

Assist	Directorate [R]	National Outcome [R]	National KPA [R]	Strategic Objective [R]	NDP Objective [R]	Strategic Goal [R]	KPI Name [R]	Unit of Measurement	Provincial Strategic Objectives [R]	Ward [R]	Area [R]	KPI Owner [R]	Baseline	POE	KPI Calculation Type [R]	Target Type [R]	Annual Target	Q1	Q2	Q3	Q4	Changes to approved TL SDBIP
IRREF1	List	List	List	List	List	List	500 characters	500 characters	List	Mun Ref ;	Assist Ref ;	List	200 characters	200 characters	List	List	Number	Number	Number	Number	Number	
1	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Accountable leadership supported by professional and skilled administration	Developing a capable and Development State	Ensure good governance	100% compliance with Selection & Recruitment Policy when vacant posts within the 3 highest levels of management are filled subject to suitably qualified candidates	% compliance with the selection and recruitment policy and/or legislation	Empowering people	1	1	Municipal Manager	1	Minutes of Council meeting for appointment of top 2 levels & appointment letter and signed service contract for level 3	Stand-Alone	Percentage	100	100	100	100	100	
2	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Accountable leadership supported by professional and skilled administration	Developing a capable and Development State	Ensure good governance	Ensure the evaluation of the performance of all staff in the Directorate with performance contracts on an annual basis according to the agreed upon performance contracts before 30 June 2024	% of performance evaluations of all staff in the Directorate with performance contracts according to the agreed upon performance contracts before 30 June 2024	Innovation and culture	1	1	Director: Financial Services	100%	System generated evaluation report-of evaluation session of each staff member in the Directorate with a performance contract	Last Value	Percentage	100	0	0	0	100	
3	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Provide a transparent and corruption free municipality	Developing a capable and Development State	Ensure good governance	Facilitate the identification of the top strategic risks of the municipality and ensure the implementation of a Risk Action Plan for each risk by 30 June 2024	% of implementation of the Risk Action Plan by 30 June 2024	Empowering people	1	1	Internal Auditor	8	Minutes of Risk committee	Stand-Alone	Percentage	100	0	0	0	100	
4	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To provide a transparent and corruption free municipality	Developing a capable and Development State	Ensure good governance	MFMA Section 131(1): Ensure that any issues raised by the Auditor General in an Audit Report are addressed by 30 June 2024	% of issues raised by the Auditor General in an audit report addressed by 30 June 2024	Innovation and culture	1	1	Municipal Manager	100	Final Audit Report of Auditor-General issued after auditing financial statements & PDO's for 2022/23 financial year	Stand-Alone	Percentage	100	0	0	0	100	
5	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To create an efficient, effective, economic and accountable administration	Fighting Corruption	Ensure good governance	Develop a risk based audit plan (RBAP) (MFMA - Section 165(2)(a)) & submit to Audit Committee by 30 June 2024	RBAP submitted to the Audit Committee by 30 June 2024	Innovation and culture	1	1	Internal Auditor	1	Audit Committee minutes	Carry Over	Number	1	0	0	0	1	
6	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To create an efficient, effective, economic and accountable administration	Fighting Corruption	Ensure good governance	Ensure that the outcomes of the strategic sessions during the annual IDP review process are aligned with the IDP and the budget and submitted to the Budget Steering Committee	Number of reports submitted to the Budget Steering Committee on the outcomes of the strategic sessions during the annual IDP review process	Innovation and culture	1	1	Strategic Manager	1	Minutes of Budget Steering Committee	Stand-Alone	Number	1	0	0	1	0	
7	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	To provide a transparent and corruption free municipality	Developing a capable and Development State	Ensure good governance	Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti-Fraud and Corruption Policy	% of transgressions initiated in terms of the Anti-Fraud and Corruption Policy	Innovation and culture	1	1	Municipal Manager	100%	Minutes of the Performance, Risk- and Audit Committee in the quarter following the applicable months	Stand-Alone	Percentage	100	100	100	100	100	
8	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	% of Capital budget spent as at 30 June 2024 [(Actual amount spent on capital projects/Total amount budgeted for capital projects) X100]	% of Capital budget spent as at 30 June 2024 [(Actual amount spent on capital projects/Total amount budgeted for capital projects) X100]	Innovation and culture	1	1	Municipal Manager	95	Detailed Excel Capital Report & Trial Balance from VESTA	Carry Over	Percentage	95	15	40	60	95	
9	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	% of Capital budget spent of the Office of the Municipal Manager as at 30 June 2024 [(Actual amount spent on capital projects/Total amount budgeted for capital projects) X100]	% of Capital budget spent of the Office of the Municipal Manager as at 30 June 2024[(Actual amount spent on capital projects/Total amount budgeted for capital projects) X100]	Innovation and culture	1	1	Municipal Manager	95	Detailed Excel Capital Report & Trial Balance from VESTA	Carry Over	Percentage	95	15	35	65	95	
