

ANNUAL PERFORMANCE AGREEMENT

Prepared for and entered into by:

Mr Moppo, A. Mene
the Municipal Manager of the
CHRIS HANI DISTRICT MUNICIPALITY
("the Municipal Manager")

and

Mr Bhekisisa, Jacob. Mthembu
the Strategic Manager at the
CHRIS HANI DISTRICT MUNICIPALITY
("the Manager")

for the financial year:

1 July 2013 to 30 June 2014

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WHEREBY IT IS AGREED AS FOLLOWS:

1. INTRODUCTION

- 1.1 The Municipality has, in terms of Section 57(1)(a) of the Local Government: Municipal Systems Act, No. 32 of 2000 ("the Systems Act") entered into a contract of employment with the Manager for a period of 5 years, commencing on 1st August 2013
- 1.2 Section 57(1)(b) of the Systems Act, read with the contract of employment concluded between the Parties, require the Parties to conclude an annual performance agreement.
- 1.3 The Parties wish to ensure that they are clear about the goals to be achieved, and secure the commitment of the Manager to a set of outcomes that will secure local government policy goals.
- 1.4 The Parties wish to ensure that there is compliance with Sections 57(4A), (4B) and (5) of the Systems Act.
- 1.5 In this Agreement the following words will have the meaning ascribed thereto:

"this Agreement" - means the performance agreement between the Municipality and the Manager and the annexures thereto.

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

"the Manager" – means the Strategic Manager who is directly accountable to the Municipal Manager in terms of Section 56(a) of the Systems Act.

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

"the Municipality" – means the CHRIS HANI DISTRICT MUNICIPALITY.

"the Parties" - means the Municipal Manager and the Strategic Manager.

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PURPOSE OF THIS AGREEMENT

- 2.1 The Parties agree that the purposes of this Agreement are to:
 - 2.1.1. comply with the provisions of Section 57(1)(b), (4A), (4B) and (5) of the Systems Act as well as the contract of employment entered into between the Parties;
 - 2.1.2. specify objectives and targets established for the Manager and to communicate to the Manager the Municipality's expectations of the Manager's performance and accountability;
 - 2.1.3. specify accountabilities as set out in Annexure A;
 - 2.1.4. monitor and measure performance against targeted outputs and outcomes;
 - 2.1.5. use Annexures A, B and C, as a basis for assessing the Manager for permanent employment and/or to assess whether the Manager has met the performance expectations applicable to his/her job;
 - 2.1.6. appropriately reward the Manager in accordance with the Municipality's performance management policy in the event of outstanding performance;
 - 2.1.7. establish a transparent and accountable working relationship; and
 - 2.1.8. give effect to the Municipality's commitment to a performance-orientated relationship with its Manager in attaining equitable and improved service delivery.

COMMENCEMENT AND DURATION

- 3.1 Notwithstanding the date of signature this Agreement will commence on the 1st of July 2013 and will remain in force until a new performance agreement including a Performance Plan and Personal Development Plan is concluded between the Parties as contemplated in Clause 3.2
- 3.2 The Parties will review the provisions of this Agreement during June each year. The Parties will conclude a new performance agreement including a Performance Plan and Personal Development Plan that replaces this Agreement at least once a year by not later than the 31st of July each year.
- 3.3 The payment of the performance bonus is determined by the performance score obtained during the 4th quarter annual performance assessment as informed by the quarterly performance assessments. Should the Manager be entitled to a bonus, this will be paid out after approval by Council and not later than sixty (60) days thereafter in the Manager's salary for a month that shall be applicable.
- 3.4 The payment of a performance bonus for the year in which the Manager's contract of employment expires will be done as set out in clause 3.3 and the bonus so determined will be paid to the Manager on the last day of his/her employment or not later than 30 days thereafter.
- In the event of the Manager commencing or terminating his services with the Municipality during the validity period of this Agreement, the Manager's performance for the portion of the period referred to in clause 3.1 during which he was employed, will be evaluated and he will be entitled to a pro rata performance bonus based on his evaluated performance and the period of actual service.

