	0	0	0	0	0	13	4.13	Approved
Stakeholder Relations	To provide a high quality customer experience to all stakeholders	4.1.5	Partnerships	To provide a high quality customer experience to all stakeholders	4.1.5.1	Partnerships	To provide a high quality customer experience to all stakeholders	To create a minimum of 4 reports per quarter	Quarterly - 2020 Report	No Change	30/06/21	600,000.00	0	0	0	0	0	0	0	0	0	30/06/21	Approved
Stakeholder Relations	To provide a high quality customer experience to all stakeholders	4.1.5	Partnerships	To provide a high quality customer experience to all stakeholders	4.1.5.2	Partnerships	To provide a high quality customer experience to all stakeholders	To create a minimum of 4 reports per quarter	Quarterly - 2020 Report	No Change	30/06/21	600,000.00	0	0	0	0	0	0	0	0	0	30/06/21	Approved

USCT KPA 4: USCT ENTITY ADMINISTRATION													
USCT PROJECT REF	PROJECT OBJECTIVE	SUB-PROJECT REF	INDICATOR OUTPUT	UNIT OF MEASURE	ANNUAL PERFORMANCE TARGET	KPI YEAR ADJUSTMENTS	ADJUSTED BUDGET	BUDGET	ACTUAL ANNUAL BUDGET	ACTUAL MID TERM	MID TERM TARGETS	ADJUSTED BUDGET	
3.1.1	Review & Organizational Performance	3.1.1.1	Strategic Plan	Reviewed Strategic Plan approved by Board by 30 March	Rate of Strategic Plan Approval	30 March 2021	No Changes	R0.00	R0.00	0	0	0	0
		3.1.1.2	Annual Operational Performance Plan	Annual Operational Plan approved by Board by 31 June 2021	Rate of Operational Plan Approval	31 May 2021	No Changes	R0.00	R0.00	0	0	0	0
		3.1.1.3	Operational Performance Management Plan	Operational Performance Management Plan approved by Board by 31 August 2021	Rate of Operational Performance Management Plan Approval	30% (Target)	No Changes	R0.00	R0.00	71%	71%	90%	90%
		3.1.1.4	Annual Report	Annual Report published by 31 December 2021	Rate of Annual Report Publication	31 December 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.1.5	Quarterly Reports	Quarterly Reports published by 31 March, 31 June, 31 September and 31 December 2021	Rate of Quarterly Reports Publication	31 March 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.1.6	Operational Performance Review	Operational Performance Review completed by 30 September 2021	Rate of Operational Performance Review Completion	30 September 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.1.7	Annual Report Review	Annual Report Review completed by 31 August 2021	Rate of Annual Report Review Completion	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.1.8	Annual Report Approval	Annual Report approved by Board by 31 August 2021	Rate of Annual Report Approval	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.1.9	Annual Report Publication	Annual Report published by 31 August 2021	Rate of Annual Report Publication	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.1.10	Annual Report Distribution	Annual Report distributed by 31 August 2021	Rate of Annual Report Distribution	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
3.1.2	Risk & Compliance	3.1.2.1	Risk Management and Fraud Prevention	Risk Management and Fraud Prevention Plan approved by Board by 30 September 2021	Rate of Risk Management and Fraud Prevention Plan Approval	30 September 2021	No Changes	R0.00	R0.00	0	0	0	0
		3.1.2.2	Annual Risk Register	Annual Risk Register published by 31 August 2021	Rate of Annual Risk Register Publication	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.2.3	Annual Compliance Report	Annual Compliance Report published by 31 August 2021	Rate of Annual Compliance Report Publication	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.2.4	Annual Compliance Review	Annual Compliance Review completed by 31 August 2021	Rate of Annual Compliance Review Completion	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.2.5	Annual Compliance Report Approval	Annual Compliance Report approved by Board by 31 August 2021	Rate of Annual Compliance Report Approval	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.2.6	Annual Compliance Report Publication	Annual Compliance Report published by 31 August 2021	Rate of Annual Compliance Report Publication	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.2.7	Annual Compliance Report Distribution	Annual Compliance Report distributed by 31 August 2021	Rate of Annual Compliance Report Distribution	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.2.8	Annual Compliance Report Review	Annual Compliance Report reviewed by Board by 31 August 2021	Rate of Annual Compliance Report Review	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.2.9	Annual Compliance Report Approval	Annual Compliance Report approved by Board by 31 August 2021	Rate of Annual Compliance Report Approval	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.2.10	Annual Compliance Report Publication	Annual Compliance Report published by 31 August 2021	Rate of Annual Compliance Report Publication	31 August 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
3.1.3	Budget & Reporting	3.1.3.1	Budget Planning	Budget Planning completed by 31 December 2021	Rate of Budget Planning Completion	31 December 2021	No Changes	R0.00	R0.00	0	0	0	0
		3.1.3.2	Budget Review	Budget Review completed by 31 December 2021	Rate of Budget Review Completion	31 December 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.3.3	Annual Financial Statements	Annual Financial Statements published by 31 December 2021	Rate of Annual Financial Statements Publication	31 December 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.3.4	Annual Financial Statements Approval	Annual Financial Statements approved by Board by 31 December 2021	Rate of Annual Financial Statements Approval	31 December 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.3.5	Annual Financial Statements Publication	Annual Financial Statements published by 31 December 2021	Rate of Annual Financial Statements Publication	31 December 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.3.6	Annual Financial Statements Distribution	Annual Financial Statements distributed by 31 December 2021	Rate of Annual Financial Statements Distribution	31 December 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.3.7	Annual Financial Statements Review	Annual Financial Statements reviewed by Board by 31 December 2021	Rate of Annual Financial Statements Review	31 December 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.3.8	Annual Financial Statements Approval	Annual Financial Statements approved by Board by 31 December 2021	Rate of Annual Financial Statements Approval	31 December 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.3.9	Annual Financial Statements Publication	Annual Financial Statements published by 31 December 2021	Rate of Annual Financial Statements Publication	31 December 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%
		3.1.3.10	Annual Financial Statements Distribution	Annual Financial Statements distributed by 31 December 2021	Rate of Annual Financial Statements Distribution	31 December 2021	No Changes	R0.00	R0.00	100%	100%	100%	100%

Account	NOTES	Approved Budget 19.05.2019 (with adjustments)	Actual to December 2020	Estimate to June 2021	Adjusted Budget Approved : 15 January 2021	Reduction / Increase on original budget approved	Budget Budget : 2021/2022	2022 / 2023	2023 / 2024
1100 - Interest, Dividend and Rent on Land (Revenue)									
D0001AR01059F0047X087R0394001F (INTEREST)		298 452	64 406	50 000	114 406	183 846	120 127	126 133	132 440
		298 452	64 406	50 000	114 406	183 846	120 127	126 133	132 440
1200 - Capital Revenue (Revenue - Exchange Rev									
D0001AR01531F0047X087R0394001F (Commission Income)		109 524	10 900	3 000	13 900	95 624	14 058	15 391	16 160
D0001AR01229F0047X087R0394001F (Info Kiosk Rentals)		6 750	434 783	0	0	277	0	0	0
D0001AR01453F0047X087R0394001F (Membership fees raised)		200 000	131 500	0	131 500	66 500	138 075	141 979	152 228
D0001AR01462F0047X087R0394001F (Sales and office projects)		38 614	0	0	0	38 614	0	0	0
Total		348 813	142 406	3 000	148 406	-203 353	152 733	160 370	168 388
1300 - Transfers and Subsidies (Revenue - Non-exch									
D0001AR00592F0184X087R0394001CS (Municipal Grant revenue)		17 958 575	10 213 708	6 087 874	16 301 382	1 657 193	17 116 451	17 072 274	16 870 888
Ugu DM	I	13 541 956	6 770 978	5 282 552	12 033 530	1 208 426	12 835 207	13 266 667	13 930 315
RNM	II	2 205 968	2 074 305	0	2 074 305	1 317 573	2 178 115	2 287 020	2 401 372
Umdoni		1 210 981	0	0	0	1 210 981	0	0	0
Umuzumbi		525 676	521 581	625 122	1 259 905	734 324	1 322 900	1 389 045	1 458 497
Umuzwabantu		415 200	411 971	0	411 971	4 229	547 600	575 043	603 796
Total		17 958 575	10 213 708	6 087 874	16 301 382	1 657 193	17 116 451	17 072 274	16 870 888
Total Income		18 605 240	10 420 574	8 140 674	16 581 249	2 044 692	17 389 311	18 258 776	19 171 715
[Expenditure]									
4900 - Employee Related Cost (Expenditure)									
Board of Directors									
Total Salaries		7 335 707	3 193 317	2 573 090	5 766 407	-1 609 390	6 106 163	6 411 471	6 732 043
Total Salaries Board Fees		551 464	265 408	310 305	604 803	53 339	635 043	665 795	700 135
Total Salaries & Board Fees		7 887 171	3 458 725	2 883 395	6 371 210	-1 516 051	6 741 206	7 078 266	7 432 178
Operational Costs									
D0001AE00317F0184X087R0394001CS (Audit Committee fees)		100 000	51 700	51 700	103 400	3 700	108 570	113 969	119 609
D0001AE00516F0047X087R0394001F (Cancelled membership fees)		40 000	3 500	50 870	54 970	14 970	57 089	59 043	62 940
O1355-10AE06634F0184X087R0394001CS (S/O 1 22 Electricity & Water)		111 606	37 189	45 000	62 189	49 417	66 208	66 619	65 144
O1355-10AE00649F0184X087R0394001CS (S/O 1 22 Maintenance of Buildings)		72 660	19 449	5 000	24 449	1 789	25 671	29 955	28 303
O1355-10AE00650F0047X087R0394001F (S/O 1 22 Maintenance Furn & Fittings)		6 975	268	0	268	0	272	2 500	2 625
O1355-11AE00008F0184X087R0394001CS (S/O 1 22 Legal Advice and Litigation)		151 655	85 475	150 000	235 475	83 820	247 249	259 811	272 593
O1355-12AE00698F0047X087R0394001F (S/O 1 22 Security services)		58 335	18 972	18 000	36 972	21 363	38 200	40 761	42 700
O1355-9AE00634F0047X087R0394001F (S/O 1 22 Professional fees)		85 869	60	85 800	85 866	0	90 162	94 671	99 404
O1355-9AE00539F0047X087R0394001F (S/O 1 22 Office Equipment lease)		29 327	9 975	18 610	28 585	242	30 014	31 514	33 050
D0001AE00144F0045X087R0394001F (S/O 1 22 Travel reimbursements)		303 705	4 814	5 000	9 814	3 391	10 305	10 820	11 361
D0001AE00567F0184X087R0394001CS (S/O 1 14 AG Audit Fee)		104 000	210 110	87 890	304 000	0	319 200	335 160	351 910
D0001AE00595F0184X087R0394001EAC (S/O - Audit Committee)		5 285	1 205	4 080	5 285	0	5 550	5 827	6 119
D0001AE00595F0184X087R0394001CS (S/O - Audit Committee)		1 000	515	565	1 000	0	1 050	1 103	1 158
D0001AE00595F0184X087R0394001F (S/O - Staff)		42 796	42 796	42 796	42 796	0	44 930	47 183	49 542
D0001AE00595F0184X087R0394001CS (S/O 1 22 Fuel)		37 356	27 793	4 563	32 356	0	33 074	35 672	37 450
D0001AE00595F0184X087R0394001F (S/O 1 22 Workmen Compensation)		41 572	5 174	12 000	17 174	24 402	18 033	18 934	19 881
D0001AE00595F0184X087R0394001F (S/O 1 22 Adverts Staff Recruitment)		57 881	0	57 881	57 881	0	60 775	63 814	67 004
D0001AE00595F0184X087R0394001F (S/O 1 22 Adverts Tenders)		0	1 000	30 000	31 000	31 000	32 550	34 178	35 868
D0001AE00595F0184X087R0394001CS (S/O 1 22 Bank charges)		91 254	18 734	25 000	44 734	45 523	46 970	49 319	51 785
O1232-11AE00584F0184X087R0394001CS (S/O 4 1 Staff Training)		316 024	105 000	105 000	105 000	211 024	110 250	115 763	121 551
O1355-10AE00765F0047X087R0394001F (S/O 1 22 Car Valet and Washing)		1 806	180	1 800	1 800	174	2 079	2 183	2 292
O1355-10AE00776F0047X087R0394001F (S/O 1 22 Telephone)		215 308	84 764	108 000	102 764	22 544	202 402	212 522	223 148
O1355-10AE00805F0047X087R0394001F (S/O 1 22 Insurance Premiums)		48 617	33 760	7 000	40 760	7 857	42 798	44 938	47 185
O1355-11AE00058F0047X087R0394001F (S/O 1 22 Conferences attended)		63 609	30 000	30 000	30 000	33 609	31 500	33 076	34 720
O1355-11AE00058F0047X087R0394001F (S/O 1 22 Motor Vehicle Licence)		1 720	1 152	0	1 152	568	1 210	1 270	1 334
O1355-13AE00576F0047X087R0394001F (S/O 1 22 M&R IT)		27 626	5 292	10 000	15 292	11 333	16 057	16 860	17 703
O1355-14AE00595F0184X087R0394001CS (S/O 1 22 Membership costs)		23 000	0	0	0	23 000	0	0	0
O1355-15AE00576F0184X087R0394001CS (S/O 1 22 Cleaning material)		31 092	11 268	21 825	33 091	34 748	38 483	38 307	38 307
O1355-16AE00576F0184X087R0394001CS (S/O 1 22 Rental Offices)		714 543	312 395	287 605	600 000	114 543	630 000	651 500	694 575
O1355-17AE00576F0184X087R0394001CS (S/O 1 22 Refreshments)		17 436	7 915	20 000	27 915	10 479	20 311	20 777	23 218
O1355-19AE00564F0184X087R0394001M (S/O 1 22 Subscriptions - Annual)		18 242	0	18 242	18 242	0	18 154	20 112	21 117
Software Licenses - Casawara		120 000	0	120 000	120 000	0	128 000	132 300	138 151
O1355-91E00583F0047X087R0394001F (S/O 1 22 Printing & Stationery)		95 928	24 293	71 638	95 928	0	100 725	105 761	111 049
O1355-91E00771F0184X087R0394001CS (S/O 1 22 Postage)		2 760	0	0	0	2 760	0	0	0
O1558-11E00576F0184X087R0394001CS (S/O 1 22 Vehicle Maintenance)		4 970	4 048	5 000	9 048	4 128	9 498	9 973	10 472
D0001A200091F0184X087R0394001CS (Loss on Computer equipment)		6 000	6 000	0	6 000	0	6 300	6 615	6 940
D0001A200095F0184X087R0394001F (Loss on Furn & Fittings)		2 500	0	2 500	2 500	0	2 625	2 758	2 894
D0001AE00709F0047X087R0394001F (Depreciation Computer Equipment)		19 858	18 721	21 137	39 858	0	41 850	43 943	46 140
D0001AE00711F0047X087R0394001F (Depreciation Furniture & Fittings)		91 509	30 447	45 000	75 447	16 062	79 219	83 180	87 339
D0001AE00723F0047X087R0394001F (Depreciation Vehicles)		80 720	34 874	35 000	69 674	16 642	73 158	78 816	80 657
D0001AE00760F0047X087R0394001F (Depreciation Signage)		11 244	5 611	5 633	11 244	0	11 800	12 397	13 016
D0001AE00763F0047X087R0394001F (Depreciation Containers)		9 388	4 084	4 000	8 084	1 304	8 593	9 022	9 474
O1355-12AE00030F0047X087R0394001F (Amortisation Intangibles)		25 899	5 028	6 000	11 028	14 871	11 580	12 159	12 787
Signage 64525		0	0	0	0	0	0	0	0
Total Operational Costs		3 059 025	1 088 482	1 828 282	2 714 723	-144 201	2 850 459	2 992 982	3 142 631
Marketing Expenditure									
1111 O1355-33AE00837F0184X087R0394001M (1 1 2 Public Relations GRM)	M01	696 000	348 000	348 000	696 000	0	730 800	767 340	805 707
1112 O1355-33AE00837F0184X087R0394001M (1 1 1 Marketing)	M02	150 000	177 000	177 000	354 000	204 000	371 700	390 285	409 760
1112 O1355-31AE00645F0184X087R0394001M (1 1 1 Graphic Design-Ad agency design)	M02	144 000	14 731	144 000	168 731	14 731	166 669	175 011	183 751
1112 O1355-30AE00837F0184X087R0394001M (1 1 1 Media Buying)	M03	75 000	2 435	0	2 435	72 565	2 557	2 684	2 810
1112 O1355-26AE00858F0184X087R0394001M (S/O 5 17 Campaigns - Photos & Video)	M04	13 405	0	0	0	13 405	0	0	0
11036 Drone footage	M042	0	35 000	35 000	35 000	0	35 000	36 750	38 588
11036 O1355-41AE00656F0184X087R0394001M (Photo Library & Destination Video)	M05	10 000	13 437	140 000	153 437	143 437	161 100	169 184	177 623
1112 O1355-24AE00753F0184X087R0394001M (S/O 5 17 Campaign Print & Online advert	M06	1 000 000	135 201	1 478 000	1 613 201	613 201	1 693 861	1 778 554	1 867 485
O1355-24AE00753F0184X087R0394001M (S/O 5 17 Campaign Radio / TV support)	M07	100 000	0	500 000	500 000	400 000	525 000	551 250	578 613
1117 O1353-31E00018F0184X087R0394001M (1 1 6 Research on Tourism Brand Tracking)	M08	63 049	71 839	0	71 839	8 790	75 431	79 202	83 163
1143 O1355-10AE00584F0047X087R0394001M (Media Educabonals Entrance fees)	M09	160 000	11 234	160 000	171 234	11 234	179 798	188 798	198 225
1151 O1337-11E00795F0184X087R0394001CS (S/O 5 34 Website System Development)	M10	181 600	303 434	325 454	629 868	448 488	660 542	693 570	728 248
O1355-29F Newsletter	M11	21 000	10 500	10 500	21 000	0	22 050	23 153	24 310
Visitor Information Services - Portal online		0	100 000	100 000	100 000	100 000	105 000	110 250	115 763
1121 O1355-12AE00836F0184X087R0394001M (S/O 6 1 Events Activation Programme)	M12								