10	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	A customer centred approach to everything	Developing a capable and Development State	Ensure good governance	Submit a quarterly report on the Procurement Plan of the Office of the Municipal Manager for the 2023/24 financial year to the Economic Portfolio Committee	Number of reports submitted to the Economic Portfolio Committee on the Procurement Plan of the Office of the Municipal Manager	Innovation and culture	1	1	Municipal Manager	New KPI	Minutes of Economic Portfolio Committee and Procurement Plan	Accumulative	Number	4	1	1	1	1	
11	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	Effective management and supervision of the Corporate Services Directorate as measured by achievement of Top Level SDBI KPI's	80% of the KPI's of the Directorate have been met as per Ignite Dashboard report	Innovation and Culture	1	1	Municipal Manager	New KPI	Updated SDBIP and report	Stand-Alone	Percentage	80%	80%	80%	80%	80%	
12	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	Effective management and supervision of the Finance Directorate as measured by achievement of Top Level SDBI KPI's	80% of the KPI's of the Directorate have been met as per Ignite Dashboard report	Innovation and Culture	1	1	Municipal Manager	New KPI	Updated SDBIP and report	Stand-Alone	Percentage	80%	80%	80%	80%	80%	
13	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	Effective management and supervision of the Technical Services Directorate as measured by achievement of Top Level SDBI KPI's	80% of the KPI's of the Directorate have been met as per Ignite Dashboard report	Innovation and Culture	1	1	Municipal Manager	New KPI	Updated SDBIP and report	Stand-Alone	Percentage	80%	80%	80%	80%	80%	
14	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	Effective management and supervision of the Community Services Directorate as measured by achievement of Top Level SDBI KPI's	80% of the KPI's of the Directorate have been met as per Ignite Dashboard report	Innovation and Culture	1	1	Municipal Manager	New KPI	Updated SDBIP and report	Stand-Alone	Percentage	80%	80%	80%	80%	80%	
15	Office of the Municipal Manager	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Provide a transparent and corruption free municipality	Developing a capable and Development State	Ensure good governance	Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans	Number of risk assessments conducted annually	Innovation and culture	1	1	Municipal Manager	New KPI	Submissions of risk registers to Municipal Manager	Carry Over	Number	2	0	1	0	1	
16	Office of the Municipal Manager	A development-orientated public service and inclusive citizenship	Municipal Transformation and Institutional Development	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Ensure that capital projects budgeted for are 95 % completed within the budgeted financial year(s) and submit progress reports to Economic Portfolio Committee	% of capital projects budgeted for within the budgeted financial year(s) completed	Innovation and culture	1	1	Municipal Manager	New KPI	Minutes of Economic Portfolio Committee and Payment certificates	Carry Over	Percentage	95	0	50	75	95	
17	Office of the Municipal Manager	A development-orientated public service and inclusive citizenship	Municipal Transformation and Institutional Development	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Ensure that the Veriment Policy is implemented and submit reports to the Economic Portfolio Committee	% of veriments in line with the Veriment Policy's criteria as stipulated in the Veriment Policy	Innovation and culture	1	1	Municipal Manager	New KPI	Minutes of Economic Portfolio Committee and Report on Veriments	Stand Alone	Percentage	100	100	100	100	100	
18	Corporate Services	A development-orientated public service and inclusive citizenship	Municipal Transformation and Institutional Development	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	The percentage of the Corporate Services capital budget actually spent on capital projects as at 30 June 2024 (Actual amount spent on capital projects/ Total amount budgeted for capital projects) X100	% of Capital budget spent as at 30 June 2024[(Actual amount spent on capital projects/ Total amount budgeted for capital projects) X 100]	Innovation and culture	1	1	Director Corporate Services	95	AFS and Section 71 In-Year Monthly & Quarterly Budget Statement compiled from VESTA Financial System each month	Last Value	Percentage	95	10	20	60	95	
19	Corporate Services	A responsive and accountable, effective and efficient local government system	Good Governance and Public Participation	To provide a transparent and corruption free municipality	Developing a capable and Development State	Ensure good governance	Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti-Fraud and Corruption Policy	% of transgressions initiated in terms of the Anti-Fraud and Corruption Policy	Innovation and culture	1	1	Human Resources Manager	100%	Quarterly reports to Portfolio Committee or EMC when applicable	Stand-Alone	Percentage	100	100	100	100	100	