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

4. PERFORMANCE OBJECTIVES

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

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PERFORMANCE MANAGEMENT SYSTEM

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

6. PERFORMANCE ASSESSMENT

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

KEY PERFORMANCE AREAS (KPAS)	WEIGHT
KPA 3: Municipal Transformation and Organisational Development	15%
KPA 4: Financial Management and Viability	5%
KPA: 5 Good Governance and Public Participation	80%
Total	100%

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

CORE MANAGERIAL COMPETENCIES (CMC)	CHOICE (x)	WEIGHT
Strategic Capability and Leadership		2%
Programme and Project Management		2%
Financial Management	compulsory	2%
Change Management		
Knowledge Management		
Service Delivery Innovation		
Problem Solving and Analysis		
People Management and Empowerment	compulsory	2%
Client Orientation and Customer Focus	compulsory	2%
Communication		
Honesty and Integrity		
CORE OCCUPATIONAL COMPETENCIES	(COCs)	
Competence in Self Management		
Interpretation of and implementation within the legislative and national policy frameworks		
Knowledge of Developmental Local Government		2%
Knowledge of Developmental Local Government Knowledge of Performance Management and Reporting		2%
		2%
Knowledge of Performance Management and Reporting Knowledge of Global and SA specific political, social and economic contexts		2%
Knowledge of Performance Management and Reporting Knowledge of Global and SA specific political, social and economic		
Knowledge of Performance Management and Reporting Knowledge of Global and SA specific political, social and economic contexts Competence in Policy Conceptualisation, Analysis and Implementation		2%
Knowledge of Performance Management and Reporting Knowledge of Global and SA specific political, social and economic contexts Competence in Policy Conceptualisation, Analysis and Implementation Knowledge of more than one functional municipal field or discipline Mediation Skills		2%
Knowledge of Performance Management and Reporting Knowledge of Global and SA specific political, social and economic contexts Competence in Policy Conceptualisation, Analysis and Implementation Knowledge of more than one functional municipal field or discipline		2%
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LEVEL	TERMINOLOGY	DESCRIPTION
5	Outstanding	Performance far exceeds the standard expected of an
	Performance	employee at this level. The appraisal indicates that
		the Employee has achieved above fully effective results
		against all performance criteria and indicators as
		specified in the PA and Performance Plan and
		maintained this in all areas of responsibility throughout
		the year.
4	Performance	Performance is significantly higher than the standard
	significantly above	expected in the job. The appraisal indicates that the
	expectations	Employee has achieved above fully effective results
	oxpositations -	against more than half of the performance criteria and
		indicators and fully achieved all others throughout the
		year.
3	Fully effective	Performance fully meets the standards expected in all
		areas of the job. The appraisal indicates that the
		Employee has fully achieved effective results against
		all significant performance criteria and indicators as
		specified in the PA and Performance Plan.
2	Not fully effective	Performance is below the standard required for the job
		in key areas. Performance meets some of the
		standards expected for the job. The review /
		assessment indicates that the employee has achieved

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		key performance criteria and indicators as specified in the PA and Performance Plan.
1	Unacceptable performance	Performance does not meet the standard expected for the job. The review / assessment indicates that the employee has achieved below fully effective results against almost all of the performance criteria and indicators as specified in the PA and Performance Plan. The employee has failed to demonstrate the commitment or ability to bring performance up to the level expected in the job despite management efforts to encourage improvement.

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

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Duration of task	- Was the target achieved within the projected time frame?
Level of complexity	 Required problem solving Reconciling different perceptions Innovative alternatives used
Cost	within budgetsavingoverspending

6.6 Annexure "B" may be used as the basis for progress discussions by the Municipality.

7. PANEL AND SCHEDULE FOR PERFORMANCE ASSESSMENTS

- 7.1 An assessment panel consisting of the following persons will be established:
 - 7.1.1 The Municipal Manager
 - 7.1.2 Chairperson of the Audit Committee
 - 7.1.3 Member of the Mayoral Committee
 - 7.1.4 Municipal Manager from another Municipality
- 7.2 In addition an assessment will also be done by:
 - 7.2.1 The Municipal Manager
 - 7.2.2 The Manager (own assessment)
 - 7.2.3 Fellow Section 57 Managers
- 7.3 The performance of the Manager will be assessed in relation to his/her achievement of:
 - 7.3.1 The targets indicated for each KPA in Annexure A;
 - 7.3.2 The CCRs as defined in clause 6.3 of this agreement on a date to be determined for each of the following quarterly periods:

1st Quarter - July to September

2nd Quarter - October to December

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- 3rd Quarter January to March
- 4th Quarter April to June
- 7.4 Assessments in the first and third quarter may be verbal if the Manager's performance is satisfactory.
- 7.5 The Municipality will keep a record of the mid-year and annual assessment meetings.
- 7.6 The Municipality may appoint an external facilitator to assist with the annual assessment.