Account	NOTES	Approved Budget 15.05.2020 (with adjustments)		Actual to December 2020	Estimate to June 2021	Adjusted Budget Approved: 15 January 2021	Reduction / Increase on original budget approved	Draft budget : 2021/2022	2022 / 2023	2023 / 2024
211134	O1355-4IE00576-F9184/X087/R0394/001/D (S/O 11 2 KwaXolo Cave Route)	150 000	0%	13 224	380 000	393 224	243 224	412 885	433 529	455 205
211135	O1355-2IE00576-F9184/X087/R0394/001/D (S/O 11 4 1 KwaXolo Cave)	250 000	0%	25 000	80 000	105 000	5 000	110 250	115 783	121 551
211136	O1354-3IE00576-F9184/X087/R0394/001/D (S/O 11 5 1 Nyandazulu)	0		0		0	0	0	0	0
211138	Umgodi e1355-28 Ntatezi Msani	0			90 000	90 000	90 000	94 500	99 225	104 188
2113	Agri Tourism Plan Implementations (IE00576 linked)	0				0	0	0	0	0
2212	O1357-2IE00059-F9184/X087/R0394/001/D (S/O 8 4 SMME Grading)	200 000	0%		200 000	200 000	0	210 000	220 500	231 525
2213	O1357-3IE00576-F9184/X087/R0394/001/D (S/O 9 1 SMME Support)	500 000	0%	520	149 000	149 520	351 480	156 000	164 848	173 088
2214	O1357-6IE00546-F9184/X087/R0394/001/D (S/O 10 4 SMME Mentorship)	0				0	0	0	0	0
2311	Show Support entrance fees	35 000	-100%			0	35 000	0	0	0
2311	Show Support Accommodation	25 000	-100%			0	25 000	0	0	0
2311	Show Support S&T	6 000	-100%			0	6 000	0	0	0
2311	Show Support Travel	6 000	-100%			0	6 000	0	0	0
2311	Show Catalogue / Material	78 000	-100%			0	78 000	0	0	0
	Great Drives Out				50 000	50 000	0	52 500	55 125	57 881
2412	O1357-4IE00576-F9184/X087/R0394/001/D (S/O 0 3 Students & Interns)	406 955	-63%	93 603	98 000	189 603	217 352	159 093	209 037	219 489
	Unallocated COVID reductions	1 508 426			41 753	41 753	1 466 673		0	0
	Total Development Expenditure	3 055 381	-8	132 348	1 298 753	1 429 089	-1 626 282	1 458 713	1 529 548	1 608 026
	Total Annual Operational Expenditure	18 374 175	-10%	5 870 450	10 585 798	10 468 248	-1 957 927	17 297 155	18 182 013	19 070 114
	Surplus for Capital Funding	231 683		4 550 125	4 355 124	95 000	-135 004	92 158	98 784	101 602
	Capital Budget									
	Computers	110 919	0%		65 000	65 000	45 819	60 658	63 688	68 873
	Intangibles	51 134	0%		30 000	30 000	21 534	31 500	33 075	34 729
	Furniture & Fittings	69 419	0%		0	0	69 419	0	0	0
	Total Capital Expenditure	231 683		0	95 000	95 000	136 803	92 158	96 764	101 602
	Total Expenditure	18 605 858	-10%	5 870 450	10 690 798	10 563 248	-1 744 191	17 389 313	18 278 777	19 171 716
	Annual Total Expenditure Budget Approved	18 605 858	-10%	5 870 450	10 690 798	10 563 248	-1 744 191	17 389 313	18 278 777	19 171 716
	Check Budget Balanced Surplus / (Loss)	1		4 550 125	4 550 124	0	1	0	0	0



Ugu District Municipality

2020/2021

QUARTER 2 PERFORMANCE REPORTS

2018/2019 UGU WATER SERVICES SDBP

SDBP No.	Project Name	KPI Measure	Annual Target	Actual Achieved to DATE	Quarterly Target and Actual Achieved						Quarterly Progress and challenges			Financial Implication	Budget Spent to DATE	Location (Ward/LLG)	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	POE	ACHIEVED/NOT ACHIEVED/N/A	Q2	ACTUAL	POE	ACHIEVED/NOT ACHIEVED/N/A	CHALLENGES					REMEDIAL MEASURES/TIMEFRAMES
GENERAL MANAGER WATER SERVICES- RB'S REVIEW																		
MTD 18	Digitization Management	N. Compliance with Policies and Procedures	75%	98%	75%	98%	Report on water supply system status to Municipal Council	ACHIEVED	75%	98%	Report on water supply system status to Municipal Council	ACHIEVED	NA	NA	NA	NA	NA	NA
MTD 19	Disposal of refuse	Compliance on environmental laws	100%	100%	100%	100%	Water supply system status to Municipal Council	NOT ACHIEVED	100%	100%	Water supply system status to Municipal Council	ACHIEVED	NA	NA	NA	PR 5000000	PR 4000	achieved
MTD 22	WPS services provided	Number of water supply services provided	24	24	24	24	Report on water supply system status to Municipal Council	NOT ACHIEVED	NA	NA	NA	N/A	NA	NA	NA	NA	PR 4000	NA
MTD 23	WPS services provided	Number of water supply services provided	4	0	1	1	Report on water supply system status to Municipal Council	NOT ACHIEVED	1	1	Report on water supply system status to Municipal Council	NOT ACHIEVED	Due to COVID-19 pandemic staff shortage	MTWPS PERFORMANCE REVIEW FOR NEXT QUARTER	PR 200000	PR 0000	PR 4000	NOT ACHIEVED
MTD 31	Digitization Management	Number of water supply services provided	200	215	50	211	Report on water supply system status to Municipal Council	NOT ACHIEVED	50	2	Report on water supply system status to Municipal Council	NOT ACHIEVED	Due to COVID-19 pandemic staff shortage	PR 200000	NA	NA	PR 4000	Not achieved
MTD 43	Digitization Management	Compliance on environmental laws	20%	25%	20%	24%	Report on water supply system status to Municipal Council	NOT ACHIEVED	20%	24%	Report on water supply system status to Municipal Council	ACHIEVED	NA	NA	NA	NA	PR 1000	achieved
GAPP 2	Water supply services provided	Number of water supply services provided	60%	65%	NA	NA	NA	NA	60%	65%	Report on water supply system status to Municipal Council	N/A	Due to COVID-19 pandemic staff shortage	Water supply services provided	NA	NA	PR 4000	NA

EMALINGU WATER SERVICES SDGP

SDGP ID#	Project Name	KPI Measure	Annual Target	Actual Achieved in Q1 FY2020 & YTD YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and Challenges			Financial Institution	Annual Budget	Budget Spent to DATE	Location Ward/UM	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	POE	ACHIEVED/NOT ACHIEVED/NA	Q2	ACTUAL	POE	ACHIEVED/NOT ACHIEVED/NA	BLOCKAGES/ CHALLENGES						REMEDIAL MEASURES/ TRAFFIKES
GGPP 57	Monitoring of water performance	Number of regular performance reports submitted to JEM	4	4	1 report	1	Number of regular performance reports submitted to JEM	1	1	1	1	Number of regular performance reports submitted to JEM	1	1	1	1	1	1	Achieved
GGPP 59	Catchment Management	Number of catchment management reports submitted to MAND	4	1	1	N/A	Number of catchment management reports submitted to MAND	1	1	1	1	Number of catchment management reports submitted to MAND	1	1	1	1	1	1	Not Achieved POE not submitted to JEM
GGPP 75	Construction of water supply infrastructure	Number of water supply infrastructure projects completed	4	0	0	N/A	Number of water supply infrastructure projects completed	0	0	0	0	Number of water supply infrastructure projects completed	0	0	0	0	0	0	Not Achieved
CCI 44	Pollution Management	Number of pollution management reports submitted	4 reports submitted	2	1	1	Combined report from water services & env management	1	1	1	1	Combined report from water services & env management	1	1	1	1	1	1	Achieved
BSD 2	Malangeni candidate project WWTW construction	Percentage progress of work done Malangeni WWTW	100%	0	N/A	N/A	N/A	20%	0%	MIG funding approval letter	NOT ACHIEVED	DUE TO COVID19	WAITING TO GO TO BSC	R 40 200 000	NIL	Undone	Not Achieved		
BSD 3	Budget Completion of MSE aging infrastructure replacement - construction	Percentage of budget spent on completion of MSE aging infrastructure replacement - construction	100%	0%	N/A	N/A	N/A	25%	0%	Progress report from the Water Manco	NOT ACHIEVED	DUE TO BUDGET ADJUSTMENT AND NO FUNDS AVAILABLE IN Q2	N/A	R 7 000 000		All UMs	Not Achieved Immediate remedial action and timeframe		
BSD 5	Water tanker water delivery	Number of loads delivered via water tankers	2000	5430	500	2161	Delivery register	500	3250	Delivery register	ACHIEVED	N/A	N/A	R 5 000 000	R 7 149 000	All UMs	Achieved POE submitted for Area North and South is conclusive Area South West = 1022 hence quarterly target achieved		

2018/19 UGU WATER SERVICES SDP

SDP Ref.	Project Name	KPI Description	Annual Target	Actual Achieved to DATE: CUMULATIVE MID-YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and challenges			Financial Implication Annual Budget	Budget spent to DATE	Location (Ward/J/LA)	INTERNAL AUDIT COMMENTS		
					Q1	ACTUAL	POE	ACHIEVED/NOT ACHIEVED/ N/A	Q2	ACTUAL	POE	ACHIEVED/NOT ACHIEVED/ N/A	BLOCKAGES/ CHALLENGES					REMEDIAL MEASURES/ THE FINANCE	
BSD 6	Budget Completion of MRE agrg infrastructure replacement - water	Percentage completion of MRE agrg infrastructure replacement - Water	100%	0	N/A	N/A	N/A	N/A	N/A	25%	0%	Progress report from the Water Manco	NOT ACHIEVED	DUE TO BUDGET ADJUSTMENT AND NO FUNDS AVAILABLE IN Q2	Q3 REQUISITIONS ON THE SYSTEM ALREADY	R 6 000 000	R 0	All LMs	Not Achieved
BSD 7	Meter replacement and installation	Number of meters installed and replaced	500	103	N/A	N/A	N/A	N/A	N/A	100	103	Water register	ACHIEVED	N/A	N/A	R 0,00	N/A	All	Achieved
BSD 9	Repairing of water pipeline	Turnaround time taken to repair Water pipeline	24hr	50H03	24h	11H45	System report	NOT ACHIEVED	24h	50H03	System report	NOT ACHIEVED	FREQUENT CLOSING OF JOBS	N/A	N/A	R 0,00	N/A	All LMs	Not Achieved Indicate remedial action and timeframe
BSD 10	Effluent quality compliance to general authorization standards	Percentage effluent quality compliance to General Authorization Standards	75%	68%	75%	67%	Independent waste water quality report	NOT ACHIEVED	75%	68%	Independent waste water quality report	NOT ACHIEVED	DUE TO COVID19 EMPLOYEES WORKING REMOTELY	N/A	N/A	R 8 250 000	R 1 600 000	All LMs	Not Achieved
BSD 12	M3 Capital budget	Percentage expenditure on M3 capital budget per transferred amount	100%	79%	20%	6%	Certificate of expenditure from UGU Treasury Department	NOT ACHIEVED	30%	79%	Certificate of expenditure from UGU Treasury Department	ACHIEVED	N/A	N/A	N/A	R 239 336 000	R 2 388 500	All LMs	Achieved

END OF REPORT

2025-2021 UGU BUDGET AND TREASURY OFFICE SOBP

SOBP #	KPI Measure	Annual Target	Actual Achieved to DATE	Quarterly Target and Actual Achieved						Quarterly Progress and Challenges			Financial Implication Annual Budget	Project Spend to DATE	Location (ward / LLG)	INTERNAL AUDIT COMMENTS	
				Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED / NOT ACHIEVED / N/A	BLOCKADER CHALLENGES					REMEDIAL MEASURES / TIMELINES
GENERAL MANAGER, BHO																	
MTD 18	% Compliance with leave and sick leave management	75%	100%	75%	100%	Report on Leave Compliance Analysis to Manco/Extended MANCO Minutes	Achieved	75%	100%	Report on Leave Compliance Analysis to Manco/Extended MANCO Minutes	Achieved	N/A	N/A	N/A	100%	48 wards	Achieved
MTD 19	% Compliance on Departmental Overtime	100%	100%	100%	100%	System Report to Manco/Extended MANCO	Achieved	100%	100%	System Report to Manco/Extended MANCO	Achieved	N/A	N/A	N/A	100%	48 wards	Achieved
MTD 22	Number of Level 1-6 risk warnings developed	33	18	33	0	System Warnings	Not Achieved	N/A	18	N/A	N/A	N/A	N/A	N/A	100%	48 wards	N/A
MTD 23	Number of work plan assessments/reviews conducted	4	0	1	0	Attendance Register for performance Reviews & PM reports on reviews conducted	Not Achieved	1	0	Attendance Register for performance Reviews & PM reports on reviews conducted	Not Achieved	During Quarter 2 the priority focus was on the compliance of the Auditor General hence they had a very limited time to request the information to be equated before their office closure	Assessments to be conducted in the 3rd Quarter	USD 000.00	USD 00	48 wards	Not Achieved
MTD 25	Number of documents submitted in compliance with the Records management policy (Backlog and EODMS)	200	1000	50	1011	Progress Report per department to Manco/Extended MANCO Minutes	Achieved	50	544	Progress Report per department to Manco/Extended MANCO Minutes	Achieved	N/A	N/A	N/A	100%	48 wards	Achieved
MTD 43	% of reduction of fuel usage in fleet	20%	31%	7%	1%	Report on fuel reduction per department to MANCO or Extended MANCO	Achieved	0%	11%	Report on fuel reduction per department to MANCO or Extended MANCO	Achieved	N/A	N/A	N/A	100%	All LLGs	Achieved
GGPP 2	Percentage of tasks mitigation recommendations implemented	50%	0	N/A	N/A	N/A	N/A	10%	N/A	Risk Action Plan Report showing departmental performance implemented	N/A	The Risk Assessment responses could not be completed due to Covid closure	To be conducted in the 2nd Quarter	N/A		All 48 wards/LLGs	N/A

2020/2021 UGU BUDGET AND TREASURY OFFICE SDBP

SDBP Ref	KPI Measure	Annual Target	Actual Achieved to DATE CUMULATIVE MID YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and challenges			Financial Implications Amount Budget	Budget Spent to DATE	Location (Ward/LM)	INTERNAL AUDIT COMMENTS	
				Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED/ NOT ACHIEVED/ SA	BLOCKAGES/ CHALLENGES					REMEDIAL MEASURES/ INTERFACES
GGPP 57	Number of vendor performance reports submitted to SCM	4	1	1 report	2 reports	Number of vendor performance reports submitted to SCM	Achieved	1 report	1	Number of vendor performance reports submitted to SCM	Achieved	NA	NA	NA	All	Achieved	
GGPP 59	Number of compliance management reports submitted to MANCO	4	1	1	1	Monthly reports to MANCO	NOT ACHIEVED	1	1 report	Monthly reports to MANCO	Achieved	NA	NA	NA	All	Achieved	
GGPP 70	% Compliance by departments with the Secretariat Procedure Manual on the timely submission of reports	60%	60%	60%	60%	Analysis Report to MANCO / Ext MANCO showing dept compliance. Signed Extract	Not Achieved	60%	60%	Analysis Report to MANCO / Ext MANCO showing dept compliance Signed Extract	NOT ACHIEVED			NA	All	Not Achieved No evidence submitted to support achievement	
MPVM 1	Percentage unauthorised expenditure	Zero unauthorised, irregular expenditure	1%	0%	0%	Unauthorised Expenditure Register	Achieved	0%	1%	Unauthorised Expenditure Register	Not Achieved	The new contracts for the Assets Insurance and Asset Insurance contracts exceeded the allocated budgets / PMU paid last years invoices for the Pemungutan and Handling Sanitation projects from the current year's MNG budget.	To be corrected in the 1st-term adjustments budget	NA	R12 184 694.44	All Wards/LMs	Not Achieved
MPVM 2	Percentage irregular expenditure	Zero unauthorised, irregular expenditure		0%	4%	Irregular Expenditure Register	Not Achieved	0%	15%	Irregular Expenditure Register	Not Achieved	Irregular Expenditure is only measure when payment is made from contract awarded outside the specified SCM regulation, thus historic deviations are only recorded in the current period.	End user department must improve Procurement Planning to avoid section 35 deviation	NA	NA	All Wards/LMs	Not Achieved
MPVM 3	Percentage of creditors paid within 30 days	100%		100%	4%	Creditors Age Analysis	Not Achieved	100%	6%	Creditors Age Analysis	Not Achieved	Municipality is experiencing Cash flow challenges, and delays the payment of service providers.	Implement Cost containment measures, and intensify revenue collection strategies. This will be addressed with improved debt collection and the implementation of further debt collection strategies by the implementation teams (water disconnection teams) (water disconnection = 31 March 2021)	NA	NA	All Wards/LMs	Not Achieved

2020/2021 UGU BUDGET AND TREASURY OFFICE SDRP

SDRP Ref	KPI Measure	Annual Target	Actual Achieved to DATE CUMULATIVE 180 DAY YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and Challenges			Financial Implication Annual Budget	Budget Spent to DATE	Location (Ward/UMs)	INTERNAL AUDIT COMMENTS	
				Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED/NOT ACHIEVED/NA	BLOCKADES/ CHALLENGES					REMEDIAL MEASURE/ TIME TAKEN
MFVM 4	Date by which salaries are paid	20th of each month	20th of each month	20th of each month	20th of the Month	Monthly Salary Payment Report	Achieved	20th of each month	20th of each month	Monthly Salary Payment Report	Achieved	N/A	N/A	N/A	N/A	All Wards/UMs	Achieved
MFVM 5	Date by which third party payments are made	7th of each month	7th of the Month	7th of each month	7th of the Month	Monthly Deductions Payment Report	Achieved	7th of each month	7th of the Month	Monthly Deductions Payment Report	Achieved	N/A	N/A	N/A	N/A	All Wards/UMs	Achieved
MFVM 6	Percentage of Fruitless and wasteful expenditure as a total of operating expenditure	0%	1%	0%	0%	Fruitless and Wasteful Expenditure Register	Not Achieved	0%	1%	Fruitless and Wasteful Expenditure Register	Not Achieved	Municipality is experiencing Cash flow challenges, and delays the payment of service providers. Interest is being charged for late payment	Implement Cost containment measures, and intensify revenue collection strategies. This will be addressed with improved debt collection and the implementation of further debt collection strategies by the implementation of the water disconnection teams and improved creditors payment period (revised timeframe = 31 March 2021)	N/A	N/A	All Wards/UMs	Not Achieved
MFVM 7	Average turnaround in time in days taken to finalise a tender.	90 Days	90 Days	148 Days		Bids Register	Not Achieved	90 Days	111 Days	Bids Register	Not Achieved	Tenders that are advertised in September are not yet finalized. Bid Committees could not sit due members that resigned from the committees, non attendance, suspended from municipality and new members delaying acceptance letters	The sitting of committees continues to be a challenge, however the special sitting have made it possible to process all backlog. New Committee members appointed and backlogs will be addressed	N/A	N/A	All Wards/UMs	Not Achieved
MFVM 8	Average turnaround in time in days taken to finalise purchase orders.	7 Days	7 Days	7 Days	7 Days	System Generated Purchase Orders Report	Achieved	7 Days	7 Days	System Generated Purchase Orders Report	Achieved	COVID 19 Production and Logistics backlogs related restrictions make it difficult to source quotations from certain sectors on time	Improved Procurement Planning and level 1 lockdown has allowed most sectors to operate. Commitment from SCM team made it further possible to fast track and prioritize key areas	N/A	N/A	All Wards/UMs	Achieved

2019/2021 UGU BUDGET AND TREASURY OFFICE SDIP

SDIP Ref.	KPI Measure	Annual Target	Actual Achieved to DATE CUMULATIVE AND YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and Challenges				Financial Implication Annual Budget	Budget Spent to DATE	Location (Ward/LMs)	INTERNAL AUDIT COMMENTS
				Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED/NOT ACHIEVED/NA	BLOCKAGES/ CHALLENGES	REGULAR MEASUREMENT TIMEFRAMES				
MFVM 9	Average turnaround in time and days taken to finalise mini-tenders.	14 Days	12.38 Days	14 Days	16.5 Days	System Generated Purchase Orders Report	Not Achieved	14 Days	12.38 Days	System Generated Purchase Orders Report	Achieved	COVID 19 Production and Logistics backlogs related restrictions make it difficult to source quotations from certain sectors on time	Improved Procurement Planning and level 1 lockdown has allowed most sectors to operate. Commitment from SCM team made it further possible to fast track and prioritize key areas	N/A	N/A	All Wards/LMs	Achieved
MFVM 10	Monthly contract register reviews and updates performed.	12	6	3	3	Updated Contract Register	Not Achieved	3	3	Updated Contract Register	Not Achieved	Identification of expenditure on the financial system continues to be a challenge. Misallocations as well	Implement a contract management system that is integrated to the procurement and financial system for easy tracing of expenditure and management of contracts	N/A	N/A	All Wards/LMs	Not Achieved The contract register submitted as evidence is dated 2019/2020
MFVM 11	Monthly Vendor Performance Meetings Held	12		3	3	Vendor Performance Reports	Not Achieved	3	3	Vendor Performance Reports	Achieved	Not all end user departments submit the vendor reports, however there has been improvement	Ensure all user department submit vendor performance reports	N/A	N/A	All Wards/LMs	Achieved
MFVM 12	3 Months Cash Coverage of Expenditure	3 Months		3 Months	2.67 Months	Balance Sheet, Income Statement and Calculations	Not Achieved	3 Months	0.7 Month	Balance Sheet, Income Statement and Calculations	Not Achieved	Insufficient cash collection and expenditure exceeding available cash	Increased cash collection from debtors and implementation of cost containment measures 31 March 2021	N/A	N/A	All Wards/LMs	Not Achieved
MFVM 13	Percentage budget allocation to free basic services as per DORA	100%	35%	100%	12%	Budget Report	Not Achieved	N/A	55%	N/A	Not Achieved	Incomplete reading of the Standpipe meters	To ensure that all the Standpipe meters are read - by 31 March 2021	N/A	R66 957 939.02	All Wards/LMs	Not Achieved
MFVM 14	Date Annual Financial Statements submitted to Auditor General	31-Aug-20	31-Oct-20	31-Aug-20	N/A	Acknowledgement of Receipt from AG	N/A	N/A	31-Oct-20	N/A	Achieved	This is normally a Q1 target however due to the Covid-19 the National Treasury had extended the deadline for the submission of the AFS to 31 October 2020 and the municipalities met the extended deadline	N/A	R1 500 000.00	R913,550.40	All Wards/LMs	Achieved