20	Corporate Services	A skilled and capable workforce to support inclusive growth	Municipal Financial Viability and Management	Create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	95 % of training budget spent by 30 June 2024 to implement the Work Place Skills Plan (Total amount spent on training/Total amount budgeted)x100	% of the training budget spent by 30 June 2024 to implement the Work Place Skills Plan	Empowering people	1	1	Human Resources Manager	95	Monthly Trial Balance Report & Quarterly Budget Statement	Last Value	Percentage	95	0	30	60	95	

21	Corporate Services	A skilled and capable workforce to support inclusive growth	Municipal Transformation and Institutional Development	Create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	Develop an annual departmental strategy for Human Resources and submit to Portfolio Committee by 15 December 2023	No of strategies submitted to Portfolio Committee by 15 December 2023	Empowering people	1	1	Human Resources Manager	1	Minutes of Corporate Services Portfolio Committee	Carry Over	Number	1	0	1	0	0	
22	Corporate Services	A skilled and capable workforce to support inclusive growth	Municipal Transformation and Institutional Development	Create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	Develop an annual departmental strategy for Planning and Development and submit to Portfolio Committee by 15 December 2023	No of strategies submitted to Portfolio Committee by 15 December 2023	Mobility and spatial transformation	1	1	Manager Planning and Development	1	Minutes of Corporate Services Portfolio Committee	Carry Over	Number	1	0	1	0	0	
23	Corporate Services	A skilled and capable workforce to support inclusive growth	Municipal Transformation and Institutional Development	Create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	Develop an annual departmental strategy for Administration and Legal Support Services and submit to Portfolio Committee by 15 December 2023	No of strategies submitted to Portfolio Committee by 15 December 2023	Mobility and spatial transformation	1	1	Manager: Administration	1	Minutes of Corporate Services Portfolio Committee	Carry Over	Number	1	0	1	0	0	
24	Corporate Services	A skilled and capable workforce to support inclusive growth	Municipal Transformation and Institutional Development	Create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	Ensure the evaluation of the performance of all staff in the Directorate with performance contracts on an annual basis according to the agreed upon performance contracts before 30 June 2024	% of performance evaluations of all staff in the Directorate with performance contracts according to the agreed upon performance contracts before 30 June 2024	Empowering people	1	1	Director Corporate Services	100	System generated evaluation report-of evaluation session of each staff member in the Directorate with a performance contract	Stand-Alone	Percentage	100	0	0	0	100	
25	Corporate Services	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Conserve and manage the natural environment and mitigate the impacts of climate change	Developing a capable and Development State	Sustainable Service Delivery	Ensure public environmental awareness and education bi-annually	Number of reports submitted to the Portfolio Committee regarding environmental education conducted with the public bi-annually	Empowering people	1	1	Manager Planning and Development	1	Minutes of Corporate Services Portfolio Committee	Carry Over	Number	2	0	1	0	1	
26	Corporate Services	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	A customer centred approach to everything	Developing a capable and Development State	Ensure good governance	100% of all complaints registered on IMIS are being attended to within the Directorate and completed before the end of the month following the date on which the complaint was lodged	% of complaints registered on IMIS being attended to within the Directorate and completed before the end of the month following the date on which the complaint was lodged	Innovation and culture	1	1	Manager: Administration	100	Minutes of Corporate Services Portfolio Committee meetings and IMIS Complaint Report	Stand-Alone	Percentage	100	100	100	100	100	
27	Corporate Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	Create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	Ensure that selection and recruitment processes are complete within one calendar month after date of interview	Percentage of vacancies which has been completed within one month after date of the interview	Innovation and culture	1	1	Human Resources Manager	New KPI	Minutes of Corporate Services Portfolio Committee and Human Resources Report	Stand-Alone	Percentage	100	100	100	100	100	
28	Corporate Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	Provide a transparent and corruption free municipality	Developing a capable and Development State	Ensure good governance	Ensure that disciplinary hearings commenced within 3 months from the date of decision to institute disciplinary hearing.	Percentage of disciplinary hearings that took place within 3 months	Innovation and culture	1	1	Human Resources Manager	4	Minutes of Corporate Services Portfolio Committee and Human Resources Report	Stand-Alone	Percentage	100	100	100	100	100	
29	Corporate Services	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	Submission of Workplace Skills Plan and Annual Training Report to LGSETA in accordance with relevant legislation by 30 April 2024	Number of Workplace Skills Plan and Annual Training Reports submitted to LGSETA in accordance with relevant legislation by 30 April 2024	Innovation and culture	1	1	Human Resources Manager	New KPI	Workplace Skills Plan and Annual Training Report submitted	Carry Over	Number	1	0	0	0	1	