8. EVALUATING PERFORMANCE AND THE MANAGEMENT OF EVALUATION OUTCOMES

- 8.1 The Manager will submit quarterly performance reports and a comprehensive annual performance report prior to the performance assessment meetings to the Municipal Manager.
- 8.2 The Municipal Manager will give performance feedback to the Manager after each quarterly and the annual assessment meetings.
- 8.3 The evaluation of the Manager's performance will form the basis for rewarding outstanding performance or correcting unacceptable performance.
- 8.4 At the end of the 4th quarter, the Executive Authority will determine if the Manager is eligible for a performance bonus as envisaged in his/her contract of employment based on the bonus allocation set out in clause 8.11 of this agreement.
- 8.5 The results of the annual assessment and the scoring report of the Manager for the purposes of bonus allocation, if applicable, will be submitted to the Executive Authority for a recommendation to the full Council.
- 8.6 Personal growth and development needs identified during any performance assessment discussion, must be documented in the Manager's Personal Development Plan as well as the action steps and set time frames agreed to.
- 8.7 Despite the establishment of agreed intervals for assessment, the Municipal Manager may, in addition, review the Manager's performance at any stage while his/her contract of employment remains in force.
- 8.8 The Municipal Manager will be entitled to review and make reasonable changes to the provisions of **Annexure "A"** from time to time for operational reasons. The Manager will be fully consulted before any such change is made.
- 8.9 The provisions of **Annexure** "A" may be amended by the Executive Authority when the Municipality's performance management system is adopted, implemented and/or amended as the case may be subject to clause 5.3.

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

9. OBLIGATIONS OF THE MUNICIPALITY

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

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10. CONSULTATION

- 10.1 The Executive Authority and / or Municipal Manager agrees to consult the Manager within a reasonable time where the exercising of the Executive Authority's and / or Municipal Manager's powers will
 - 10.1.1 have a direct effect on the performance of any of the Manager's functions;
 - 10.1.2 commit the Manager to implement or to give effect to a decision made by the Executive Authority and/or Municipal Manager;
 - 10.1.3 have a substantial financial effect on the Municipality.
- 10.2 The Municipal Manager agrees to inform the Manager of the outcome of any decisions taken pursuant to the exercise of powers contemplated in 10.1 as soon as is practicable, to enable the Manager to take any necessary action without delay.

11. CONSEQUENCE OF UNACCEPTABLE OR POOR PERFORMANCE

- 11.1 Where the Municipal Manager is, at any time during the Manager's employment, not satisfied with the Manager's performance with respect to any matter dealt with in this Agreement, the Municipal Manager will give notice to the Manager to attend a meeting with the Municipal Manager.
- 11.2 The Manager will have the opportunity at the meeting to satisfy the Municipal Manager of the measures being taken to ensure that the Manager's performance becomes satisfactory in accordance with a documented programme, including any dates, for implementing these measures.
- 11.3 The Municipality will provide systematic remedial or developmental support to assist the Manager to improve his/her performance.
- If, after appropriate performance counselling and having provided the necessary guidance and/or support as well as reasonable time for improvement in performance, the Municipal Manager holds the view that the performance of the Manager is not satisfactory, the Municipal Council will, as per the advice of the Municipal Manager and subject to compliance with applicable labour legislation, be entitled to, by notice in writing to the Manager, take steps to terminate the Manager's employment in accordance with the notice period set out in the Manager's contract of employment.
- Where there is a dispute or difference as to the performance of the Manager under this Agreement, the Parties will confer with a view to resolving the dispute or difference.

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

12. DISPUTES

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

13.GENERAL

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

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The contents of this Agreement and the outcome of any review conducted in terms of Annexure "A" will not be confidential, and may be made available to the public by the Municipality, where appropriate.

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13.2	Nothing in this Agreement diminishes the obligations, duties or accountabilities of the Manager in terms of his/her contract of employment, or the effects of existing or new regulations, circulars, policies, directives or other instruments.
Signed	lat Queenstown on this 23 day of AVGUST 2013.
As Wit	nesses:
1.	A company of the comp
2.	Municipal Manager of the
	CHRIS HANI DISTRICT MUNICIPALITY
Signed	at QUEENSTOWN on this 23 day of AUGUST 2013.
As Wit	nesses:
1.	P. Mstong
2.	Hanny.
	Strategic Manager of the