2020/2021 UGU BUDGET AND TREASURY OFFICE SDRP

SDRP Pkt	KPI Measure	Annual Target	Actual Achieved to DATE CUMULATIVE MID YEAR PROGRESS	Quarterly Target and Actual Achieved							Quarterly Progress and Challenges			Financial Implications	Budget Spent to DATE	Est. Spent (Word/LMs)	POTENTIAL NEXT COMMENTS
				Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED/NOT ACHIEVED/NA	BLOCKAGES/ CHALLENGES	REMEDIAL MEASURED TIMEFRAMES				
MFVM 15	Date Consolidated Annual Financial Statements submitted to the Auditor General	30-Sep-20	30-Nov-20	30-Sep-20	N/A	Acknowledgement of Receipt from AG	N/A	N/A	30-Nov-20	N/A	Achieved	This is normally a Q1 target however due to the Covid-19, the National Treasury had extended the deadline for the submission of the AFS to 30 November 2020 and the municipality met the extended deadline	N/A	N/A	N/A	All Wards/LMs	Achieved
MFVM 16	Date Budget Process Plan approved	31-Aug-20	30-Sep-20	31-Aug-20	30-Sep-20	Council Resolution	Not Achieved	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	All Wards/LMs	N/A
MFVM 19	Number and date of S71 reports submitted to Council and Treasurer within 10 days in terms of the MFMA calendar of reporting and to the Mayor.	12 reports per annum	6	3	3	Acknowledgement of Receipt from Treasury	Not Achieved	3	3	Acknowledgement of Receipt from Treasury	Achieved	N/A	N/A	N/A	N/A	All Wards/LMs	Achieved
MFVM 21	Date by when S52 reports must be submitted to Council	Within 30 days after end of each quarter	30-Oct-20	N/A	N/A	N/A	N/A	30-Oct-20	30-Oct-20	Council Resolution	Achieved	N/A	N/A	N/A	N/A	All Wards/LMs	Achieved
MFVM 22	Improve the Liquidity ratio of the Municipality to the prescribed maximum ratio of 1.5:1	1.5:1	1.5:1	1.0:1	1.0:1	Balance Sheet and Calculations	Not Achieved	1.5:1	0.25:1	Balance Sheet and Calculations	Not Achieved	Insufficient cash collection and expenditure exceeding available cash	Increased cash collection from debtors and implementation of cost containment measures 31 March 2021	N/A	N/A	All Wards/LMs	Not Achieved
MFVM 24	Percentage of System Support Issues Resolved Within 8 working hours	100%	100%	94%	100%	ICT Helpdesk Report	100%	96%	100%	ICT Helpdesk Report	Achieved	N/A	N/A	R873 000.00	R340 881.75	All Wards/LMs	Achieved

2020/2021 UGU BUDGET AND TREASURY OFFICE SDRP

SDRP Ref.	KPI Measure	Annual Target	Actual Achieved to DATE CUMULATIVE MID YEAR PROGRESS	Quarterly Target and Actual Achieve						Quarterly Progress and challenges			Financial Implication Annual Budget	Budget Spent to DATE	Location (Ward/LM)	INTERNAL AUDIT COMMENTS	
				Q1	ACTUAL	POE	% ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED/NOT ACHIEVED/NA	BUDGETARY CHALLENGES					REMEDIAL MEASURES/TIMELINES
MFVM 25	Percentage Implementation of mSCOA Financial System	100%	83%	85%	83%	mSCOA Project Report	Not Achieved	90%	83%	mSCOA Project Report	Not Achieved	Delays at the re-appointment of CCG Systems to complete the project due to Covid-19 pandemic. The service provider was not an essential service and thus not available to deal with contractual issues.	Finalisation of the Agreement is done. Timelines and targets to be revised during mid-term budget adjustment in January/February 2021.	R500 000.00	R0.00	All Wards/LMs	Not Achieved
MFVM 26	Percentage of Meters Read - Urban	100%	78%	100%	84%	Meter Reading Report	Not Achieved	100%	78%	Meter Reading Report	Not Achieved	On average 12% of the meters could not be accessed when the meter readings took place this was due to various reasons namely but not limited to - meter damaged, meter underground, faulty meters.	The request to have the meters replaced have been logged on Council in th last quarter and the cmeter readers can be able to collect correct information once this exercise is done.	R3 000 000.00		All Wards/LMs	Not Achieved
MFVM 27	Percentage of Meters Read - Rural	100%	1%	100%	4%	Meter Reading Report	Not Achieved	100%	1%	Meter Reading Report	Not Achieved	The service provider is not reading the rural meters adequately	The function will be insured as from the next quarter and we are anticipating an improvement in the next quarter.	N/A	N/A	All Wards/LMs	Not Achieved
MFVM 28	Percentage of monthly billing collected	90%	89%	90%	89%	Summary Report Billing and Consumer Receipts	Not Achieved	90%	89%	Summary Report Billing and Consumer Receipts	Not Achieved	The debt collections procedures were not all effected for all customer groups per the circular received from COGTA during lockdown. In addition we still have system related issues where we cannot correct customer accounts that are under dispute which then affects our collections adversely.	The Council has adopted a Recovery plan which is currently being enforced where all customer groups that are in areas will be subjected to the debt and collection procedures.	N/A	N/A	All Wards/LMs	Not Achieved

2023/2024 UGM BUDGET AND TREASURY OFFICE SDBP

SDBP R/L	KPI Measure	Annual Target	Actual Achieved to DATE ACCUMULATIVE MID YEAR PROGRESS	Quality Target and Actual Achieved						Quality Progress and Challenges				Financial Implication Annual Budget	Budget Spent to DATE	Location (ward/LM)	INTERNAL AUDIT COMMENTS
				Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED/ NOT ACHIEVED/ NA	BLOCKAGES/ CHALLENGES	REMEDIAL MEASURES/ TIMEFRAMES				
MFVM 29	Percentage reduction of old debtors in excess of 90 days	50%	0%	N/A	N/A	N/A	N/A	20%	0%	Debtors' Age Analyse	Not Achieved	The implementation of the mSCOA compliant financial system still has unresolved issues regarding the billing of accounts. Some of the processes are comprising the credibility and accuracy of the customer invoices. This affect the correction of long outstanding disputes.	KZNPY and COGTA are assisting the municipality with the collection of long outstanding debt owed by the municipalities and departments. Joint meeting are being held with the local municipalities in order for them to pay their accounts knowing that the invoices are accurate ensuring value for money.	R200 000	R0	All Wards/LMs	Not Achieved
MFVM 31	Number of Movable Asset Verifications conducted	4 per annum	2	1	1	Updated Assets Register, Appendices, and Asset Verification Plan	Achieved	1	1	Updated Assets Register, Appendices, and Asset Verification Plan	Achieved	N/A	N/A	R2 100 000	R0	All Wards/LMs	Achieved
MFVM 32	Number of Updated Asset Registers	12 per annum	6	3	3	Updated Asset Register	Achieved	3	3	Updated Asset Register	Achieved	N/A	N/A	R169 763 404	R0	All Wards/LMs	Achieved
MFVM 37	Percentage insurance cover for municipal insurable assets	100%	100%	100%	100%	Insurance Policy Document	Achieved	100%	100%	Insurance Policy Document	Achieved	N/A	N/A	R4 410 000	R7 977 495	All Wards/LMs	Achieved
BSD 1	Number of customers benefiting from indigent support.	2000	1067	500	837	Indigent Register	Achieved	500	1067	Indigent Register	Achieved	N/A	N/A	R45 639 862	R6 652 067	All Wards/LMs	Achieved

END OF BTO SDBP

2021/2022 USU ECONOMIC DEVELOPMENT AND ENVIRONMENTAL SERVICES SDOP

SDOP Ref.	Project Name	KPI Measures	Annual Target	Actual Achieved to DATE (31st MARCH 2022)	Quarterly Target and Actual Achieved						Quarterly Progress and challenges			Annual Budget	Budget Spent to DATE	Location (Mand / LM)	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED / NOT ACHIEVED / NA	BLOCKAGES / CHALLENGES					REVENUE MEASURES / INFRAFINANCE
GENERAL MANAGER'S OFFICE																		
MTD 11	Dept Leave Management	% Compliance with leave and sick leave management	75%	100%	75%	100%	Report on Leave Compliance Analysis to Manco/Extended MANCO Minutes	ACHIEVED	75%	100%	Report on Leave Compliance Analysis to Manco/Extended MANCO Minutes	ACHIEVED	NA	NA	NA	R0.00	All waste	Achieved
MTD 15	Departmental Overview	% Compliance on Departmental Overview	100%	100%	100%	100%	System Report to Manco/Extended MANCO	ACHIEVED	100%	100%	System Report to Manco/Extended MANCO	ACHIEVED	NA	NA	NA	R0.00	All waste	Achieved
MTD 22	IPMS Workplans developed	Number of Level 1-5 workplans developed	17	N/A	17	17	Signed Workplans	NOT ACHIEVED	NA	100	N/A	NA	NA	NA	R0.00	All waste	N/A	
MTD 23	IPMS Workplans assessment/Review	Number of workplan assessments/reviews conducted	4	1	1	0	Attendance Register for performance Reviews & PM reports on reviews conducted	NOT ACHIEVED	1	1	Attendance Register for performance Reviews & PM reports on reviews conducted	ACHIEVED	NA	NA	R20 000.00	R0.00	All waste	Achieved
MTD 31	Dept Compliance with Records Management	Number of documents submitted in complying with the Records management policy, file plan and EDMS	200	586	50	315	Progress Report per department to Manco/Extended MANCO Minutes	ACHIEVED	50	271	Progress Report per department to Manco/Extended MANCO Minutes	ACHIEVED	NA	NA	NA	R0.00	All waste	Achieved
MTD 45	Dept Fuel Usage and Management	% of reduction of fuel usage in litres	20%	33% increase	5%	50%	Report on fuel reduction per department to MANCO or Extended MANCO	ACHIEVED	5%	33% increase	Report on fuel reduction per department to MANCO or Extended MANCO	NOT ACHIEVED	The rise in fuel consumption was due to extensive road investigations and health inspections that EDES had to conduct	Dependent on the investigations and health inspection requirements	NA	R0.00	All LM	Not Achieved
LED 2	Sectoral development and support - MANUFACTURING	Number of Manufacturers Supported	5	2	1	1	Progress Report submitted to Portfolio Committee	ACHIEVED	1	1	Progress Report submitted to Portfolio Committee	ACHIEVED	NA	NA	R50 000.00	R0.00	All LM	Achieved
LED 3	Sectoral development and support - MINING	Number of mining developments and support initiatives supported	4	2	1	1	Progress Report submitted to Portfolio Committee	ACHIEVED	1	1	Progress Report submitted to Portfolio Committee	ACHIEVED	NA	NA	R50 000.00	R0.00	All LM	Achieved

2020/2021 UGU ECONOMIC DEVELOPMENT AND ENVIRONMENTAL SERVICES SOEP

SOEP Ref.	Project Name	KPI Measure	Annual Target	Actual Achieved in DATE (Q1-Q3) AND YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and challenges			Financial Application Annual Budget	Budget Spent to DATE	Location (Ward / LM)	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED	NOT ACHIEVED / N/A					BLOCKAGES / CHALLENGES
LED 4	Administration of Ugu Economic Projects (Sports & Leisure Centre (USLC) and Fresh Produce market (UPM))	Number of USLC quarterly reports submitted	4 reports per annum	2	1	1	Quarterly progress report submitted to MANCO	ACHIEVED	1	1	Quarterly progress report submitted to MANCO	ACHIEVED	N/A	N/A	2 690 000	R135 158.74	All LMs	Achieved
LED 5	Recovery support to sectors of Ugu economy	Number of post COVID 19 economic recovery initiatives coordinated and reported per sector per annum	4 reports per annum	3	1	2	Quarterly progress report submitted to Portfolio Committee	ACHIEVED	1	1	Quarterly progress report submitted to Portfolio Committee	ACHIEVED	N/A	N/A	N/A	R0.00	All LMs	Achieved
LED 6	Rural Medium-Scale Farmer Support Program	Number of Rural Medium-Scale Farmers Supported	4	1	1	1	Progress Report submitted to Portfolio Committee	ACHIEVED	1	00	Progress Report submitted to Portfolio Committee	ACHIEVED	N/A	N/A	R200 000	R0.00	All LMs	Achieved
LED 7	SME Empowerment & Compliance	Number of small business outreach/empowerment sessions with established businesses	3 small business outreach sessions	4	N/A	N/A	N/A	N/A	1	4	Quarterly report submitted to Portfolio Committee	ACHIEVED	N/A	N/A	R100 000.00	R0.00	All LMs	Achieved
LED 8	Cooperative Empowerment & Compliance	Number of Cooperatives Supported	15	17	3	3	Progress Report submitted to Portfolio Committee	ACHIEVED	4	14	Progress Report submitted to Portfolio Committee	ACHIEVED	N/A	N/A	R0.00	R0.00	All LMs	Achieved
LED 9	Compilation and update of district database of farmers	Date Ugu Farmers Database is Completed	30-Jun-21	N/A	Rollout plan by 30 Sept 2020	Rollout plan by 30 Sept 2020	Roll out plan	ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	R0.00	R0.00	All LMs	N/A
LED 10	Administration of Ugu Economic Projects (USODA & USCT)	Number of reports on ERNs submitted per annum	4	1	1	1	Quarterly report submitted to Portfolio Committee	NOT ACHIEVED	1	0	Quarterly report submitted to Portfolio Committee	NOT ACHIEVED	Items had to go to the forum first then to Portfolio and Portfolio did not sit in December because of recess	Items will be submitted to Portfolio when councillors come back from recess in February 2021	R0.00	R0.00	All LMs	Not Achieved
GGPP 1	Unqualified audit with no matters of emphasis	Percentage of Audit findings resolved as per cost	100%	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R0.00	All Wards/LMs	N/A	

2020/2021 UCU ECONOMIC DEVELOPMENT AND ENVIRONMENTAL SERVICES SDP

GGPP Ref.	Project Name	KPI Measure	Annual Target	Actual Achieved to DATE (REGULATIVE MID YEAR PROGRESS)	Quarterly Target and Actual Achieved						Quarterly Progress and challenges			Financial Implications Annual Budget	Budget Spent to DATE	Location (Ward/LM)	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED/NOT ACHIEVED/NA	BLOCKAGES/ CHALLENGES					REPERAL MEASURES/ TIMEFRAMES
GGPP 2	Risk mitigation implementation	Percentage of risk mitigation recommendations implemented	50%	80%	N/A	N/A	N/A	N/A	60%	60%	Risk Action Plan Report showing operational percentage implemented	N/A	The risk assessment sessions could not be finalised due to the rise in Covid 19 cases	To be concluded in Q3	N/A	R0.00	All Wards/LMs	N/A
GGPP 26	IGR Stakeholder Coordination LED Forum	Number of LED Forums Hosted	4	2	1	1	Minutes and attendance registers of LED Forum Meeting	ACHIEVED	1	1	Minutes and attendance registers of LED Forum Meeting	ACHIEVED	N/A	N/A	N/A	R0.00	All Wards/LMs	Achieved
GGPP 27	Functional Environmental IGR structures Air Quality Management Forum	Number of Air Quality Mgt Stakeholder Workshops conducted	2	1	1 stakeholder engagement forum workshop	1	Agenda, Attendance registers and Minutes of the workshops	ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	R0.000	R0.00	All Wards/LMs	N/A
GGPP 28	Number of Biodiversity multi-stakeholder engagements conducted	Functional Environmental IGR structures Biodiversity Management Forum	2		1 stakeholder engagement forum workshop	1	Agenda, Attendance registers and Minutes of the workshops	ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	All Wards/LMs	N/A
GGPP 29	Number of Coastal Management Multi-stakeholder workshops conducted	Functional Environmental IGR structures Coastal Management Forum	4	2	1 stakeholder engagement forum workshop	1	Agenda, Attendance registers and Minutes of the workshops	ACHIEVED	1 stakeholder engagement forum workshop	1	Agenda, Attendance registers and Minutes of the workshops	ACHIEVED	N/A	N/A	N/A	N/A	All Wards/LMs	Achieved
GGPP 57	Monitoring of vendor performance	Number of vendor performance reports submitted to SCM	4	2	1 report	0	Email showing submission of vendor performance to SCM	NOT ACHIEVED	1 report	1	Email showing submission of vendor performance to SCM	ACHIEVED	N/A	N/A	N/A	R0.00	All	Achieved
GGPP 58	Departmental Policy Adherence, Review and Compliance	Percentage compliance with policy adherence and compliance	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R0.00	All	N/A
GGPP 59	Consequence Management	Number of consequence management reports submitted to MANCO	4	N/A	1	N/A	Monthly reports to MANCO	N/A	1	1	Monthly reports to MANCO	ACHIEVED	N/A	N/A	N/A	R0.00	All	Achieved

2024/25 UGU ECONOMIC DEVELOPMENT AND ENVIRONMENTAL SERVICES SOBP

SOBP Ref.	Project Name	KPI Measure	Annual Target	Actual Achieved to DATE (Cumulative MID-YEAR PROGRESS)	Quarterly Target and Actual Achieved						Quarterly Progress and challenge			Financial Implications Annual Budget	Budget Spent to DATE	Location (Ward / LM)	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED / NOT ACHIEVED / N/A	BLOCKAGES/ CHALLENGES					REMEDIAL MEASURES/ FRAMEWORKS
CGPP 18	Compliance with Secretariat procedure manuals on the submission of reports to section 72 and SO committees	% Compliance by Departments with the Secretariat Procedure Manual on the timely submission of reports	60%	100%	60%	100%	Analysis Report to MANCO/Ext MANCO showing dept compliance. Signed Extract	ACHIEVED	60%	100%	Analysis Report to MANCO/Ext MANCO showing dept compliance. Signed Extract	ACHIEVED	N/A	N/A	N/A	R000	A8	Achieved
CGI 19	Implementation of Health & Hygiene Education Strategy (H&ES) and Post COVID 19 Protocol(s)	No of Food Handlers awareness sessions	30	28	10	14	attendance register	ACHIEVED	10	14	attendance register	ACHIEVED	N/A	N/A	N/A	N/A	A8 LM	Achieved
CGI 20	Implementation of Health & Hygiene Education Strategy (H&ES) and Post COVID 19 Protocol(s)	No of communicable disease control (CDC) sessions held	600	325	150	160	CDC health & hygiene education report	ACHIEVED	150	165	CDC health & hygiene education report	ACHIEVED	N/A	N/A	N/A	N/A	A8 LM	Achieved
CGI 21	Chemical Safety	No of chemical safety sessions held	200	120	50	60	Chemical safety health & hygiene education report	ACHIEVED	50	60	Chemical safety health & hygiene education report	ACHIEVED	N/A	N/A	N/A	N/A	A8 LM	Achieved
CGI 22	Implementation of Health & Hygiene Education Strategy (H&ES) and Post COVID 19 Protocol(s)	No of PHAST sessions held	120	85	30	40	PHAST education report	ACHIEVED	30	45	PHAST education report	ACHIEVED	N/A	N/A	N/A	N/A	A8 LM	Achieved
CGI 23	Implementation of Health & Hygiene Education Strategy (H&ES) and Post COVID 19 Protocol(s)	No of water & sanitation awareness sessions held	600	325	150	160	Water & sanitation health & hygiene awareness report	ACHIEVED	150	165	Water & sanitation health & hygiene awareness report	ACHIEVED	N/A	N/A	N/A	N/A	A8 LM	Achieved
CGI 24	Disposal of the dead	Proper handling, storage, transportation & disposal of paupers	100% of requests received	100%	100% of requests received	100%	Invoice if requests received for pauper burial	ACHIEVED	100% of requests received	100%	Invoice if requests received for pauper burial	ACHIEVED	N/A	N/A	N/A	R78000	A8 LM	Achieved
CGI 25	Food safety monitoring - Inspections	Health Inspections conducted	1440	748	360	370	inspections reports/CDAs/Permits	ACHIEVED	360	378	inspections reports/CDAs/Permits	ACHIEVED	N/A	N/A	R150,000	0	A8 LM	Achieved
CGI 26	Food safety monitoring - Swabbing and microbial detection	Number of food samples / swabbing for microbial detection	144	85	35	0	Lab reports	NOT ACHIEVED	35	65	Lab reports	ACHIEVED	N/A	N/A	R200,000.00	R15,798.00	A8 LM	Achieved