30	Corporate Services	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Develop, manage and regulate the built environment	Developing a capable and Development State	Sustainable Service Delivery	Finalisation of Municipal Spatial Development Framework (MSDF) and submitted to Council by 30 June 2024	Number of MSDF reports submitted to Council	Innovation and culture	1	1	Manager: Planning and Development	New KPI	Minutes of Council meeting	Carry Over	Number	1	0	0	0	1	
31	Corporate Services	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Provide a transparent and corruption free municipality	Developing a capable and Development State	Ensure good governance	Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans	Number of risk assessments conducted annually	Innovation and culture	1	1	Director Corporate Services	New KPI	Submissions of risk registers by Director Corporate Services	Carry Over	Number	2	0	1	0	1	
32	Corporate Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	A customer centred approach to everything	Developing a capable and Development State	Ensure good governance	Submit a quarterly report on the Procurement Plan of the Corporate Services Directorate for the 2023/24 financial year to the Corporate Services Portfolio Committee	Number of reports submitted to the Corporate Services Portfolio Committee on the Procurement Plan of the Directorate: Corporate Services	Innovation and culture	1	1	Director Corporate Services	New KPI	Minutes of Corporate Services Portfolio Committee and Procurement Plan	Accumulative	Number	4	1	1	1	1	
33	Corporate Services	A development-orientated public service and inclusive citizenship	Municipal Transformation and Institutional Development	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Ensure that capital projects budgeted for are 95 % completed within the budgeted financial year(s) and submit progress reports to Corporate Services Portfolio Committee	% of capital projects budgeted for within the budgeted financial year(s) completed	Innovation and culture	1	1	Director Corporate Services	New KPI	Minutes of Corporate Services Portfolio Committee and Payment certificates	Carry Over	Percentage	95	0	50	75	95	
34	Corporate Services	A development-orientated public service and inclusive citizenship	Municipal Transformation and Institutional Development	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Ensure that the Veriment Policy is implemented and submit reports to the Corporate Services Portfolio Committee	% of veriments in line with the Veriment Policy's criteria as stipulated in the Veriment Policy	Innovation and culture	1	1	Director Corporate Services	New KPI	Minutes of Corporate Services Portfolio Committee and Report on Veriments	Stand alone	Percentage	100	100	100	100	100	
35	Technical Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	To develop and provide sustainable bulk infrastructure within the climate change risks	Developing a capable and Development State	Sustainable Service Delivery	Limit water losses to 12 % by 30 June 2024 ((Number of Kilo litres Water Purchased or Purified minus Number of Kilo litres Water Sold (including Free basic water) / Number of Kilo litres Water Purchased or Purified x 100)	% of water losses 12 % or less by 30 June 2024 ((Number of Kilo litres Water Purchased or Purified minus Number of Kilo litres Water Sold (including Free basic water) / Number of Kilo litres Water Purchased or Purified x 100)	Innovation and culture	1	1	Director: Technical Services	12	Relevant note in Annual Financial Statements for the year ended 30 June 2022	Reverse Last Value	Percentage	12	0	0	0	12	
36	Technical Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	To develop and provide sustainable bulk infrastructure within the climate change risks	Developing a capable and Development State	Sustainable Service Delivery	Limit unaccounted for electricity to 10 % by 30 June 2024 ((Number of Electricity Units Purchased and/or Generated - Number of Electricity Units Sold (incl. Free basic electricity)) / Number of Electricity Units Purchased and/or Generated) x 100)	% unaccounted electricity by 30 June 2024 ((Number of Electricity Units Purchased and/or Generated - Number of Electricity Units Sold (incl. Free basic electricity)) / Number of Electricity Units Purchased and/or Generated) x 100)	Innovation and culture	1	1	Director: Technical Services	10	Relevant note in Annual Financial Statements for the year ended 30 June 2022	Reverse Last Value	Percentage	10	0	0	0	10	
37	Technical Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	To develop and provide sustainable bulk infrastructure within the climate change risks	Developing a capable and Development State	Sustainable Service Delivery	95 % of MIG conditional grant spent by 30 June 2024 to upgrade infrastructure [(Total amount spent/ Total amount allocated)x100]	% of MIG conditional grant spent by 30 June 2024	Innovation and culture	1	1	Director: Technical Services	95	MIG report as signed by CFP and MM and send off to Provincial MIG office and COGTA	Last Value	Percentage	95	0	40	60	95	