CHRIS HANI DISTRICT MUNICIPALITY

ANNEXURE A

STRATEGIC MANAGEMENT SERVICES DRAFT SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN 2013 - 2014 FINANCIAL YEAR

CHRIS HANI DISTRICT MUNICIPALITY

Prioroty Area

Measurable Objective

To create an environment within which employees can execute their duttes and contribute to Council vision

		Evidence		HR Report
		Ort 4		100%
WEIGHTING:15%	Targets	Qrt 3		100%
WEIG	Quarterly	Qrt 2		100%
		Ort 1		100%
		Location/Ward		Internal
	BOTH SERVICE STATES	Budget		N/A
		Baseline		
LOPMENT		Annual Target		100%
TIONAL DEVE		Indicator Code		MTOD-2
KPA 3: MUNICIPAL TRANSFORMATION AND ORGANISATIONAL DEVELOPMENT		KPI		chsure availability or policies and systems % Compliance with HR thr regulate the HR procedures environment
TRANSFORMATI		Strategy	=	Personnel policies and systems ? Management tht regulate the HR environment
PA 3: MUNICIPAL		Area Programme		Personnel Management
X		Area		e ent

Indicator Custodian

Strategic Manager

		KP	A 4: FINANCIAL MA	KPA 4: FINANCIAL MANAGEMENT AND VIABILITY	TABILITY						WEI	WEIGHTING:5%			
							THE REAL PROPERTY.				Quarter	Quarterly Targets			100 · · · · · · · · · · · · · · · · · ·
Objective	Prioroty Area	Programme	Strategy	ΚPI	Indicator Code Annual Target	Annual Target	Baseline	Budget	Location/Ward	Qrt1	Qrt2	Qrt 3	Qrt4	Evidence	Indicator Custodian
To ensure proper expenditure management in terms of approved approved budget and in	JnamageneM arufibna	InəməgensM Təgbu	Perform regular reporting on operational expenditure	% Operational budget actually spent	FMV - 28 - 01	100%			Internal	%5	30%	30%	35%	Income and Expenditure Report	Strategic Manager
and Treasury	dхЗ	8	Perform regular reporting on capital expenditure	% Capital budget actually spent	FMV - 28 - 02	100%			Internal	%5	30%	30%	35%	Income and Expenditure Report	Strategic Manager
fair and equitable, transparent, competitive so and cost Mefective of goods and services services	Supply Chain Management	Demand Management	Quarterly SCM reporting	% Reduction in deviation from SCM process	FMV - 15 - 01	100%			Internal	100%	100%	100%	100%	Quarterly SCM report	Strategic Manager

		Indicator Custodian	Communications Manager	Strategic Manager	Strategic Manager	Strategic Manager
		Evidence	Attendance register, Minutes of the meeting.	attendance registers, Minutes of the meeting	Attendance registers and Minutes of the meeting.	Attendance registers and Minutes of the meeting.
		Qrt 4	1 forum held	1 forum held	1 forum held	1 forum held
WEIGHTING: 80%	Targets	Qrt 3	1 forum held	1 forum held	1 forum held	1 forum held
WEIGH	Quarterly Targets	Qrt 2	1 forum held	1 forum heid	1 forum held	1 forum held
		Qrt1	1 forum held	1 forum held	1 forum held	1 forum heid
		Location/Ward	СНДМ	СНДМ	СНДМ	СНДМ
		Budget				
		Baseline				
		Annual Target	4 forums per year	4 forums per year	4 forums per year	4 forums per year
RTICIPATION		Indicator Code	GGPP-2	GGPP - 3	GGPP - 4	GGPP - 5
KPA 5: GOOD GOVERNANCE AND PUBLIC PARTICIPATION		KPI	Number of District Communicators forums held	Number of DIMAFO meetings held	Number of Speakers forums held	Number of Chief Whips forums held
OOD GOVERNAN		Strategy		swn.c	o forg	is əfenit
KPA 5: GC		Programme			swn	For
		Prioroty Area	5	notrela	A letne	overnm
	Measurable	Objective	bns MQH		keholdi	