2020/21 UGU ECONOMIC DEVELOPMENT AND ENVIRONMENTAL SERVICES SDP

SDP Ref.	Project Name	KPI Measure	Annual Target	Actual Achieved to DATE (COMBINED QUARTERLY PROGRESS)	Quarterly Target and Actual Achieved						Quarterly Progress and Challenges			Financial Impl. Effort	Budget Spent to DATE	Location (Ward / LM)	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED / NOT ACHIEVED / N/A	BLOCKAGES / CHALLENGES					REMEDIAL MEASURES / TIMEFRAMES
CGI 27	Premises health surveillance	Number of inspections conducted on non-food establishments	420	225	105	110	inspections reports/COCs	ACHIEVED	105	115	inspections reports/COCs	ACHIEVED	N/A	N/A	N/A	R6A	All LMs	Achieved
CGI 28	Premises building surveillance	Percentage of building plans submitted for compliance	100%	100%	100%	100%	stamped summary of building plans report submitted	ACHIEVED	100%	100%	stamped summary of building plans report submitted	ACHIEVED	N/A	N/A	N/A	N/A	All LMs	Achieved
CGI 29	Disease surveillance	Percentage of communicable diseases investigated	100%	100%	100%	100%	disease investigation reports	ACHIEVED	100%	100%	disease investigation reports	ACHIEVED	N/A	N/A	N/A	R6A	All LMs	Achieved
CGI 30	Environmental Health Risks investigations	Number of Waste water treatment plants inspected	228	119	57	59	Inspection reports	ACHIEVED	57	61	Inspection reports	ACHIEVED	N/A	N/A	N/A	N/A	All LMs	Achieved
CGI 31	Environmental Health Risks investigations	Percentage of sanitation complaints investigated	100%	100%	100%	100%	Inspection reports	ACHIEVED	100%	100%	Inspection reports	ACHIEVED	N/A	N/A	N/A	R6A	All LMs	Achieved
CGI 32	Water quality monitoring - metropolitan water samples	Number of over/1800m water samples taken and analysed	500	364	125	182	laboratory reports	ACHIEVED	125	184	laboratory reports	ACHIEVED	N/A	N/A	R100 000	R0	All LMs	Achieved
CGI 33	Water quality monitoring - effluent water samples	Number of WWTW final effluent water samples taken and analysed	228	115	57	59	laboratory reports	NOT ACHIEVED	57	57	laboratory reports	ACHIEVED	N/A	N/A	R50 000	R0	All LMs	Achieved
CGI 34	Water quality monitoring - standpipe water sampling	Number of standpipes (regional water) water samples taken and analysed	120	196	30	100	laboratory reports	ACHIEVED	30	96	laboratory reports	ACHIEVED	N/A	N/A	R60 000	R0	All LMs	Achieved
CGI 35	Water quality monitoring	Number of boreholes (regional water) water samples taken and analysed	120	83	30	31	laboratory reports	ACHIEVED	30	52	laboratory reports	ACHIEVED	N/A	N/A	R50 000	R0	All LMs	Achieved
CGI 36	Water quality monitoring - water tapwater tank sampling	Number of water tapwater tank water samples taken and analysed	230	225	70	76	laboratory reports	ACHIEVED	70	119	laboratory reports	ACHIEVED	N/A	N/A	R50 000 00	R0 00	All LMs	Achieved

2020/2021 UDF ECONOMIC DEVELOPMENT AND ENVIRONMENTAL SERVICES SOPP

SOBID Ref.	Project Name	KPI Measure	Annual Target	Times Reported IN DATE (PERCENTAGE) (MONTHLY PROGRESS)	Quarterly Target and Actual Achieved						Quarterly Progress and challenges			Financial Implication Annual Budget	Budget Spent to DATE	Location (Ward / LB)	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED / NOT ACHIEVED / NA	BLOCKAGES/ CHALLENGES					REMEDIAL MEASURES/ TIMEFRAMES
CCI 37	Vector control	Number of premises inspected for vectors	40	29	10	23	Inspection reports	ACHIEVED	10	16	Inspection reports	ACHIEVED	N/A	N/A	N/A	0	All LMs	Achieved
CCI 38	Env Public Awareness Campaigns	Number of environmental public awareness sessions conducted	4	2	1	1	Programme and attendance registers	ACHIEVED	1	1	Programme and attendance registers	ACHIEVED	N/A	N/A	R200,000	N/A	All LMs	Achieved
CCI 39	Celebration of operational environmental calendar days	Number of Environmental Calendar Days observed	4	2	1	1	Attendance registers/Correspondence	ACHIEVED	1	1	Attendance register/Correspondence	ACHIEVED	N/A	N/A	N/A	N/A	All LMs	Achieved
CCI 40	Eco (Green) Office initiatives	Number of Eco (Green) office sessions/workshops (internal education) conducted	4	2	1	1	attendance registers	ACHIEVED	1	1	attendance registers	ACHIEVED	N/A	N/A	N/A	N/A	All LMs	Achieved
CCI 41	Community Climate response and EPWP Env Sector Project	Number of trees and beneficiaries covered by Gaborone eko-let project (trees)	5 trees clean up pilot project with 40 beneficiaries	PROJECT IMPLEMENTED	Recruitment process	1	Recruitment list	ACHIEVED	5 trees/streams 40 beneficiaries recruited	5 trees clean up pilot project with 40 beneficiaries	Progress report	ACHIEVED	N/A	N/A	R150,000	R15,871.55	All LMs	Achieved
CCI 42	Compliance of Ugu projects in accordance to EMP/audits	Number of projects implemented in line with EMP	16	7	4	4	Quarterly Compliance Report	ACHIEVED	4	3	Quarterly Compliance Report	NOT ACHIEVED	Two incidents were reported in December. Portfolio Committee did not sit in December.	Outstanding items not presented in December will be addressed in the next quarter (Q3)	N/A	N/A	All LMs	Not Achieved
CCI 43	Air Quality Mags AEL Monitoring	Number of AEL monitored per year	20	10	5 Facilities Monitored	5	Correspondences	ACHIEVED	5 Facilities Monitored	5	Correspondences	ACHIEVED	N/A	N/A	N/A	N/A	All LMs	Achieved
CCI 44	Pollution Management	Number of pollution management reports submitted	8 reports submitted	4	2	2	1 report from water services 1 report from env management	ACHIEVED	2	2	1 report from water services 1 report from env management	ACHIEVED	N/A	N/A	N/A	N/A	All LMs	Achieved

Upper South Coast Tourism (U3) Ltd
2022-2023 Annual Performance Plan
Quarter 1 Review

KEY PERFORMANCE AREA: TOURISM DEVELOPMENT AND TRANSFORMATION																										
U3CT PROGRAM #/ID	U3CT PROJECT #/ID	ANNUAL KEY PERFORMANCE INDICATOR / OUTPUT	UNIT OF MEASURE	ANNUAL PERFORMANCE TARGET	ANNUAL BUDGET		Quarterly Target 1		Quarterly Target 2		Quarterly Target 3	Blockages / Challenge	Reasons to improve performance	Revised Due Dates	M&E Term Targets	Actual M&E Term	M&E Term Target Achieved / Not Achieved	Blockages / Challenges	Measures to improve performance	Revised Timelines	PORTFOLIO OF EVIDENCE	POTENTIAL RISK COMMENTS				
					TARGET Q1	ACTUAL Q1	TARGET Q2	ACTUAL Q2	TARGET Q3	ACTUAL Q3													TARGET Q4	ACTUAL Q4		
TD 23	23.1	Secure fiscal program development opportunities	Number of programs developed per local municipality	2	R20 000.00	-	-	NA	1 by 30 October	1 by 30 October	ACHIEVED	-	-	-	-	1 by 30 October	1 by 30 October	ACHIEVED	-	-	-	Project report compiled and submitted to the CEO by date	✓			
		Reorganise Agri Tourism products into existing Packages and Tour Packages	Number of Agri Tourism products reviewed and re-packaged (per SA)	3	R40 000.00	-	-	NA	4 by 31 October	0	NOT ACHIEVED	Cash flow challenges do not allow USCT to have a Business Plan done	Adequate methods to propose Agri Tourism on the South Coast Target to be revised	-	-	15-Jan-21	4 by 31 October	NOT ACHIEVED	Cash flow challenges do not allow USCT to have a Business Plan done	Adequate methods to propose Agri Tourism on the South Coast Target to be revised	-	-	19-Jan-21	Project on the Agri Tourism Business Plan (new products) incorporated into the Package and Package	NOT ACHIEVED	
		Event Awareness around healthy product (eg. Swagags) given as a Tourist attraction to the Community	Number of events on the Awareness	4	R10.00	1	-	NOT ACHIEVED	1	1	ACHIEVED	-	-	-	-	2	1	NOT ACHIEVED	Non-Achieved on Q1 has caused the backlog	The will be reviewed at M&E Term review	-	-	15-Mar-21	Project on the progress on the proposed visitors and awareness on the Tourism product with the community	NOT ACHIEVED	
		Work closely with Area Committees to ensure effective implementation of USCT programs	% of Area Committees functional	80%	R10.00	80%	NOT ACHIEVED	80%	80%	NOT ACHIEVED	Lack of interest from members of Area Committees to participate in meetings and with USCT	Engaging of Area Committees to increase number and increase frequency of Sub-Region & Port Events	-	-	15-Jan-21	80%	80%	NOT ACHIEVED	Lack of interest from members on Area Committees to participate in meetings and with USCT	Engaging of Area Committees to increase number and increase frequency of Sub-Region & Port Events	-	-	15-Jan-21	Project to the CEO on the participation and functionality of the area committees	NOT ACHIEVED	
23	23.1	Align with Department of Health & Environmental Services to create and implement awareness drives to be Covid 19 compliance measures	Number of reports on the work plan	4	-	1	1	ACHIEVED	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	-	Quarterly implementation reports submitted to the CEO	✓			
		Develop 2021-22 compliance measures	Date of completion of Guide	20 Sept 20	R20 000.00	20 Sept 2020	18 Sept 20	ACHIEVED	-	-	-	-	-	-	20 Sept 2020	18 Sept 20	ACHIEVED	-	-	-	-	Develop 2021-22 Compliance Guide completed and submitted to the CEO by date	✓			
		Following up on promotional issues (SACCA) to support and build businesses affected by the Covid 19 ban	Number of reports on the challenges faced and comments received	4	R40 000.00	1	1	ACHIEVED	1	0	NOT ACHIEVED	Presentations were done in August 2020 to SACCA via the Ugc Economic Commercial Cluster. The Plan not had feedback from them	USCT requested Ugc/EC to contact SACCA for feedback on the issues they are the focus body for the project	-	-	15-Mar-21	2	1	NOT ACHIEVED	Presentations were done in August 2020 to SACCA via the Ugc Economic Commercial Cluster. The Plan not had feedback from them	USCT requested Ugc/EC to contact SACCA for feedback on the issues they are the focus body for the project	-	-	15-Mar-21	Quarterly implementation reports submitted to the CEO	NOT ACHIEVED
		Informational program developed to assist individuals	Date of program developed	10 October 2020	-	-	-	-	10 Oct 2020	-	NOT ACHIEVED	Skills requirements to be identified along with development of other products and other business services. However the need from businesses was a Skills Development Plan	The will now be identified internally by USCT and	-	-	15-Mar-21	31 Oct 2020	30-Jan-20	NOT ACHIEVED	Skills requirements to be identified along with development of other products and other business services. However the need from businesses was a Skills Development Plan	The will now be identified internally by USCT and	-	-	15-Mar-21	Informational program developed and submitted to the CEO by date	NOT ACHIEVED
23	23.1	Number of interactive facilities	Number	Number	R151 500.00	2	2	ACHIEVED	2	2	ACHIEVED	-	-	-	-	-	ACHIEVED	-	-	-	Confirmation order of equipment to be submitted	✓				
TD 14	14.6	Quarterly Progress Report Issues & Board	Quarterly reports	4	R10.00	1	0	NOT ACHIEVED	1	1	ACHIEVED	-	-	-	2	1	NOT ACHIEVED	Non-Achieved on Q1 has caused the backlog, which will not be caught up in the year	Actual targets to be reported at M&E Term review	-	-	15-Mar-21	Quarterly submission of communication to participants	NOT ACHIEVED		
		Communication to the Private sector on the importance of Covid 19 measures in businesses	Quarterly reports	4	-	1	0	NOT ACHIEVED	1	1	ACHIEVED	-	-	-	2	1	NOT ACHIEVED	Non-Achieved on Q1 has caused the backlog, which will not be caught up in the year	Actual targets to be reported at M&E Term review	-	-	15-Mar-21	Covid 19 measures incorporated into the Quarterly, with assistance of education	NOT ACHIEVED		

KEY PERFORMANCE AREA 04: STAKEHOLDER MANAGEMENT

PROGRAM	USCT PROJECT REF	ANNUAL KEY PERFORMANCE INDICATOR/ OUTPUT	UNIT OF MEASURE/ PERFORMANCE MEASURE	ANNUAL PERFORMANCE TARGET	ANNUAL BUDGET	Q1: TARGET	ACTUAL: Q1	Quarterly target: Achieved / Not Achieved	Q2: TARGET	ACTUAL: Q2	Quarterly target: Achieved / Not Achieved	Blockages / Challenges	Measure to improve performance	Revised Timeframe	Mid Term Targets	Actual Mid Term	Mid Term target: Achieved / Not Achieved	Blockages / Challenges	Measure to improve performance	Revised Timeframe	PORTFOLIO OF EVIDENCE	INTERNAL AUDIT COMMENTS
Stakeholder Relations	4.1.3	Quarterly Progress Reports Tabled on implementation of MOUs	Report per quarter	4	R000	1	0	NOT ACHIEVED	1	3	ACHIEVED	-	-	-	2	3	ACHIEVED	-	-	-	Existing Agreements Progress Quarterly Progress Reports	✓
	4.1.4	Council Meetings & CSR Meetings attended	Number Attended	20	R000	3	3	ACHIEVED	3	9	ACHIEVED	-	-	-	6	12	ACHIEVED	-	-	-	Attendance registers	✓
	4.1.5	One meeting per quarter	Meeting per quarter	4	R000	1	1	ACHIEVED	1	0	NOT ACHIEVED	Meeting cancelled due to CEO being on Sick Leave	None as out of our control	20 June 2021	2	1	NOT ACHIEVED	Meeting cancelled due to CEO being on Sick Leave	None as out of our control	20 June 2021	Minutes of meeting and Attendance Register	NOT ACHIEVED

Uganda - South Coast Tourism (Pty) Ltd
2020 / 2021 Annual Performance Report
Covered 3 Months

USCT KPA 9: USCT ENTITY ADMINISTRATION																					
USCT PROJECT REF	ANNUAL KEY PERFORMANCE INDICATOR / OUTPUT	UNIT OF MEASURE	ANNUAL PERFORMANCE TARGET	BUDGET	Q1 TARGET	ACTUAL Q1	Quarterly target Achieved / Not Achieved	Q2 TARGET	ACTUAL Q2	Quarterly target Achieved / Not Achieved	Risk/Gap / Challenges	Measures to improve performance	Revised Timelines	Mid Term Targets	Actual Mid Term	Mid Term Target Achieved / Not Achieved	Blockages / Challenges	Measures to improve performance	Revised Timeline	PORTFOLIO OF EVIDENCE	Overall Status
5.1.1	100% Topical Annual APP Outputs Achieved	Planned APP Outputs % Achieved	90%	20,000	90%	85%	NOT ACHIEVED	90%	72%	NOT ACHIEVED	Due to cash flow challenges, Covid 19 and lack of evidence submitted	Continues drive to encourage Uganda to release funds and Performance review for staff	20-Jan-21	50%	71%	NOT ACHIEVED	Due to cash flow challenges, Covid 19 and lack of evidence submitted	Continues drive to encourage Uganda to release funds and Performance review for staff	2011/05/20	Approved Annual Performance Report	NOT ACHIEVED
	Annual Report adopted by Board 31 December	Date of Annual Report Adoption	31 December and Submission to Uga	20,000	0	0	-	31 December 2020	10 Dec 20	ACHIEVED	-	-	-	31 December 2020	10 Dec 20	ACHIEVED	-	-	-	Board Resolution of Approval and submission to Uga	✓
	4 Quarterly Review sessions and reports completed	Number of reports	4	20,000	1	1	ACHIEVED	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Evidence of Submission to Uga	✓
5.2.1	Completed Risk Register and Fraud Prevention Plan by 30 September	Date	30 September 2020	20,000	30 September 2020	-	NOT ACHIEVED	0	01-Aug-20	ACHIEVED	-	-	-	30 September 2020	2009/06/01	ACHIEVED	-	-	-	Risk Register and Fraud Risk Register submitted to the CEO for review	✓
	Developed Annual Audit Plan by 30 September 2020	Date	30 September 2020	20,000	30 September 2020	20 August 2020	ACHIEVED	0	0	-	-	-	-	30 September 2020	20 August 2020	ACHIEVED	-	-	-	Board Resolution of Approval	✓
	Number of Quarterly Audit Committee sittings	Number per quarter	4	4,000,000	1	1	ACHIEVED	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Audit Committee Minutes	✓
	92% of audit queries resolved per quarter	Percentage of Resolved Audit Queries per quarter	92%	20,000	92%	100%	ACHIEVED	92%	75%	NOT ACHIEVED	Changes required to the APP can only be approved by the Board at the AGM Term review in January	None	25-Jan-21	100%	75%	NOT ACHIEVED	Changes required to the APP can only be approved by the Board at the Mid Term review in January	None	2021/01/26	Audit Committee Minutes	NOT ACHIEVED
5.2.2	100% Annual Audit Plan implemented	Percentage of Plan implemented	100%	20,000	100%	100%	ACHIEVED	100%	100%	ACHIEVED	-	-	-	100%	100%	ACHIEVED	-	-	-	Audit Committee Minutes	✓
	Audit-General Management Report and Audit Finding Reviewed for Audit	AG Report Opinion	Unqualified Audit	2255,000	0	0	-	Unqualified Audit Opinion	Unqualified Audit Opinion	ACHIEVED	-	-	-	Unqualified Audit Opinion	Unqualified Audit Opinion	ACHIEVED	-	-	-	AG Management Report Duty Signed of and Tables	✓
5.2.3	100% Statutory compliance for Board meetings	Percentage Compliance	100%	20,000	100%	100%	ACHIEVED	100%	100%	ACHIEVED	-	-	-	100%	100%	ACHIEVED	-	-	-	Board Minutes	✓
	Reviewed and updated Policies Approved	Percentage	100%	20,000	0%	0%	-	100%	100%	ACHIEVED	-	-	-	100%	100%	ACHIEVED	-	-	-	Board Minutes	✓
5.3.1	12 Monthly Reports compiled and submitted by deadline	Number of Reports by Deadline	12	20,000	3	3	ACHIEVED	3	3	ACHIEVED	-	-	-	5	5	ACHIEVED	-	-	-	Reports with submission dates	✓
	Adopted AFS by 31 December 2019	Adopted AFS by Date	31 Dec-20	20,000	0	0	-	31 December 2020	10 December 2020	ACHIEVED	-	-	-	31 December 2020	10 December 2020	ACHIEVED	-	-	-	Board Resolution of AFS Adoption	✓
	Over AFS submitted to AG by date	Over AFS submitted to AG by Date	31 August 2020 / 1 September 2020	20,000	07 Sep 20	07 Sep 20	ACHIEVED	0	0	-	-	-	-	07 Sep 20	07 Sep 20	ACHIEVED	-	-	-	Over AFS submitted to AG with acknowledgment of receipt	✓
	100% operational expenditure to plan	% operational expenditure to plan	100%	22,313,226	+100%	88%	ACHIEVED	+100%	84%	ACHIEVED	-	-	-	<100%	54%	ACHIEVED	-	-	-	Quarterly Reports	✓

Wg: South Coast Tourism Pty Ltd
2021/22 Annual Performance Report
Quarter 3 Review

ISCT PROJECT REF	ANNUAL KEY PERFORMANCE INDICATOR/ OUTPUT	UNIT OF MEASURE	ANNUAL PERFORMANCE TARGET	BUDGET	Q 3 TARGET	ACTUAL - Q3	Quarterly Target Achieved (%)	Q2 TARGET	ACTUAL - Q2	Quarterly Target Achieved (%)	Blockages / Challenges	Measures to improve performance	Revised Timetable	Mid Term Targets	Actual Mid Term	Mid Term Target Achieved (%)	Blockages / Challenges	Measures to improve performance	Revised Timetable	PORTFOLIO OF EVIDENCE	Overall Status
532	State of fees paid monthly by 25th	% of Payments by date	25th Monthly	\$5,307,652	3rd Monthly Payment by 25th	3rd Monthly Payment by 25th	ACHIEVED	3rd Monthly Payment by 25th	3rd Monthly Payment by 25th	ACHIEVED				5th Monthly Payment by 25th	5th Monthly Payment by 25th	ACHIEVED				Weekly Reports by date	V
	State of fees paid monthly by 25th	% of Payments by date	25th Monthly	\$5,306,429	3rd Monthly Payment by 25th	3rd Monthly Payment by 25th	ACHIEVED	3rd Monthly Payment by 25th	3rd Monthly Payment by 25th	ACHIEVED				5th Monthly Payment by 25th	5th Monthly Payment by 25th	ACHIEVED				Weekly Reports by date	V
	% capital expenditure to plan	% capital expenditure to plan	< 100%	\$231,603			ACHIEVED	< 100%	0%	ACHIEVED	The reason that the target is not SMART however, there have been no requirement for any capital work as well as a period under challenge	Target will be revised at Mid Term review	20 Jan 21	100%	0%	ACHIEVED	The reason that the target is not SMART however, there have been no requirement for any capital work as well as a period under challenge	Target will be revised at Mid Term review	20 Jan 21	Quarterly Reports	V
	Less than 1% Frictions and Frictional expenditure	Subject % spend Frictions and Frictional expenditure	Less than 1%	\$0.00	Less than 1%	Nil	ACHIEVED	Less than 1%	Nil	ACHIEVED				Less than 1%	Nil	ACHIEVED				Quarter Reports and Minutes and Report	V
	Less than 1% unauthorised expenditure	Subject % spend unauthorised expenditure	Less than 1%	\$0.00	Less than 1%	Nil	ACHIEVED	Less than 1%	Nil	ACHIEVED				Less than 1%	Nil	ACHIEVED				Quarter Reports and Minutes and Report	V
	100% grant funding received as per plan	% received to plan	100%	\$19,453,169	100%	0%	NOT ACHIEVED	100%	0%	NOT ACHIEVED	Urgent D&M and Under have not received the required payments for the 2021 financial year	The issue has been raised through the Chairman to the relevant Mayors, the CEO with the relevant MAs and the GMF with the relevant CFOs.	15 Mar 21	100%	0%	NOT ACHIEVED	The D&M, RSM and Under have not received the required payments for the 2021 financial year	The issue has been raised through the Chairman to the relevant Mayors, the CEO with the relevant MAs and the GMF with the relevant CFOs.	2016/02/15	Quarterly Reports	NOT ACHIEVED
90% revenue received as per plan	% revenue received to plan	90%	\$251,653	90%	47%	NOT ACHIEVED	90%	63%	NOT ACHIEVED	Membership subscriptions were raised in August however due to the direct financial challenges faced by the Tourism Industry caused by the Covid 19 lockdown - income was due in January 2021	None	15 Mar 21	100%	63%	NOT ACHIEVED	Membership subscriptions were raised in August however due to the direct financial challenges faced by the Tourism Industry caused by the Covid 19 lockdown - income was due in January 2021	None	2016/02/15	Quarterly Reports	NOT ACHIEVED	
534	100% SCM implementation to plan	% to plan implementation	100%	\$0.00	100%	64%	NOT ACHIEVED	100%	54%	NOT ACHIEVED	Ongoing continuation of Cash Flow challenges and Covid limitations (SCCT) has not been able to implement as per the procurement plan	Improved cash flow and upturn of Covid restrictions	20 Mar 20	100%	54%	NOT ACHIEVED	Ongoing continuation of Cash Flow challenges and Covid limitations (SCCT) has not been able to implement as per the procurement plan	Improved cash flow and upturn of Covid restrictions	2022/02/20	Quarterly Reports	NOT ACHIEVED
	100% complaint minimisation	% Compliance	100%	\$0.00	100%	100%	ACHIEVED	100%	100%	ACHIEVED				100%	100%	ACHIEVED				Quarterly Reports	V
	100% complaint minimisation	% Compliance	100%	\$0.00	100%	100%	ACHIEVED	100%	100%	ACHIEVED				100%	100%	ACHIEVED				Quarterly Reports	V

Ukr. South Coast Tourism (P) Ltd
 2020 / 2021 Annual Performance Report
 Quarter 3 Review

UCSI PROJECT REF	ANNUAL KEY PERFORMANCE INDICATOR / OUTPUT	UNIT OF MEASURE	ANNUAL PERFORMANCE TARGET	BUDGET	Q1 TARGET	ACTUAL Q1	Quarterly target: Achieved / Not Achieved	Q2 TARGET	ACTUAL Q2	Quarterly target: Achieved / Not Achieved	Blockages / Challenges	Measures to improve performance	Revised Timeline	Mid Term Targets	Actual Mid Term	Mid Term target: Achieved / Not Achieved	Blockages / Challenges	Measures to improve performance	Revised Timeline	PORTFOLIO OF EVIDENCE	Overall project outcome
1.3.3	100% revised Asset Register implementation	% Compliance	100%	£0.00	100%	85%	NOT ACHIEVED	100%	85%	NOT ACHIEVED	Information has been submitted to the CCG Consultants for upload onto the Sage System	Continuous engagement to ensure the upload of information	15-Jan-21	100%	85%	NOT ACHIEVED	Information has been submitted to the CCG Consultants for upload onto the Sage System	Continuous engagement to ensure the upload of information	20/10/21	Quarterly Reports	NOT ACHIEVED
1.4.1	100% posts in structure filed	% filed posts in structure	100%	£0.00	100%	100%	ACHIEVED	100%	100%	ACHIEVED	-	-	-	100%	100%	ACHIEVED	-	-	-	Quarterly Reports	✓
	Plan Development by date	date	30 December 2020	£0.00	0	0	-	20 December 2020	18 December 2020	ACHIEVED	-	-	-	30 December 2020	18 December 2020	ACHIEVED	-	-	-	Quarterly Reports	✓
	100% relevant staff with signed annual performance plans by date of 30 July 2021	% staff with signed annual plans by 30 July 2021	100%	£0.00	100%	100%	ACHIEVED	0	0	-	-	-	-	100%	100%	ACHIEVED	-	-	-	July Signed Annual Performance Plans	✓
	% implementation PMS	% implementation of PMS	100%	£0.00	-	-	-	100%	100%	ACHIEVED	-	-	-	100%	100%	ACHIEVED	-	-	-	Quarterly Performance Reports	✓

Upt. South Coast Tourism (Pvt) Ltd
2020 / 2021 Annual Performance Plan
Quarter 2 Review and Year 2020

KEY PERFORMANCE AREA 01: DESTINATION MARKETING

USCT PROJECT REF	ANNUAL KEY PERFORMANCE INDICATOR / OUTPUT	UNIT OF MEASURE	ANNUAL PERFORMANCE TARGET	ANNUAL BUDGET	TARGET Q1	ACTUAL Q1	TARGET Q2	ACTUAL Q2	Quarterly Target Achieved/Not Achieved	Blockages / Challenges	Measure to improve performance	Revised Timeframe	Mid Term Target	Actual Mid Term	Mid Term Target Achieved / Not Achieved	Blockages / Challenges	Measure to improve performance	Revised Timeframe	PORTFOLIO OF EVIDENCE	INTERNAL AUDIT COMMENTS
1.1.1	Quarterly Brand Tracking Report	Number of Brand Tracking reports including Free Consultancy	4	R100,000	1	1	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Quarterly Brand Tracking Report with Evidence of Free Consultancy	✓
	Three (3) themed seasonal campaigns held	Number of themed seasonal campaigns held	3	R120,000	1	1	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Campaign Reports June-July, October Season Report, Spring Summer Report, Easter Season Report	✓
	4 published advertisements on the local newspaper and national publications on platforms	Number of adverts published	4	R0	1	1	1	1	ACHIEVED	-	-	-	12	12	ACHIEVED	-	-	-	Published Newspaper Inserts & Quarterly Brand Tracking Report	✓
	Quarterly newsletters or Mass Mailing communication brochure to Members and Non-Members	Number of Newsletters distributed	4	R21,000	1	1	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Email evidence of Newsletter included to Members	✓
	Quarterly report identify the Tourist Friendly Awareness programmes	Number of reports	4	R50,000	1	1	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Quarterly Tourist Awareness Programme report	✓
	PUSH notifications (commercial or business)	Number of Push Notifications initiated	12	R1,000	3	3	3	3	ACHIEVED	-	-	-	6	11	ACHIEVED	-	-	-	Screenshots and or shots of the Push Notifications initiated	✓
	South Coast Tour Packages created to improve geographic spread	Number of tour packages created	4	R0	1	1	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Report summary of the Tour Packages	✓
	Packages, including tour packages, showcased on USCT website	Minimum number of tour packages showcased	4	R0	1	1	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Screenshot Evidence of Tour Packages offered	✓
	WIDE LEADS Generated during the year	Number of WIDE LEADS Generated	2	R4,991	0	0	1 SACD	0	NOT ACHIEVED	This event cancelled due to Covid-19. There was also insufficient cash flow to enable USCT to attend	Pending the settlement of Covid-19 and improved cash flow	Dependent on the opening of the Tourism Sector	1 SACD	0	NOT ACHIEVED	This event was cancelled due to Covid-19. There was also insufficient cash flow to enable USCT to attend	Pending the settlement of Covid-19 and improved cash flow	Dependent on the opening of the Tourism Sector	Evidence of leads leads generated through the Business Tourism platform Generated report	NOT ACHIEVED
	Self Tourism promotions	Number of Brand Tracking reports including Express Instances	4	R0	1	1	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Evidence of Promotions & Quarterly brand tracking report	✓
	Living experience promotions	Number of Promotions	4	R0	1	1	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Evidence of Promotions & Quarterly brand tracking report	✓
	Reliving experiences	Number of Promotions	4	R12,000	1	1	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Evidence of Promotions & Quarterly brand tracking report	✓

Up: South Coast Tourism (Pty) Ltd
2020/2021 Annual Performance Plan
Quarter 2 Review and Year to date

USCT PROJECT REF	ANNUAL KEY PERFORMANCE INDICATOR (OR OUTPUT)	UNIT OF MEASURE	ANNUAL PERFORMANCE TARGET	ANNUAL BUDGET	TARGET Q1	ACTUAL Q1	TARGET Q2	ACTUAL Q2	Quarterly target Achieved (Not Achieved)	Blockages / Challenges	Measures to improve performance	Revised Timescale	Mid Term Targets	Actual Mid Term	Mid Term Target Achieved (Not Achieved)	Blockages / Challenges	Measures to improve performance	Revised Timescale	PORTFOLIO OF EVIDENCE	INTERNAL NEXT COMMENTS
11.2	Beach activations staged during the year	Number of Activations	3		-	-	1	0	NOT ACHIEVED	Covid-19 regulations prevented activations and events from being held during the September session	Pending upliftment of Covid-19 restrictions	Not applicable	1	0	NOT ACHIEVED	Covid-19 regulations prevented activations and events from being held during the September session	Pending upliftment of Covid-19 restrictions	Not applicable	Beach event activation report	NOT ACHIEVED
	Heritage activations staged during the year	Number of Activations	3		-	-	1	0	NOT ACHIEVED	Covid-19 regulations prevented activations and events from being held during the September session	Pending upliftment of Covid-19 restrictions	Not applicable	1	0	NOT ACHIEVED	Covid-19 regulations prevented activations and events from being held during the September session	Pending upliftment of Covid-19 restrictions	Not applicable	Heritage event activation report	NOT ACHIEVED
11.3	Community activations and link drives to the annual phytoecological process	Number of activations per plan	5	R750 132	0	0	1	0	NOT ACHIEVED	This event was cancelled due to Covid-19. There was also insufficient cash flow to enable USCT to attend	Pending the upliftment of Covid-19 restrictions and improved cash flow	Dependent on the opening of the Tourism Sector	1	0	NOT ACHIEVED	The event was cancelled due to Covid-19. There was also insufficient cash flow to enable USCT to attend	Pending the upliftment of Covid-19 restrictions and improved cash flow	Dependent on the opening of the Tourism Sector	Evidence of Participation Report, Programmes	NOT ACHIEVED
	Domestic consumer shows participated in the year	Number	2	R100 000	0	0	1	0	NOT ACHIEVED	Covid-19 restrictions not permitting the Gateway Show to take place	Not applicable	Not applicable	1	0	NOT ACHIEVED	Covid-19 restrictions not permitting the Gateway Show to take place	Not applicable	Not applicable	Quarterly Report & Evidence	NOT ACHIEVED
	PAULISATION TRIPS hosted during the year	Number of trips hosted	1	R150 000	1	1	2	2	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Quarterly Brand Tracking Report issued as final, Register and Email correspondence	✓
11.5	Quarterly Content (New and Maintenance) updated	Quarterly report for branding updates	4	R400 000	1	1	1	1	ACHIEVED	-	-	-	1	1	ACHIEVED	-	-	-	Quarterly Digital Reports	✓
	VR portal launched to the USCT Destination Website	Portal launch by date	1			30 Oct 2020	28 Oct 2020		ACHIEVED	-	-	-	30 Oct 2020	28 Oct 2020	ACHIEVED	-	-	-	Screenshot Evidence of VR Portal on website	✓
	Covid 19 portal on website updated	Updated Covid 19 Portal reports	4		1	1	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Quarterly Covid 19 Portal reports	✓
	Quarterly Monitoring and Trend analysis reports completed	Number of Reports	4		1	1	1	1	ACHIEVED	-	-	-	2	2	ACHIEVED	-	-	-	Quarterly Digital Reports	✓
11.6	Promotional Material and Collateral Produced as per Forecast Brand Manual and Budget	% of budget	100%	R400 000	0	0	25%	1%	NOT ACHIEVED	Due to severe cash flow crisis, only vital collateral can be produced	Continuous engagement with the Parent Municipality to pay arrears Grant Funding (R15 400 749.41)	No set date, continuously agreed for funding	25%	1%	NOT ACHIEVED	Due to severe cash flow crisis, only vital collateral can be produced	Continuous engagement with the Parent Municipality to pay arrears Grant Funding (R15 400 749.41)	No set date, continuously agreed for funding	Expenditure Report & Evidence of Materials	NOT ACHIEVED

Ugry - Youth Court Tribunal (PFI) Ltd
 2020 / 2021 Annual Performance Plan
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USCT PROJECT REF	ANNUAL KEY PERFORMANCE INDICATOR OUTPUT	UNIT OF MEASURE	ANNUAL PERFORMANCE TARGET	ANNUAL BUDGET	TARGET Q1	ACTUAL Q1	TARGET Q2	ACTUAL Q2	Quarterly Target Achieved (%)	Blockages / Challenges	Measures to improve performance	Revised Timescale	Mid Term Target	Actual Mid Term	Mid Term Target Achieved (%)	Blockages / Challenges	Measures to improve performance	Revised Timescale	PORTFOLIO OF EVIDENCE	MEASUREMENT COMMENTS
	Training Planner Guide produced	By Date	Training Planner Guide by 15 December	R15,500	0	0	15 Dec 20		NOT ACHIEVED	Cash flow restrictions has prevented USCT from producing the collateral	Continuous engagement with the Parent Municipality to pay annual Grant Funding (R15,400,740.41)	No set date, Continually appeal for funding	15 Dec 20		NOT ACHIEVED	Cash flow restrictions has prevented USCT from producing the collateral	Continuous engagement with the Parent Municipality to pay annual Grant Funding (R15,400,740.41)	No set date, Continually appeal for funding	Training Planner Guide produced by date	NOT ACHIEVED
	Updated event calendar on electronic Website	By date	Updated event calendar on website every quarter		20 Sept 20	15 Sept 20	15 Dec 20	15 Dec 20	ACHIEVED				15 Dec 20	15 Dec 20	ACHIEVED				Screenshot Evidence of updated event calendar on website	✓
	High Quality Video footage	Number of videos	4	R15,000	1	1	1	0	NOT ACHIEVED	Cash flow restrictions has prevented USCT from producing the collateral	Continuous engagement with the Parent Municipality to pay annual Grant Funding (R15,400,740.41)	No set date, Continually appeal for funding	2	1	NOT ACHIEVED	Cash flow restrictions has prevented USCT from producing the collateral	Continuous engagement with the Parent Municipality to pay annual Grant Funding (R15,400,740.41)	No set date, Continually appeal for funding	Video Library	NOT ACHIEVED
T.E.P	Quarterly Grant Tracking Reports Submitted for quarterly consideration	Number of Reports	4 quarterly based tracking reports submitted	R13,000	1	1	1	1	ACHIEVED				2	2	ACHIEVED				Quarterly Grant Tracking Reports	✓