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Strategic Manager	Manager. SPU	Strategic Manager	Strategic Manager	Communications Manager	Rosk Menager	SPU Manager	SPU Manager	SPU Manager	SPU Manager	Strategic Manager	Strategic Manager
Attendance registers and Minutes of the meeting.	Attendance registers and Minutes of the meeting	Council Resolution on the adopted policy and strategy.	PP Annual plan	Complaints register	Council Resolution on Risk: Management policy adoption. Updated Risk register.	Council Resolutions	Attendance Register, reports of the awareness programmes	Pictures, Report on activities conducted.	Altendance Register, reports of the training conducted	Report on support programme provided as presented to Council	Council Fesolution on Adopted Policy
1 forum held	1 forum held	Workshop for all stakeholders on adopted	Implementation of action plan	Functional Central Customer Care	Council Resolution on Riak Workshop on reviewed policy Management policy adoption Updated Riak register	Workshop on adopted policy	Two Awareness Programmes conducted	Implement the Mayors Cup Programme	one (1) training programme conducted	Implementation of support programme, evaluation of impact and complabation freport to Council on support initiatives provided	Workshop on adopted policy conducted
1 forum held	1 forum held	Tabling to Council Committees for adoption	Implementation of action plan	Rollout of implementation Plan	Adopton by Council Committees of the Risk Management Policy and Strategy	Tabling to Council Committees for Adoption	Two Awareness Programmes conducted	Preparation of the District Mayors Cup	one (1) training programme conducted	implementation of support programme	Adopten of policy by Council Workshop on adopted policy
1 forum held	1 forum held	Workshop for Councillors and other stakeholders on reviewal of strategy	Implementation of action plan	Drafting Customer Care operational plan	Finales risk register of the institution and Policy	Consolidation of imputs from stakeholders and compilation of draft strategy	Two Awareness Programmes conducted	Support SALGA Games	Development of ToR on identified training needs programmes Supply chain processes for training programme followed	Development of support programme	Levelpment of ToR for service provider Appropriate of service provider and orimmencement of defining of policy of defining of policy.
1 forum held	1 forum held		Development of institutional programme/action plan on PP	consultations and draft proposasi on institutionalisation of Customer Care	Canducting at the Riak Management Assesment for CHDM	Situational analysis compiled	Two Awareness Programmes conducted	implement Elderty People Mayoral Games	Training needs analysis	meeting with focal municipatities on needs essessment	Development of concept document and defaultication of areas of twinning
CHDM	СНДМ	СНОМ		СНОМ	ОНОМ	СНОМ	СНОМ	СНБМ	МСНО	ОНОМ	МОНО
				Decentralised Customer Care Service	Stategy adopted 2005	Adopted Policy in place	Existing programmes consucted for 12/13 FY	12/13 Mayor's cup	Wo (2) cepacity building programmes conducted	No monitoring and evaluation of support to LM's	No policy inplace
4 forums per year	4 forums per year	Reviewed Public Participation Strategy Adopted	Institutionalised public participation programme	Functional central customer care service	Risk management Strategy and Policy reviewed		Eight (8) Institutionslized days Implemented	2 Mayors programmes and 1 Salga game	2 Training programmes conducted	\$5001	International relation Policy Adopted
9-4455	GGPP - 7	GGPP-8	6.GPP - 9	GGPP - 10	GGPP-11	GGPP - 14	GGPP - 15	GGPP - 16	GGPP - 17	GGPP - 18	GGPP - 19
forums held	Number of Special Programmes forums held	Review of the Public Participation Strategy	Coordinate the public participation programme of the municipality	Establish a central customer care service	Updated institutional risk register and risk policy register and risk policy.	Adopted SPU and mainstreaming policy	Commemorate Institutionalised Days	Mayors Cup and Sports Development	Capacity Buildings campaigns and mobilisation	% support provided to LMs as per their requests	Adopted District R policy and strategy
Ö		ent in the ent to se	To ensure par communitie programme municip	To increase customer satisfaction and institutional response	Reduce and miligate includents of tass within the restudent of risks within the institution infragroup the internal control environment and audit outcomes	lle ni aquo		es participat	nutouta enuan∃	Coordination, monitoring in a monitoring in a contract of the	Ensure an integrated and coordinated approach to infernational Relations.
			Coordination	Centralising Customer Care	ІпетедельМ жіЯ	SE	ecial programme	eds to notisn	Coord	Support Services	Inemegagn3 lameInl
etul		noiteqisi	ne9 blldu9	Customer Care	noitestainimbe nealD		29mme130	orq leisəq2		modqu2 leqipinuM	anoi sela i lenoi semas Inl
NOVE C	ımi oT	enthin the	To enhand porticipation fistion	Ensure a functional and institutional customer care services	eonsmevog boog nedfgnests oT	снрм	To semmes of	nd leisede e	Coordinat	Improve capacity and delivery of support support last poor local municipalitis through coordination, monitoring and evaluation and evaluation	Enhance relationships with other countries through implementatio no of clear policies and twinning/partnership