UGU SOUTH COAST DEVELOPMENT AGENCY

S/OP	Internal EPA	Up/DM (OP Ref)	PROGRAMME	PROJECT	KPI	ANNUAL TARGET	Quarter 1			Quarter 2			CHALLENGES	CORRECTIVE MEASURE	ANNUAL BUDGET	FOE	INTERNAL AUDIT COMMENTS
							TARGET	ACTUAL	ACHIEVED / NOT ACHIEVED	TARGET	ACTUAL	ACHIEVED / NOT ACHIEVED					
SO 1.1	4	1.7	Risk Management	Comprehensive Risk Register	Complete Risk Register by 31 October	1 Risk Register by 30 October	N/A	N/A	N/A	1 Risk Register by 30 October	1 Risk Register completed	Achieved	N/A	N/A	Operational	Register & proof of completion date	✓
SO 1.3	4	3.7	Internal Audit & AG Queries	AG & Internal Audit queries resolution	Percentage of AG/Internal Audit queries resolved per quarter	100%	100%	100%	Achieved	100%	100%	Achieved	N/A	N/A	Operational	Quarterly Corrective Actions Summary and Internal Audit Reports	✓
SO 1.4	4	3.7	Performance Management System (PMS)	Quarterly Performance Reports to the Board Chairperson	Quarterly performance reports with CEO	4	1	1	Achieved	1	0	Not Achieved			Operational	Reports submitted to the Chairperson of the Board by the CEO	Not Achieved due to challenges and changes, no corrective measures identified, timeframes for non-achieved target.
SO 1.5	4	3.7	Municipal entity website	Regulated SDA notices publication	Percentage of notifications updated	100%	100%	100%	Achieved	100%	100%	Achieved	N/A	N/A	Operational	Screen shot of website. There were no SCM related adverts for the quarter	✓
SO 1.6	4	3.7	Financial Reporting	Monthly management accounts production	Management reports, ledgers and reconciliations by 5th working day of the following month to CEO	11	3	3	Achieved	3	3	Achieved	N/A	N/A	Operational	Reports & Proof of submission to CEO	✓
SO 1.7	4	3.7	S&T Financial Reporting	Monthly financial report production	Monthly reports by the 7th working day of the following month to Ugo	12	3	3	Achieved	3	3	Achieved	N/A	N/A	Operational	Reports & Proof of submission to parent	✓
SO 1.8	4	3.7	PMS Reporting	Quarterly performance report production	Quarterly reports	4	1	1	Achieved	1	1	Achieved	N/A	N/A	Operational	Reports & Proof of submission to parent	✓
SO 1.11	4	3.7	Annual Report	Annual Report produced by 31 December 2019	Annual Report Adoption by 31 December	Annual Report produced by 31/12/2019	N/A	N/A	N/A	Draft Annual Report produced by 31/12/2019	Draft Annual Report Completed	Achieved	N/A	N/A	Operational	Draft Annual Report	✓
SO 1.14	4	3.7	Audit Compliance	AG Report	Finalised Audit Opinion	1	N/A	N/A	N/A	1	1	Achieved	N/A	N/A	Operational	AG Audit Report	✓
SO 1.15	4	3.7	MFMA Compliance	Finalised & Waterfall and regular Expenditure - Section 122 report	Final exp 11% of total as reported to Board	+1%	<1%	<1%	Achieved	-1%	<1%	Achieved	N/A	N/A	Operational	Board Reports	✓
SO 1.17	4	3.7	MISDA Implementation	Active participation in MISDA steering committee	Compliance with MISDA targets	4	1	1	Achieved	1	1	Achieved	N/A	N/A	Operational	Progress reports submitted to Corporate Services Committee.	✓
SO 4.1	1	3.7	Corporate Identity	Update USCA website and maintenance	12 updates to website	11	3	3	Achieved	3	5	Not Achieved	N/A	N/A	Operational	Screen Shot of the updated website	Screen Shot of the updated website not submitted
SO 4.2	1	3.7	Corporate Identity	Ensure 2D brand & marketing materials compliant with USCA	Review & produce brand & marketing material	1	N/A	N/A	N/A	1	0	Not Achieved	Annual all service providers for marketing materials were frozen during lockdown, and upon the easing of lockdown spend there is a backlog of production.	To rather focus on digital focused marketing material this will be possible upon budget availability, it might be possible in Quarter 4	Operational	Branded material in use	Not Achieved

S/Dr	National NPAs	UpD/M TOP Ref	PROGRAMME	PROJECT	KPI	ANNUAL TARGET	Quarter 1			Quarter 2			ANNUAL BUDGET	POE	INTERNAL AUDIT COMMENTS		
							TARGET	ACTUAL	ACHIEVED / NOT ACHIEVED	TARGET	ACTUAL	ACHIEVED / NOT ACHIEVED					
SO 4.3	1	3.7	Investment attraction	Advertisement on investment opportunities published	Number of advertisements published	4	N/A	N/A	N/A	2	2	Not Achieved	N/A	N/A	Operational	Proof of Adverts published	Proof of Adverts published not submitted.
SO 3.1.3	3	3.2.9	Investment Promotion & Facilitation through strategic partnerships	Secure Service Level Agreement (MSU) with FIZEN and InvestZA	Number of signed agreements	1	N/A	N/A	N/A	1	1	Achieved	N/A	N/A	Operational	Report presented to Board on milestones signed MSU / progress against implementation	✓
SO 3.2.1	1	3.7.1	GIS Focus Groups	Conducting GIS Focus Groups		10	N/A	N/A	N/A	10	0	Not Achieved			N/A	Maintenance registers and other relevant proof of focus groups	Not Achieved No Usability and Challenges, no corrective measures and revised timelines for non achieved target.
SO 3.2.1	1	3.7.9	GIS information dissemination	Leaflet of the summarized version of GIS developed and distributed	Date of distribution of summarized leaflet to stakeholders	30/11/2020	N/A	N/A	N/A	30/11/2020	1	Not Achieved			155 000	Report on implementation by each Focus Group. Progress reports on user raised at each of the 12 sites	Not Achieved No Usability and Challenges, no corrective measures and revised timelines for non achieved target.
SO 6.1.1		3.7	Agrarian revolution	Facilitate the cultivation of niche crops (Matsidzema and Kenasas) in Amathole owned land	Number of confirmed partnerships for the implementation of the project	3	N/A	N/A	N/A	3	2	Not Achieved	Signing a MSU that confirms financial support is a challenge though the interest for such projects are in departmental plans	Umhloni DABD office has committed a budget for 20 ha of macadamia for Umhloni Macadamia project that will be supported in Q3	Operational	Written commitments or MSU with potential partners	Not Achieved
SO 6.1.2			Agrarian revolution	Compile the feasibility report for Ntshali Wild Buffalo (Drepana nodes) and C. swazi	List of potential markets and funders	4	1	1	Achieved	1	0	Achieved	N/A	N/A	R	Proof of commitment from markets or funders	✓
SO 6.1.3		3.7	Agrarian revolution	Facilitate the identification of up- youth/women projects for Ntshali Buffalo and wild buffalo (C. swazi)	Number of youth/women projects identified	20	N/A	N/A	N/A	5	5	Achieved	N/A	N/A	R	Proof of support given as well as expertise with access to markets for produce	✓
SO 6.1.3		3.7	Agrarian revolution	Establish hydroponic tunnel projects	Number of hydroponic tunnel projects established	3	N/A	N/A	N/A	3	0	Not Achieved	Negotiations for a pre payment by the service provider delayed the conclusion of the contract	The contractor is on site and anticipating to be done with construction of all 8 tunnels by end of Q3	R 2 444 000.00	Completion certificate for each project and PIC Report per quarter	Not Achieved
SO 6.1.6	1	3.7	Agrarian revolution	Secure funding or receive written commitments from stakeholders	Number of agricultural projects supported with external funding	6	1	1	Achieved	2	0	Not Achieved	One project that was submitted to receive funding the process got delayed as the potential funder verified more details end of Q3	Follow up with the potential funder and receive funding by end of Q3	R	Written commitments of support from stakeholders as structure/ project/ proof of funding secured	Not Achieved
SO 6.1.9			Agrarian revolution	Reconstitute existing organic sector for local market	Number of organic growers	1	N/A	N/A	N/A	1	2	Not Achieved	N/A	N/A	R	Written commitments from stakeholders	Written commitments from stakeholders not submitted
SO 6.1.10			Agriculture	Coordinate engagement sessions with stakeholders on COVID19 agricultural recovery	Quarterly reports	4	1	1	Achieved	1	1	Achieved	N/A	N/A	R	Minutes and attendance register	✓
SO 6.2.1	1		Agro-processing	Link the identified small to medium growers with potential forestry partners for support	Number of linkages made	3	N/A	N/A	N/A	1	1	Not Achieved	Harvesting Treated Timber was signed in the linkage signed agreement but terms were not favorable especially the mechanization support	Renegotiate terms of the agreement demanding more on the already endorsed social investment plan	Operational	Proof of linkage created evidenced by documents signed and progress with implementation of support mechanism	Not Achieved

S/OF	National KPI	Up-GR IOP Ref	PROGRAMME	PROJECT	KPI	ANNUAL TARGET	Quarter 1			Quarter 2			CHALLENGES	CORRECTIVE MEASURE	ANNUAL BUDGET	POE	INTERNAL/EXT COMMENTS
							TARGET	ACTUAL	ACHIEVED / NOT ACHIEVED	TARGET	ACTUAL	ACHIEVED / NOT ACHIEVED					
SO 6.2.3			Agri-processing	Identify and link agri-processors with value chain development initiatives	Number of agri-processors identified	4	1	0	Not Achieved	1	1	Achieved	N/A	N/A	4	Partial agri-processors set up under in VACBA national programme	✓
SO 6.2.5			Agri-processing	Link, quality and market access projects for exports building and market access	Number of projects supported	4	1	1	Achieved	1	0	Not Achieved	The three agri projects (2 Milk and 1 Umburba) need additional financial support and	Monitor and motivate for budget allocation to support these projects	4	Need of support granted for quality and payment	Not Achieved
SO 7.2.3			Hibiscus Harvest	Conclude the agreement with the developer	Date agreement with the developer concluded	Agreement with developer - Oct 2020	N/A	N/A	N/A	Agreement with developer Dec 2020	0	Not Achieved			Operational	Developer's agreement signed and implementation commences	Not Achieved No blockages and challenges, no corrective measures and revised timeframes for non-achieved target.
SO 7.2.5			NO Taron Off-ramp	Application for Umburba Taron Off-ramp for access to Furton Beach	Date application for the off-ramp submitted to SANRAL	Approval of application to SANRAL for the off-ramp	N/A	N/A	N/A	Application submitted to SANRAL by 30/12/2020	0	Not Achieved			Operational	Correspondence from SANRAL confirming submission	Not Achieved No blockages and challenges, no corrective measures and revised timeframes for non-achieved target.
SO 7.2.6			Hibiscus Harbour	Appointment of developer for the Hibiscus Harbour and registration of leases with the Deeds Office	Date of a group developer's agreement which sets the scene for implementation	Registration of leases with the Deeds Office	N/A	N/A	N/A	Lead work concluded between UG and UGDA by 30/12/2020	0	Not Achieved			Operational	The Deed Enclosures	Not Achieved No blockages and challenges, no corrective measures and revised timeframes for non-achieved target.
SO 8.1.1			Multi-Traffic network	Umburba River Traffic Phase 1 completed / feasibility	Date of opening of Phase 1 to the public	Dec 20	N/A	N/A	N/A	Living of trial and completion of Phase 1	0	Not Achieved			R2 000 000	At least R4m by March 2021	Not Achieved No blockages and challenges, no corrective measures and revised timeframes for non-achieved target.
SO 8.1.2			Ugo Fresh Produce Market	Revitalization of UFFM Market	Revitalization commences by May 2021		N/A	N/A	N/A	N/A	0	Not Achieved			50	Appointment letter	Not Achieved No blockages and challenges, no corrective measures and revised timeframes for non-achieved target.
SO 9.2			Catalytic Project	Full Industrial Park Rezoning and EA	Completion of EA and Rezoning	2022/06/01	N/A	N/A	N/A	Complete Traffic Impact Assessment and Engineering Design Commencement with BIA Final Comments on Town Planning	0	Not Achieved			Operational	Confirmation of submission of EA and Rezoning	Not Achieved No blockages and challenges, no corrective measures and revised timeframes for non-achieved target.
SO 10.1			Renewable energy	To support and assist the proposed Bio Fuel initiative at Sun's Chift	Quarterly progress reports at the Projects Development Committee		1	1	Achieved	1	0	Not Achieved			Operational	Copy of quarterly report on progress with implementation submitted to Projects Development Committee	Not Achieved No blockages and challenges, no corrective measures and revised timeframes for non-achieved target.

SICR	National RTAF	Eg-OM ICP Ref	PROGRAMME	PROJECT	KPI	ANNUAL TARGET	Quarter 1			Quarter 2			ANNUAL BUDGET	FOE	INTERNAL AUDIT COMMENTS
							TARGET	ACTUAL	ACHIEVED / NOT ACHIEVED	TARGET	ACTUAL	ACHIEVED / NOT ACHIEVED			
SD 10.2			Economic Recovery Covid-19	Coordinating Economic Recovery Initiatives	Number of initiatives implemented	3	N/A	N/A	N/A	2	0	Not achieved	Operational	Action plan indicating progress with implementation	Not Achieved No challenges and no corrective measures and revised timescales for non achieved target.

END OF AGENCY END YEAR REPORT

2014/2015 ILMU CORPORATE SERVICES SOPP

SOPP No. & Title	Project Name	KPI/Success	Annual Target	Actual Achieved in DATE FROM 1/1/2015 TO 31/12/2015 YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and Challenge			Financial Implication		Budget spent in DATE	Location / Area / Unit	SOPP Status / Comments
					Q1		Q2		Q3		ACHIEVED / NOT ACHIEVED / PA	BUDGETARY CHALLENGES	REVENUE MEASURED / IMPACTS					
					OT	ACTUAL	OT	ACTUAL	OT	ACTUAL				Actual Budget	PROFIT / ADJUST COSTS / PA			
NTD 2	ICT Service Continuity	Percentage reporting on ICT Service Continuity and Availability Assurance	100%	100%	100%	100%	Network Operations Report reporting on Backup Restores, Critical Backups, ICT Security Plan, ICT Steering Committee Minutes	100%	100%	Network Operations Report reporting on Backup Restores, Critical Backups, ICT Security Plan, ICT Steering Committee Minutes	Achieved	Nil	Nil	R30,000.00	R30,000.00	R3	Allwards	Achieved
NTD 3	Compliance to ICT Governance Framework and Charter	Percentage Compliance with ICT Governance Framework & Charter Phases 1,2 & 3	100%	56%	20%	33%	ICT Governance Checklist Q1 - Phases 1,2,3 Minutes of ICT Steering Committee	40%	56%	ICT Governance Checklist Q1 - Phases 1,2,3 Minutes of ICT Steering Committee	Achieved	Nil	Nil	N/A	N/A	R3	Allwards	Achieved
NTD 4	Governance Reviews	Number of Governance Reviews completed ICT Strategy, Governance Charter and Governance Framework	3	3	3	3	Reviewed ICT Strategy, Governance Charter, Governance Framework Minutes of ICT Steering Committee	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	R3	Allwards	N/A
NTD 5	ICT Incident Management	Percentage Reporting on ICT Incident Management	100%	100%	100%	100%	ICT Operations report Minutes of the ICT Steering Committee	100%	100%	ICT Operations report Minutes of the ICT Steering Committee	Achieved	Nil	Nil	R2,350,000.00	R2,450,000.00	R1,082,345	Allwards	Achieved
NTD 6	Website legislative compliance	Number of compliance with the Website legislative requirements Reports	4	2	1	1	Website legislative compliance checklist ICT Steering Committee Minutes	1	1	Website legislative compliance checklist ICT Steering Committee Minutes	Achieved	Nil	Nil	N/A	N/A	R3	Allwards	Achieved
NTD 7	WAN Availability	Number of WAN (Wide area network) availability Reports	4	2	1	1	Network Availability Report ICT Steering Committee Minutes	1	1	Network Availability Report ICT Steering Committee Minutes	Achieved	Nil	Nil	R2,350,000.00	R2,150,000.00	R763,414	Allwards	Achieved
NTD 8	Service and License Agreement Management	Number of Service and License Agreements Management to core systems Report	4	2	1	1	Summary Services report ICT Steering Committee Minutes	1	1	Summary Services report ICT Steering Committee Minutes	Achieved	Nil	Nil	R 6,200,000.00	R 6,200,000.00	R 591,624	Allwards	Achieved
NTD 9	Microsoft Teams Training and Awareness	Number of Microsoft Teams awareness and training done for staff	12	9	3	6	Microsoft Teams Awareness and/or Training done Email Reply / training register / SOP / communication evidence to users Report to the ICT Steering committee on use of E-Facilities	3	3	Microsoft Teams Awareness and/or Training done Email Reply / training register / SOP / communication evidence to users Report to the ICT Steering committee on use of E-Facilities	Achieved	Nil	Nil	N/A	N/A	R3	Allwards	Achieved

THELSON LOW CORPORATE SERVICES - KOBV

KOBV No. & FY	Project Name	L1 Measure	Annual Target	Actual Achieved to DATE (Cumulative YEAR PROGRESS)	Quantity Target and Actual Achieved						Quality Progress and Challenges			Financial Realization		Budget used to DATE	Location Project FY18	INTERIM AUDIT Comments	
					Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED NOT ACHIEVED (%)	BUDGETARY CHALLENGES	REVENUE MEASURED TIME FRAME	Annual Budget				BUDGET ADJUST CORRECTED FY18
MTD 11	Compliance to the employment equity targets at a Management level	% overall compliance to the employment equity targets at a Management level	45%	46%	25%	44%	Progress Report to EGM/MCO / MCO Minutes	100%	35%	45%	Progress Report to EGM/MCO / MCO Minutes	ACHIEVED	NONE	N/A	N/A	N/A	N/A	Atwards	Achieved
MTD 12	Promoting Professionalism in the Workplace (Organisational Culture)	Number of Workshops on Professionalism conducted	4	2	1	1	Attendance Register Programme of Event	100%	1	1	Attendance Register Programme of Event	ACHIEVED	NONE	N/A	N/A	N/A	N/A	Atwards	Achieved
MTD 13	Compliance to the Hours of Work Policy	Number of Workshops on Labour Relations and Code of Conduct with employees	4	2	1	1	Attendance Register Programme of Event	100%	1	1	Attendance Register Programme of Event	ACHIEVED	NONE	N/A	R100 000	R240 000	R247 058 00	Atwards	Achieved
MTD 14	Implementation of the workplace safe plan	Number of training conducted implementing the workplace safe plan	4	3	N/A	N/A	N/A	N/A	1	3	Training Report to EGM/MCO / MCO A Number of Training Programs implement Minutes Attendance Registers of training	ACHIEVED	NONE	N/A	R1 500 000	N/A	R730 638 58	Atwards	Achieved
MTD 15	Risk Assessment Formulation and Adaption for HR	Number of Risks Reviewed, Formulated and adapted for HR	4		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Atwards	N/A
MTD 17	Sourcing and Placement Instructors	Number of Sourcing and Placement group Instructors done	2	1	N/A	N/A	N/A	N/A	1	1	Program of Event and Attendance Register	ACHIEVED	NONE	N/A	N/A	N/A	N/A	Atwards	Achieved
MTD 18	Leave Management	% Dept Compliance with leave and sick leave management	75%	100%	75%	100%	Report on Leave Compliance Analysis to MCO/Extended MCO Minutes	100%	75%	100%	Report on Leave Compliance Analysis to MCO/Extended MCO Minutes	ACHIEVED	NONE	N/A	N/A	N/A	N/A	Atwards	Achieved
MTD 19	Departmental Overtime	% Compliance on Departmental Overtime	100%	100%	100%	100%	System Report to MCO/Extended MCO	100%	100%	100%	System Report to MCO/Extended MCO	ACHIEVED	NONE	N/A	N/A	N/A	N/A	Atwards	Achieved
MTD 20	OHS Act compliance	% Compliance with OHS Act as per check list	50%	20%	10%	10%	Check list Compliance report to MCO/Ext MCO Minutes	100%	20%	20%	Check list Compliance report to MCO/Ext MCO Minutes	ACHIEVED	NONE	N/A	R20 000 00	N/A	203 000 00	Atwards	Achieved
MTD 21	Provision of EHM Programmes	Number of Programmes of the EHM implemented as per the FY plan	2	1	N/A	N/A	N/A	N/A	1	1	Attendance Register Programme of event	ACHIEVED	NONE	N/A	R25 000 00	N/A	R5 000 00	Atwards	Achieved
MTD 22	IPMS Work plans developed	Number of Level 1-6 work plans developed	31	31	31	31	Signed Workplans	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Atwards	Achieved