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Strategic Manager	Strategic Manager	Strategic Manager	Communications Manager	Communications Manager	Strategic Manager
Council resolution on adoption of the policy,	Council Resolution on framework adoption, attendance registers for workshop.	Council resolution adopting the Reviewed Policy and Procedure Manual	Council resolution on adoption of the strategy.		Council resolution on Annual Report, 12/13 Annual Report
Workshop on reviewed plan	Tabing of the framework to council committees for adoption	Workshop on adopted policy and procedure manual	Workshop on reviewed strategy	marketing support to Chris Hani Month and SODA	
Tabing of draft plan to council committees for adoption	Implementation of the framework in the institution wide	Presentation of draft Policy and Procedure Manual to Council	Presentation of Draft Communication Strategy to Council for adoption	Production of marketing and branding material in support of calender month activities	Printing and Distribution of the Annual Report
Complitation of inputs by stakeholders and development of dreft reviewed plan	Good Governance Workshop on the roles and Workshop for Management Tesponsibilities for councillors	consolidation of inputs and compile the draft reviewed PMS Policy and Prodecure Manual	Consolidation of inputs and compilation of dreft Communication Stralegy	71	submission to Auditor Submission to Auditor Conercal C. Public Participation processes on the Annual report and and final adoption of the Annual Report.
Situational analysis compiled	Good Governance Workshop for Management	Consultation on the framework to identify areas of review	Workshop on reviewed Communication strategy	review branding manual	Consolidate service delivery information, coordinate Performance information Unaudited AR to council
СНОМ	СНОМ	МОНО	СНОМ	СНДМ	СНОМ
Fraud prevention plan available 2008, never reveleved nor implemented	Roles and Responsbilities policy available	PMS framework not reviewed	Five year Communication and Marketing Strategy in place	Branding manual, marketing and branding material	2011/12 Annual report
Establishment of Stakeholders Forum on Crime prevention	Roles and responsibilities Framework	Reviwed Performance Management Framework	Adopted Reviewed communication and marketing strategy action plan		adopted 12/13 Annual report
GGPP - 20	GGPP - 21	GGPP - 22	GGPP - 23	GGPP - 24	GGPP - 25
Review of fraud prevention plan	Ensure effectiveness of the Council oversight function	Establishment and ensure functional performance management system for the municipality	Review communication and marketing strategy action plan	Marketing and promoting the Chris Hani DM brand	Compilation of the 2012/2013 Annual Report
Mitigate risk of fraud and corruption through availability and implementation of policies	Ensuring effectiveness of oversight functions within the municipality	To ensure the availability of a system of accountability and reporting	communication and	cipal programme	To ensure interfacin
Fisk Management	Council oversight	Performance Monitoring and Evaluation	күерид	unicetion and Ma	шшоо
bne əminə teniege fidgi7 noitqurnoa	Strengthening of Oversight Effectiveness	Performance management System	gnifeking	m bne noitesin	пшшоЭ
Eradicate crime and corruption	Ensure effective and eficient CHDM Oversight function	Strengthen Institutional Performance, planning, monitoring and evaluation	eholders and uphold		

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ANNUXURE B



PERSONAL DEVELOPMENT PLAN OF: MR BHEKISISA, JACOB MTHEMBU: STRATEGIC MANAGER 2013 - 2014 FINANCIAL YEAR

	TRAINING REQUIRED	DEVELOPMENT OPPORTUNITY (SKILL ACQUIRED)	CRITERIA TO JUDGE SUCCESS	METHOD OF DELIVERY	TIMEFRAME	EVIDENCE
PRIORITY 1	Change Management Course	Managing Change	Managing Change Dynamics in the workplace	Attendance of Modules	1 week in JHB	Certificate
PRIORITY 2	Project Management(Prince2)	Project Management	Operational expenditure	Attendance of Modules	1 week in JHB	Certificate
PRIORITY 3	Governance Framework Structures	Compliance with MSA	Support to Council Structures	attendance of National Treasurer workshop	1 week in JHB	Portfolio of Evidence
PRIORITY 4	PMS Framework and Implementation	Compliance with MSA	PMS framework compliance with relevant circulars CoGTA workshop		3 days workshop	Portfolio of Evidence
PRIORITY 5	Finance Management for Non Financial management	Compliance with MFMA and SCM regulations	Minimizing the irregular expenditure within District Workshop		5 days Workshop	Portfolio of Evidence



Mr B.J MTHEMBU STRATEGIC MANAGER