HEALTHY UGQ CORPORATE SERVICES 2020

MTD No. & PPA	Project Name	PPA Measure	Annual Target	Actual Progress to DATE SUBMITTING THIS YEAR PROGRESS		Quantify Target and Actual Achieved						Identify Progress and Challenges			Financials		Budget saved to DATE	Location (near FLE)	INTERNAL AUDIT COMMENTS
				Q1	ACTUAL	Q1	ACTUAL	Q1	ACTUAL	Q1	ACTUAL	Q1	ACTUAL	ACHIEVED NOT ACHIEVED N/A	PLANNED CHALLENGES	FINANCIAL CHALLENGES			
MTD 23	SMS Performance Reviews	Number of workshop assessments/reviews conducted	4	2	1	1	Attendance Register for performance Reviews & PM reports or reviews conducted	100%	1	1	Attendance Register for performance Reviews & PM reports or reviews conducted	Achieved	None	N/A	R20 000.00		R100	Allwards	Achieved
MTD 24	Building Maintenance	Number of building maintenance reports submitted	4	2	1	1	Building Maintenance Plan Progress report on implementation to MANCO/Extended MANCO Minutes	100%	1	1	Building Maintenance Plan Progress report on implementation to MANCO/Extended MANCO Minutes	Achieved	N/A	N/A	R2 600 000	R5 600 000	R293 934	Allwards	Achieved
MTD 25	Building Maintenance Forum Meetings	Number of building maintenance Meetings Held	4	2	1	1	Progress Report to Manco/Portfolio Committee	100%	1	1	Progress Report to Manco/Portfolio Committee	Achieved	N/A	N/A	N/A	N/A	N/A	Allwards	Achieved
MTD 26	Contract Management	Number of Contract Management Reports Submitted to Extended MANCO	4	2	1	1	Number of Contract Management Reports Submitted to Extended MANCO	100%	1	1	Number of Contract Management Reports Submitted to Extended MANCO	Achieved	N/A	N/A	N/A	N/A	N/A	Allwards	Achieved
MTD 27	Filing of tenders	Percentage of Documentation in respect of Tenders Filed	60%	66%	60%	66%	Completed Checklist and signed Verification by Manager SCM and QM Corporate Services	100%	60%	66%	Completed Checklist and signed Verification by Manager SCM and QM Corporate Services	Achieved	N/A	N/A	N/A	N/A	N/A	Allwards	Achieved
MTD 28	Security site inspections	Number of Reports on security Site Inspections conducted	4	2	1	1	Security Site Inspection Report to Manco/Portfolio Committee	100%	1	1	Security Site Inspection Report to Manco/Portfolio Committee	Achieved	N/A	N/A	N/A	2292999	932614.32	Allwards	Achieved
MTD 29	Security Forums	Number of security forum Meetings Held	4	2	1	2	Security Forum Report to Manco / Este Manco Extract	100%	1	1	Security Forum Report to Manco / Este Manco Extract	Achieved	N/A	N/A	N/A	N/A	N/A	Allwards	Achieved
MTD 30	Analysis of security reports	Number of security reports submitted	4	2	1	1	Analysis Report to MANCO/Est MANCO Signed Extract	100%	1	1	Analysis Report to MANCO / Est MANCO Signed Extract	Achieved	N/A	N/A	N/A	N/A	N/A	Allwards	Achieved
MTD 31	Compliance with Records Management	Number of documents submitted in complying with the Records management policy, the plan and EDMS	200	4098	59	1772	Progress Report to Manco/Extended MANCO Minutes	100%	59	4098	Progress Report to Manco/Extended MANCO Minutes	Achieved	N/A	N/A	N/A	N/A	N/A	Allwards	Achieved
MTD 34	Development of Fleet Maintenance Plan	Date of Adoption of Fleet maintenance plan	Adopted Fleet maintenance plan by 30 Sept 2020	09-Sep-20	Adopted Fleet maintenance plan by 30 September 2020	07-Sep-20	MANCO or Extended Resolution	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Allwards	N/A

1843281 USU CORPORATE SERVICES ISMP

ISMP No. & IFA	Project Name	ISMP Mission	Annual Target	Annual Budget to DATE (cumulative to 15th Anniversary)	Quarterly Target and Actual Achieved							Current Progress and Challenges			Funded by Budget		Budget spent to DATE	Actual Spend to DATE	INTERNAL AEEG COMMENTS
					Q1	ACTUAL	Q2	Q3	Q4	Q4	Q4	Q4	ACHIEVED NOT ACHIEVED N/A	BUDGETARY CHALLENGES	PERMANENT RE-SCOPED ISMP FRAMES	Annual Budget			
MTD 35	Fleet Maintenance	% Implementation of Fleet maintenance plan	100%	100%	N/A	N/A	N/A	N/A	50%	100%	Progress Report on implementation plan Marco Miles	ACHIEVED	NI	NI	RM 000 000.00	N/A	N/A	ABLMs	Achieved
MTD 36	Development of Fleet Replacement Plan	Date of adoption of Fleet replacement plan	Adopted Fleet replacement plan by 30 September 2020	21-Sep-20	Adopted Fleet replacement plan by 30 September 2020	21-Sep-20	MANCO or Extended Resolution	ACHIEVED	N/A	N/A	N/A	N/A	NI	NI	N/A	N/A	N/A	ABLMs	N/A
MTD 38	Development of Fleet leasing plan	Date of adoption of Fleet leasing plan	Adopted Fleet leasing plan	2020/09/17	Adopted Fleet leasing plan by 30 September 2020	07-Sep-20	MANCO or Extended Resolution	ACHIEVED	N/A	N/A	N/A	N/A	NI	NI	N/A	N/A	N/A	ABLMs	N/A
MTD 39	VEHICLE LICENSING	% Implementation of Fleet vehicle Licensing Plan	100%	100%	N/A	N/A	N/A	N/A	100%	100%	Progress report on Licensing Plan to Marco Miles	ACHIEVED	NI	NI	RM 500 000.00	N/A	RM 152 824.00	ABLMs	Achieved
MTD 40	Availability of service delivery vehicles	% AVAILABILITY OF SERVICE DELIVERY VEHICLES	70%	57%	75%	40%	Confirmation report signed by COMVEAR Manager WS	NOT ACHIEVED	70%	57%	Confirmation report signed by COMVEAR Manager WS	NOT ACHIEVED	Due to delays in payment of service Providers	Financial Turnaround Plan	N/A	N/A	N/A	ABLMs	Not Achieved
MTD 41	VERIFICATION OF DRIVERS LICENSES & PDPS	Date of drivers licenses and PDPS verified	Drivers licenses and PDPS verified by 31 December 2020	12-Oct-20	N/A	N/A	N/A	N/A	Drivers Licenses and PDPS verified by 31 December 2020	12-Oct-20	Signet verification forms by Fleet coordinator	ACHIEVED	NI	NI	N/A	N/A	N/A	ABLMs	Achieved
MTD 42	Fleet Management controls	Number of Fleet management controls held	4	2	1	1	Resolutions register held by MANCO and Extended MANCO	ACHIEVED	1	1	Resolutions register held by MANCO and Extended MANCO	ACHIEVED	NI	NI	N/A	N/A	N/A	ALL EAs	ACHIEVED
MTD 43	Diag Fuel Usage and Management	% of reduction of fuel usage in fleet	20%	9%	5%	50%	Report on fuel reduction per department to MANCO or Extended MANCO	ACHIEVED	5%	2%	Report on fuel reduction per department to MANCO or Extended MANCO	ACHIEVED	NI	NI	N/A	N/A	N/A	ALL EAs	ACHIEVED
GGPP 12	Enterprise Risk Register	Number of risks in Enterprise Risk Register	13	13	13	13	N/A	N/A	N/A	N/A	The Risk Register was not finalized due to Covid 19. Items to risk mitigation could be implemented.	N/A	The Risk Register was not finalized due to Covid 19. Items to risk mitigation could be implemented.	Finalization of the risk register will be completed in Q3				13	N/A
GGPP 14	Enterprise Risk Register	Number of risks in Enterprise Risk Register	4	4	4	4	Finalizing the number of risks in Enterprise Risk Register	ACHIEVED	4	4	Finalizing the number of risks in Enterprise Risk Register	ACHIEVED	NI	NI	05	N/A	N/A	14	14
GGPP 15	Enterprise Risk Register	Number of risks in Enterprise Risk Register	4	4	4	4	Finalizing the number of risks in Enterprise Risk Register	ACHIEVED	4	4	Finalizing the number of risks in Enterprise Risk Register	ACHIEVED	NI	NI	05	N/A	N/A	15	15

FINLANDS LOCAL CORPORATE SERVICES 2007

SDP No. & LPA	Project Name	SDP Measure	Annual Target	Actual to Date	Quantity Target and Actual Achieved						Quality Targets and Challenges			Financial Indicators		Budget spent to date	Leases, PFI / L10	INTERNAL ASSESSMENTS	
					Q1	Actual	Q2	Q3	Actual	Q4	ACHIEVED / NOT ACHIEVED / NA	BUDGET / CHALLENGES	INTERNAL RELEVANCE TIMEFRAME	Annual Budget	BUDGET (Actual) OCTOBER 2017				
					Q1	Actual	Q2	Q3	Actual	Q4	ACHIEVED / NOT ACHIEVED / NA	BUDGET / CHALLENGES	INTERNAL RELEVANCE TIMEFRAME	Annual Budget	BUDGET (Actual) OCTOBER 2017				
CCI10	Community Awareness Programmes	Community Awareness programmes facilitated (a Fire Safety (Disaster Management)	24	14	6	6	Attendance register programme	14/07/17	6	8	Attendance register programme	ACHIEVED	Nil	Nil	R125 000.00	N/A	R0.00	All L10s	Achieved
CCI11	Disaster Response and Recovery	Turnaround time to respond to reported disaster incidents	24 Hours	24 Hours	24 Hours	24 Hours	Incident Assessment Forms	14/07/17	24 Hours	24 Hours	Incident Assessment Forms	ACHIEVED	Nil	Nil	R1 250 000	N/A	R0.00	All L10s	Achieved
CCI12	Monthly Incident Reports	Number of Monthly Incident Status reports produced	10	5	2	2	Report to the MANCO / Ext. Manon / Parties on S/G Minutes	14/07/17	2	1	Report to the MANCO / Ext. Manon / Parties on S/G Minutes	ACHIEVED	Nil	Nil	N/A	N/A	N/A	All L10s	Achieved
CCI13	Post Disaster Committee Meetings	Number of Post Disaster Committee Meetings co-ordinated	4	2	1	1	Attendance Register Minutes	14/07/17	1	1	Attendance Register Minutes	ACHIEVED	Nil	Nil	N/A	N/A	N/A	All L10s	Achieved
CCI14	Implementation of Fire and Rescue Strategy	Number of District Fire Services Forum meetings co-ordinated and minutes achieved	4	2	1	1	Agenda Attendance Register Minutes	14/07/17	1	1	Agenda Attendance Register Minutes	ACHIEVED	Nil	Nil	N/A	N/A	N/A	All L10s	Achieved
CCI15	Building Fire Safety Inspections	Number of fire safety inspections completed in buildings	40	20	10	10	Report to the District Disaster Management Forum Minutes	14/07/17	10	10	Report to the District Disaster Management Forum Minutes	ACHIEVED	Nil	Nil	N/A	N/A	N/A	All L10s	Achieved
CCI17	Fire & Disaster Risk Management Workshops	Number of Fire & Disaster Risk Management workshops conducted	12	6	3	3	Agenda Attendance Register	14/07/17	3	3	Progress report to the DMRF Manon Minutes	ACHIEVED	Nil	Nil	R50 000.00	N/A	R0.00	All L10s	Achieved
CCI18	Disaster Risk Management Training	Number of Disaster Risk Management and Fire Trainings conducted	12	6	3	3	Agenda Attendance Register	14/07/17	3	3	Agenda Attendance Register	ACHIEVED	Nil	Nil	R50 000.00	N/A	R0.00	All L10s	Achieved

END OF DOCUMENT SERVICES 2007

2018/19 USG OFFICE OF THE MUNICIPAL MANAGER ROBP

SCOPED NO.	Project Name	KPI Measure	Actual Target	Actual Achieved to DATE CUMULATIVE AND YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and challenges			Financial Implication	Budget spent to DATE	Location (WARD/LMA)	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q1	ACTUAL	POE	ACHIEVED/NO ACHIEVED/NA	BLOCKAGES/ CHALLENGES					REMEDIAL MEASURES/ TIMEFAMES
MUNICIPAL MANAGER'S REPORT																		
MTD 18	Public Works Maintenance	% Compliance with laws and policies management	70%	100%	70%	70%	Report on the compliance of public works management MAY 2019	100%	70%	100%	Report on the compliance of public works management MAY 2019	ACHIEVED	NA	NA	NA	NA	Achieved	
MTD 19	Technical Services	% Compliance on regulations provisions	100%	100%	100%	100%	Report on the compliance of technical services MAY 2019	100%	100%	100%	Report on the compliance of technical services MAY 2019	ACHIEVED	NA	NA	NA	NA	Achieved	
MTD 22	BMS Development Initiated	Number of BMS development initiated	34	14	14	14	Report on the development of BMS MAY 2019	NA	NA	NA	Report on the development of BMS MAY 2019	NA	NA	NA	NA	NA	NA	
MTD 23	BMS Development Initiated-Review	Number of BMS development initiated-Review	4	0	1	2	Report on the development of BMS MAY 2019	NOT ACHIEVED	1	1	Report on the development of BMS MAY 2019	NOT ACHIEVED	Some work initiated but not yet completed due to delay in approval	Report on the development of BMS MAY 2019	Report on the development of BMS MAY 2019	Report on the development of BMS MAY 2019	Not Achieved	
MTD 24	Public Works Maintenance	% Compliance with laws and policies management	70%	100%	70%	70%	Report on the compliance of public works management MAY 2019	100%	70%	100%	Report on the compliance of public works management MAY 2019	ACHIEVED	NA	NA	NA	NA	Achieved	
MTD 33	Public/Generate District Rate Socio- economic Statistics	Number of District Socio-economic Statistical Reports Published/Generated	4	1	1	1	Copy of Report Completed Circulars	100%	1	1	Copy of Report Completed Circulars	ACHIEVED	NA	NA	R10 000.00	R0.00	NA	Achieved
MTD 41	Public Works Maintenance	% Compliance with laws and policies management	70%	100%	70%	70%	Report on the compliance of public works management MAY 2019	100%	70%	100%	Report on the compliance of public works management MAY 2019	ACHIEVED	NA	NA	NA	NA	Achieved	

2023/24 UGU OFFICE OF THE MUNICIPAL MANAGER 108P

SAMP Ref.	Project Name	KPI Measure	Annual Target	Actual Achieved to DATE (Cumulative and YEAR PROGRAMS)	Specific Target and Actual Achieved						Quarterly Progress and challenges			Financial Implication	Budget spent to DATE	Location Ward/LM	INTERNAL AUDIT COMMENTS		
					Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED NOT ACHIEVED NA	BLOCKAGES/ CHALLENGES					REMEDIAL MEASURE BY TIMEFRAME	
MUNICIPAL MANAGER'S 108P 108000																			
MTD 41	Development of the 2019/20 Annual Performance Report	Date of Adoption of the 2019/20 Annual Performance Report	2023/12/31	0	N/A	N/A	N/A	N/A	N/A	2023/12/31	0	Council Resolution	NOT ACHIEVED	The APR was submitted to AG and MPAC timely but due to the amendment of regulation on submission and rejection by two months, the final report may only be adopted after the audit opinion is given, adopted late during May 2021.	APR will be presented to Council once AG has provided an audit opinion.	N/A	N/A	ALL LMs	Not Achieved
LED 1	Jobs created through EPWP projects	Number of jobs created through the EPWP Environmental and Social Sector	179	179	179	179	Paid Register	100%	N/A	N/A	N/A	N/A	N/A	N/A	R4328 450,00	R66559,68	AB LMs	N/A	
GGPP 2	Final report and evaluation	Final report and evaluation of the EPWP projects implemented	100%	0	N/A	N/A	N/A	N/A	N/A	50%	0	Final report and evaluation of the EPWP projects implemented	NA	Final report and evaluation of the EPWP projects implemented	Final report and evaluation of the EPWP projects implemented	N/A	N/A	AB Ward/LMs	NA
GGPP 3	Policy Committee Meetings	Number of Policy Committee Meetings held	10	5	3	3	Committee Minutes and Attendance Register	100%	N/A	2	2	Committee Minutes and Attendance Register	ACHIEVED	N/A	N/A	N/A	N/A	AB Ward/LMs	Achieved
GGPP 4	Policy Register	2023/24 Policy Register Approved	31-Dec-23	14-Dec-23	N/A	N/A	N/A	N/A	N/A	1	14-Dec-23	Extract of MANCO NOTING report	ACHIEVED	N/A	N/A	N/A	N/A	AB Ward/LMs	Achieved
GGPP 5	Policy Awareness Campaigns	Number of Policy Awareness Campaigns conducted	4	3	1	1	Copy of Awareness Campaign Material	100%	N/A	1	2	Copy of Awareness Campaign Material	ACHIEVED	N/A	N/A	N/A	N/A	AB Ward/LMs	Achieved
GGPP 8	COVID Municipal Evaluation surveys	Number of COVID-19 Municipal Evaluation surveys Conducted	2	0	N/A	N/A	N/A	N/A	N/A	1	0	Copy of Survey Report Completed Extract of (E)M MANCO NOTING report	NOT ACHIEVED	Lack of buy-in	Engage strategic partners such as SSHA, Academic Institutions, etc to assist in implementing this target.	R10 000	N/A	AB Ward/LMs	Not Achieved

2015/16 UGU OFFICE OF THE MUNICIPAL MANAGER KOPV

SUITE Ref.	Project Name	KPI Measure	Annual Target	Annual Achieved to DATE COMPLETING THE YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and challenge			Financial Indicators	Budget spent to DATE	Location (Ward / LM)	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	PDE	% ACHIEVED	Q2	ACTUAL	PDE	ACHIEVED	NOT ACHIEVED					CHALLENGES
MUNICIPAL MANAGER BA DE GRADOO																		
GGPP 9	Mayoral Embroid	Number of Mayoral Embroid coordinated	15	18	N/A	N/A	N/A	N/A	15	18	Report from community engagement submitted to Portfolio Committee	NOT ACHIEVED	Report has been prepared but has not been submitted to Portfolio Committee because of Embroid being at the end of November.	The report will be submitted in the next Portfolio Committee	R200 000.00		AB Wards/LMs	Not Achieved
GGPP 11	Ward Committee Functionality	Number of Ward Functionality Reports reported	4	5	1	1	Functionality report	ACHIEVED	1	1	Functionality report	ACHIEVED	N/A	N/A	N/A	N/A	AB Wards/LMs	Achieved
GGPP 12	District Public Participation Forum	Number of District Public Participation Meetings coordinated	4	2	1	1	Minutes and register	ACHIEVED	1	1	Minutes and register	ACHIEVED	N/A	N/A	R50 000.00	R0.00	AB Wards/LMs	Achieved
GGPP 13	BaBo Pele Awareness Session	Number of BaBo Pele Awareness Sessions Conducted	4	1	N/A	N/A	N/A	N/A	1	1	Copy of the electronic Awareness Message attached & register	ACHIEVED	N/A	N/A	N/A	N/A	AB Wards/LMs	Achieved
GGPP 14	Municipal Service Week	Number of Municipal Service Weeks coordinated	1	1	N/A	N/A	N/A	N/A	1	1	Attendance register and report	ACHIEVED	N/A	N/A	N/A	N/A	AB Wards/LMs	Achieved
GGPP 15	Unannounced service delivery visits	Number of Unannounced visits for service delivery made	4	1	N/A	N/A	N/A	N/A	1	1	Report to MAMCO and e-mail	ACHIEVED	N/A	N/A	N/A	N/A	AB Wards/LMs	Achieved
GGPP 16	SDP Development	Number of SDPs developed	1	1	N/A	N/A	N/A	N/A	1	1	Copy of SDP	ACHIEVED	N/A	N/A	N/A	N/A	AB Wards/LMs	Achieved
GGPP 17	BaBo Pele District Forum	Number of BaBo Pele District Forum	4	1	N/A	N/A	N/A	N/A	1	1	Minutes of the meeting of SDP	ACHIEVED	N/A	N/A	N/A	N/A	AB Wards/LMs	Achieved
GGPP 18	Call Centre Functionality	Number of calls answered	4000	2833	1000	1422	System generated report	ACHIEVED	1000	1331	System generated report	ACHIEVED	N/A	N/A	N/A	N/A	AB Wards/LMs	Achieved
GGPP 19	Review of communication strategy	Adoption date of Communication Strategy reviewed	30-Sep-20	6	30-Sep-20	06-Jan-20	Journal Production	NOT ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AB Wards/LMs	N/A

2018/2019 UGU OFFICE OF THE MUNICIPAL MANAGER 2009P

ISGR No.	Project Name	KPI Measure	Annual Target	Actual Achieved to DATE CUMULATIVE AND YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and Challenges			Financial Reallocation Annual Budget	Budget spent to DATE	Location Ward/UMs	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	PCE	ACHIEVEMENT	Q2	ACTUAL	PCE	ACHIEVED/NOT ACHIEVED/NA	DISCLOSURES/CHALLENGES					REMEDIAL MEASURES/INTERIMES
MUNICIPAL SERVICES NOT COMPLETED																		
GGPP 20	Official Newsletter	Number of official newsletters developed & published	4	0	1	1	Copy of the Newsletter	ACHIEVED	1	0	Copy of the Newsletter	NOT ACHIEVED	The publishing of the newsletter was underway however the service provider rejected at the last minute and will be late to secure another provider in time	The publishing of the newsletter will be fast tracked in the next quarter by 31 March 2021	R222 000.00	R38 800	AB Ward/UMs	Not Achieved
GGPP 21	Radio Spots	Number of radio spots emplaced by the Mayor	4	2	1	1	Copy of the Script plus confirmation letter invoice and proof of payment	ACHIEVED	1	1	Copy of the Script plus confirmation letter invoice and proof of payment	ACHIEVED	N/A	N/A	R400 000.00	N/A	AB Ward/UMs	Achieved
GGPP 22	Annual Calendars	Number of Annual Calendars purchased	1000	0	N/A	N/A	N/A	N/A	1000	0	copy of the purchase order issued	NOT ACHIEVED	BUDGET CONSTRAINTS	Once budget has been approved for next Financial Year, the municipality will try to print calendars for 2022	R50 000.00	N/A	AB Ward/UMs	Not Achieved
GGPP 23	Social Media for one communication	number of Social Media updates done	50	31	15	15	Extract from Social Media platform	ACHIEVED	10	16	Extract from Social Media platform	ACHIEVED	N/A	N/A	N/A	N/A	AB Ward/UMs	Achieved
GGPP 24	Press Releases	number of Press Releases done	32	17	8	8	Copy of Press Release	ACHIEVED	8	9	Copy of Press Release	ACHIEVED	N/A	N/A	N/A	N/A	AB Ward/UMs	Achieved
GGPP 25	Service Delivery Official Complaints resolved within 7 working days	% of service delivery official complaints addressed and closed up on within 7 days	60%	62%	60%	60%	Report to Portfolio Committee	NOT ACHIEVED	60%	60%	Report to Portfolio Committee	NOT ACHIEVED	Although service delivery complaints were handled, the report was not submitted to the relevant Portfolio Committee on time	A consolidated report will be available by 31 March 2021.	N/A	N/A	AB Ward/UMs	Not Achieved
GGPP 31	Review of Audit Committee Charter	Date Audit Committee Charter and methodology reviewed	30-Sep-20	18-Sep-20	30-Sep-20	18-Sep-20	Minutes from the Audit Committee approving	ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AB Ward/UMs	N/A
GGPP 32	UDM 3 year Strategic plan	Date Ugu District Municipality's 3 year strategic plan is reviewed	30-Sep-20	18-Sep-20	30-Sep-20	18-Sep-20	Minutes from the Audit Committee approving	ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AB Ward/UMs	N/A

2022/23 USCU OFFICE OF THE MUNICIPAL MANAGER ROPP

GPPP Ref.	Project Name	KPI Mission	Actual Target	Actual Reported DATE COMPLETION YEAR PROGRESS	Quarterly Target and Actual achieved						Quarterly Progress and Challenges			Financial Indicators Annual Budget	Budget spent to DATE	Location (Ward/LM)	INTERNAL AUDIT COMMENTS
					Q1	ACTUAL	PCE	ACHIEVEMENT	Q2	ACTUAL	PCE	ACHIEVED/NOT ACHIEVED/N/A	BLOCKAGES/ CHALLENGES				
MUNICIPAL MANAGER: BR/CO/ROPP																	
GPPP 33	USGT 3 year strategic audit plan	Date USGT 3 year strategic audit plan reviewed	30-Sep-20	18-Sep-20	30-Sep-20	18-Sep-20	Model from the Audit Committee approving	ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AE Ward/LM	N/A
GPPP 34	USGDA 3 year strategic audit plan	Date USGDA 3 year strategic audit plan reviewed	30-Sep-20	18-Sep-20	30-Sep-20	18-Sep-20	Minutes from the Audit Committee approving	ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AE Ward/LM	N/A
GPPP 35	UDM Annual external audit plan	Date Annual external audit plan developed and approved - UDM	30-Sep-20	18-Sep-20	30-Sep-20	18-Sep-20	Minutes from the Audit Committee approving	ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AE Ward/LM	N/A
GPPP 36	USGT annual external audit plan	Date Annual external audit plan developed and approved - USGT	30-Sep-20	18-Sep-20	30-Sep-20	18-Sep-20	Minutes from the Audit Committee approving	ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AE Ward/LM	N/A
GPPP 37	USGDA annual external audit plan	Date Annual external audit plan developed and approved - USGDA	30-Sep-20	18-Sep-20	30-Sep-20	18-Sep-20	Minutes from the Audit Committee approving	ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AE Ward/LM	N/A
GPPP 41	Risk Management Policy and Risk management charter review	Date Risk Management Policy and Risk Management Charter reviewed	30-Sep-20	01-Jan-00	30-Sep-20	01-Jan-00	Control resolution	NOT ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AE Ward/LM	N/A
GPPP 42	UDM Enterprise risk register	Date 2020/2021 Enterprise Risk registers developed and approved - UDM	30-Sep-20	01-Jan-00	30-Sep-20	01-Jan-00	minutes from the RMC approving	NOT ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AE Ward/LM	N/A
GPPP 43	USGT Enterprise risk register	Date 2020/2021 Enterprise Risk registers developed and approved - USGT	30-Sep-20	01-Jan-00	30-Sep-20	01-Jan-00	minutes from the RMC approving	NOT ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AE Ward/LM	N/A
GPPP 44	USGDA Enterprise risk register	Date 2020/2021 Enterprise Risk registers developed and approved - USGDA	30-Sep-20	01-Jan-00	30-Sep-20	01-Jan-00	minutes from the RMC approving	NOT ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AE Ward/LM	N/A
GPPP 45	UDM Fraud risk register	Date 2020/2021 Fraud Risk registers approved - UDM	30-Sep-20	01-Jan-00	30-Sep-20	01-Jan-00	minutes from the RMC approving	NOT ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AE Ward/LM	N/A

2022-2023 UGU OFFICE OF THE MUNICIPAL MANAGER GPPP

GPPP Ref.	Project Name	KPI Measure	Actual Target	Actual Achievement DATE CUMULATIVE MID-YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and Challenges			Financial Implication Annual Budget	Budget spent to DATE	Location need / ILM	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	PDE	Q1 ACHIEVEMENT	Q1	ACTUAL	PDE	ACHIEVED NOT ACHIEVED N/A	PROGRESS/ CHALLENGES					REMEDIAL MEASURE/ TIMEFRAMES
MUNICIPAL MANAGER WA CD 2022-2023																		
GPPP 46	USCT fraud risk register	Date 2019/20 2021 Fraud Risk registers approved -USCT	30-Sep-20	0-Jan-00	30-Sep-20	00-Jan-00	Finalised from the RMC approving	NOT ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AB Wards/ILM	N/A
GPPP 47	USCDA fraud risk register	Date 2019 / 2021 Fraud Risk registers approved -USCDA	30-Sep-20	0-Jan-00	30-Sep-20	00-Jan-00	Finalised from the RMC approving	NOT ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AB Wards/ILM	N/A
GPPP 48	Risk mitigation recommendations - UGM	Percentage of Risk mitigation recommendations followed up - UGU	100%	0%	N/A	N/A	N/A	N/A	100%	0%	Minutes from RMC indicating number of Action plans due and followed up	NOT ACHIEVED	Enterprise Risk Register not yet finalised due to Covid 19 issues	To finalise in Q3	N/A	N/A	FB Wards/ILM	Not Achieved
GPPP 49	Risk mitigation recommendations - USCT	Percentage of Risk mitigation recommendations followed up - USCT	100%	0%	N/A	N/A	N/A	N/A	100%	0%	Minutes from RMC indicating number of Action plans due and followed up	NOT ACHIEVED	Enterprise Risk Register not yet finalised due to Covid 19 issues	To finalise in Q3	N/A	N/A	AB Wards/ILM	Not Achieved
GPPP 50	Risk mitigation recommendations - USCDA	Percentage of Risk mitigation recommendations followed up - USCDA	100%	0%	N/A	N/A	N/A	N/A	100%	0%	Minutes from RMC indicating number of Action plans due and followed up	NOT ACHIEVED	The Risk Register was finalised the thereby unable to follow up on implementation of Q2 risk mitigation plans	To follow up in Q3	N/A	N/A	AB Wards/ILM	Not Achieved
GPPP 51	Fraud risk mitigation recommendations - Ugm	Percentage of Fraud Risk Mitigation recommendations followed up -UGU	100%	0%	N/A	N/A	N/A	N/A	100%	0%	Minutes from RMC indicating number of Action plans due and followed up	NOT ACHIEVED	The Fraud Risk Register was finalised in December 2020 and it was not probable to follow up at that time	To follow up in Q3	N/A	N/A	AB Wards/ILM	Not Achieved
GPPP 52	Fraud risk mitigation - USCT	Percentage of Fraud Risk Mitigation recommendations followed up - USCT	100%	0%	N/A	N/A	N/A	N/A	100%	0%	Minutes from RMC indicating number of Action plans due and followed up	NOT ACHIEVED	The Fraud Risk Register was finalised in December 2020 and it was not probable to follow up at that time	To follow up in Q3	N/A	N/A	AB Wards/ILM	Not Achieved
GPPP 53	Fraud risk mitigation - USCDA	Percentage of Fraud Risk Mitigation recommendations followed up - USCDA	100%	0%	N/A	N/A	N/A	N/A	100%	0%	Minutes from RMC indicating number of Action plans due and followed up	NOT ACHIEVED	The fraud risk register for USCDA is yet to be finalised.	Finalised Treasury to finalise the actual register in Q3	N/A	N/A	AB Wards/ILM	Not Achieved

2021/22 HUGU OFFICE OF THE MUNICIPAL MANAGER GOEP

GOEP Ref.	Project Name	KPI Measure	Annual Target	Local Government DATE COMPLETION YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and challenges			Financial Implication Annual Budget	Budget spent to DATE	Location (Ward/LM)	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	Q2	ACTUAL	Q3	ACTUAL	Q4	ACTUAL	ACHIEVED/NOT ACHIEVED/NA					BLOCKAGES/ CHALLENGES
MUNICIPAL MANAGER WELDED BUDGET																		
GGPP 54	Anti Fraud and anti Corruption Strategy	Date Review of the Anti Fraud and Anti Corruption Strategy	30-Sep-20	0-Jan-00	30-Sep-20	09-Jan-00	Council Resolution adopting the policy	NOT ACHIEVED	NA	NA	NA	NA	NA	NA	NA	AB Ward/LM	NA	
GGPP 55	Attendance and awareness campaigns	Number of Attendance and awareness campaigns coordinated	3	0	NA	NA	NA	NA	1	0	Attendance register & programme	NOT ACHIEVED	Budget constraints	To arrange with Office of the Premier to conduct the awareness campaigns March 2021	NA	NA	AB Ward/LM	Not Achieved
GGPP 57	Members of ward committee	Number of ward committees established	1	2	1	1	Ward Hearing held on 10/01/2021	ACHIEVED	1	1	Ward Hearing held on 10/01/2021	ACHIEVED	NA	NA	NA	AB	7 members	
GGPP 59	Ward committee Management	Number of ward committee meetings held	4	2	1	1	Ward Hearing held on 10/01/2021	ACHIEVED	1	1	Ward Hearing held on 10/01/2021	ACHIEVED	NA	NA	NA	AB	10 members	
GGPP 60	Operation Sukuma Sahe	Number of functional DIT Meetings coordinated	4	2	1	1	Signed minutes and attendance register	ACHIEVED	1	1	Signed minutes and attendance register	ACHIEVED	NA	NA	NA	AB	Achieved	
GGPP 63	Rights of the Child Programmes	Number of rights of a child programmes implemented	4	3	1	1	List of beneficiaries and Partula Committee Extract	ACHIEVED	1	2	List of beneficiaries and Partula Committee Extract	ACHIEVED	NA	NA	R200 000	R0.00	AB/LM	Achieved
GGPP 64	Senior Citizen Programmes	Number of senior citizens programmes implemented	4	2	1	1	List of beneficiaries and Partula Committee Extract	ACHIEVED	1	1	List of beneficiaries and Partula Committee Extract	ACHIEVED	NA	NA	R150 000.00	R0.00	AB/LM	Achieved
GGPP 65	Disability Programmes	Number of disability programmes implemented	4	5	1	2	List of beneficiaries and Partula Committee Extract	ACHIEVED	1	3	List of beneficiaries and Partula Committee Extract	ACHIEVED	NA	NA	R150 000.00	R0.00	AB/LM	Achieved
GGPP 66	Gender Development Programmes	Number of gender development programmes implemented	2	4	1	2	List of beneficiaries and Partula Committee Extract	ACHIEVED	1	2	List of beneficiaries and Partula Committee Extract	ACHIEVED	NA	NA	R225 000.00	R0.00	AB/LM	Achieved
GGPP 67	HIV/AIDS Programmes	Number of HIV/AIDS programmes implemented	4	2	1	1	List of beneficiaries and Partula Committee Extract	ACHIEVED	1	1	List of beneficiaries and Partula Committee Extract	ACHIEVED	NA	NA	R150 000	R0.00	AB/LM	Achieved

2020/21 USO OFFICE OF THE MUNICIPAL MANAGER GOVP

GOVP Ref	Project Name	KPI Measures	Annual Target	Actual Achieved to DATE (Cumulative and YEAR PROGRESS)	Quarterly Target and Actual Achieved						Quarterly Progress and Challenge			Financial Allocation	Budget spent to DATE	Expenditure (M)	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	POE	Q1 ACHIEVEMENT	Q2	ACTUAL	POE	ACHIEVED/NOT ACHIEVED/NA	BLOCKAGES/ CHALLENGES					REMEDIAL MEASURES/ IMPROVEMENTS
GOVP 08	Provincial Games	No. of sporting codes to be supported for SALGA Games Events Held	8	0	N/A	N/A	N/A	N/A	8	0	portfolio committee close-out report	NOT ACHIEVED	Cancelled due to Covid-19 regulations	All future SALGA events will be held once COVID regulations allow for same	R100 000.00	N/A	AB LM	Not Achieved
GOVP 09	Youth Development Programmes	No. of Youth Events/Programmes Supported	4	2	1	1	Attendance register and Portfolio committee close-out report	ACHIEVED	1	1	Attendance register and Portfolio committee close-out report	ACHIEVED	N/A	N/A	R100 000.00	R0.00	AB LM	Achieved
GOVP 11	Upu Youth Development Policy	Date of adoption of final Upu youth development policy	Adopted Upu Youth Development Policy by 30 June 2021	0	N/A	N/A	N/A	N/A	31 December 2020 policy to be submitted to PRG and MANCO	0	Report to MANCO and PRG	NOT ACHIEVED	Unable to source content for policies from various stakeholders due to delays in setting of meeting	All future meetings will be coordinated again and submissions facilitated by 31 March 2021	N/A	N/A	AB LM	Not Achieved
GOVP 12	District Youth Council Meetings	Number of district youth council meetings convened	4	1	1	1	Agenda with minutes and register	ACHIEVED	1	1	Agenda with minutes and register	ACHIEVED	N/A	N/A	N/A	N/A	AB LM	Achieved
GOVP 13	Education, Skills and Training Programmes	No. of Education, Skills and Training Programmes Supported	4	1	1	1	Attendance register and Portfolio committee close-out report	ACHIEVED	1	1	Attendance register and Portfolio committee close-out report	NOT ACHIEVED	The training delivery place however the students for the submission of the close-out report was missed, hence the unavailability of the POE	The report will be submitted in the next Portfolio Committee	N/A	N/A	AB LM	Not Achieved
GOVP 15	Senior Citizen Programmes	Number of Senior Citizen Programmes supported	100	58	25	33	Attendance register and Report on support programmes provided	ACHIEVED	25	25	Attendance Register and Report on support programmes provided	ACHIEVED	N/A	N/A	R100 000.00	R0.00	AB LM	Achieved
GOVP 16	Collaboration with various stakeholders in the provision of sport programmes to schools	% of schools that are supported by the school sports programme	75%	100%	67%	75%	Final report to be submitted to MANCO and PRG by 31 December	ACHIEVED	67%	67%	Final report to be submitted to MANCO and PRG by 31 December	ACHIEVED	N/A	N/A	N/A	N/A	AB	Not done
GOVP 17	Municipal Compliance Checklist	Percentage compliance achieved as per the Municipal Legislative Compliance Checklist	95%	94%	95%	95%	Extract from MANCO indicating receipt of report on % of compliance	ACHIEVED	95%	94%	Extract from MANCO indicating receipt of report on % of compliance	ACHIEVED	N/A	N/A	N/A	N/A	AB	Achieved
GOVP 18	Legislation Awareness Workshops	Number of Legislative Awareness Workshops held	2	1	1	2	Attendance register and agenda	ACHIEVED	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	AB	N/A

2023/2024 UDC OFFICE OF THE MUNICIPAL MANAGER LOOP

SCIP Ref	Project Name	KPI Measure	Annual Target	Annual Assessment DATE COMPLETING THE YEAR PROGRESS	Quarterly Target and Actual Achieved						Quarterly Progress and challenges			Annual Budget	Budget spent to DATE	Location (Ward/LSM)	INTERNAL AUDIT COMMENTS	
					Q1	ACTUAL	PCE	ACHIEVED	Q2	ACTUAL	PCE	ACHIEVED	ACHIEVED					NOT ACHIEVED
MUNICIPAL MANAGER: BRIGID MADDOX																		
GGPP 75	Litigation Risk Reduction Action	Percentage Compliance to Litigation Risk Reduction Action Plan	100%	100%	100%	100%	Extract from MANCO indicating receipt of report on % of risk reduction	ACHIEVED	100%	100%	Extract from MANCO indicating receipt of report on % of risk reduction	ACHIEVED	N/A	N/A	N/A	N/A	AE	Achieved
GGPP 80	Contractual obligations checklist	Percentage compliance achieved as per the contractual obligations checklist	95%	95%	95%	95%	Extract from MANCO indicating receipt of report on % of contractual obligations checklist	ACHIEVED	95%	95%	Extract from MANCO indicating receipt of report on % of contractual obligations checklist	ACHIEVED	N/A	N/A	N/A	N/A	AE	Achieved
GGPP 81	Quarterly Performance Reviews	Number of quarterly performance reviews held	4	2	1	1	Absence Register, minutes and programme	ACHIEVED	1	1	Absence Register, minutes and programme	ACHIEVED	N/A	N/A	N/A	N/A	AE	Achieved
CGI 46	GIS Projects Implementation Plan	Number of GIS implementation reports submitted to MANCO	4 Reports submitted	1	1 Progress report	0	Progress and activity report and extract of committee	NOT ACHIEVED	1 Progress report	1	Progress and activity report	Achieved	N/A	N/A	N/A	N/A	AE LSH	Achieved
END OF POWER POINT																		