38	Technical Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	Maintain existing bulk infrastructure and services	Developing a capable and Development State	Sustainable Service Delivery	95 % of conditional road maintenance operational grant spent by 30 June 2024 [(Total amount spent/ Total allocation received)x100] as budgeted in the Bergvriev Municipality Operational Budget	% of conditional road maintenance operational grant spent by 30 June 2024	Mobility and spatial transformation	1	1	Director: Technical Services	95	Annual submissions of claims to Department of Public Works before 30 June 2023	Last Value	Percentage	95	0	0	60	95	
39	Technical Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	To develop and provide sustainable bulk infrastructure within the climate change risks	Developing a capable and Development State	Sustainable Service Delivery	95% of the capital budget of Directorate: Technical Services spent by 30 June 2024 ((Total amount spent/Total allocation received)x100)	% of capital budget of Directorate: Technical Services spent by 30 June 2024	Innovation and culture	1	1	Director: Technical Services	95%	Monthly Budget Statement-transfers expenditure (Table C7) of Section 71 In-Year Monthly & Quarterly Budget Statement	Last Value	Percentage	95	15	35	65	95	

40	Technical Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	To budget strategically	Developing a capable and Development State	Strengthen financial sustainability	Ensure the implementation of the annual Procurement Plan and submit reports to the Technical Portfolio Committee	Number of reports submitted to the Technical Portfolio Committee on the implementation of the Procurement Plan	Innovation and culture	1	1	Director: Technical Services	11	Minutes of Technical Portfolio Committee and Procurement Plan	Accumulative	Number	11	2	3	3	3	
41	Technical Services	A responsive and accountable, effective and efficient local government system	Good Governance and Public Participation	Conserve and manage the natural environment and mitigate the impacts of climate change	Developing a capable and Development State	Sustainable Service Delivery	Conduct 2 public awareness initiatives on recycling to reduce households waste	Number of awareness initiatives	Empowering people	1	1	Director: Technical Services	2	Pamphlets & notices distributed	Accumulative	Number	2	0	1	0	1	
42	Technical Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	Conserve and manage the natural environment and mitigate the impacts of climate change	Developing a capable and Development State	Sustainable Service Delivery	95% water quality level obtained as per SANS 241 physical & micro parameters as at 31 December 2023 and 30 June 2024	% water quality level as at 31 December 2023 and 30 June 2024	Innovation and culture	1	1	Director: Technical Services	95%	Monthly Supply System Drinking Water Quality Performance Report & Excel Summary of Drinking Water Quality	Last Value	Percentage	95	0	95	0	95	
43	Technical Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	To develop and provide sustainable bulk infrastructure within the climate change risks	Developing a capable and Development State	Sustainable Service Delivery	Sign SLA's for each development to facilitate an environment conducive to infrastructure development in partnership with the developer and/or investors. Signed SLA's/ total number of developments where SLA's are required)	% of developments with Signed SLA's with developers and/or investors	Mobility and spatial transformation	1	1	Director: Technical Services	100%	Signed SLA's	Stand-Alone	Percentage	100	0	0	0	100	
44	Technical Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	A customer centred approach to everything	Developing a capable and Development State	Ensure good governance	100% of all complaints registered on IMIS are being attended to within the Directorate based on clients service charter.	% of complaints registered on IMIS being attended to within the Directorate and completed based on client services charter	Innovation and culture	1	1	Director: Technical Services	100	Minutes of Technical Portfolio Committee and IMIS report	Stand-Alone	Percentage	100	100	100	100	100	
45	Technical Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	Source alternative sources of energy in the context of the national electricity provision	Developing a capable and Development State	Sustainable service delivery	Revision of the technical functions in the Blackout plan and submit to Technical Portfolio Committee by 30 August 2023	Number of revisions of the technical functions in the Blackout Plan and submit to Technical Portfolio Committee by 30 August 2023	Innovation and culture	1	1	Director: Technical Services	1	Minutes of Technical Portfolio Committee and Revised Blackout Plan	Carry Over	Number	1	0	0	0	1	
46	Technical Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	Maintain existing bulk infrastructure and services	Economy and Development	Sustainable Service Delivery	Revision of the following maintenance SOP's, namely stormwater SOP, refuse removal SOP, pipe repair works SOP, street cleaning SOP, pavements SOP, slurry, chip and spray SOP and Potholes SOP and submit report to Technical Portfolio Committee by 30 June 2024	Number of maintenance SOP's revised for stormwater, refuse removal, pipe repair works, street cleaning, pavements, slurry, chip and spray and Potholes and submitted to Technical Services Portfolio Committee by 30 June 2024	Innovation and culture	1	1	Director: Technical Services	1	Minutes of Technical Portfolio Committee	Carry Over	Number	7	0	0	0	7	
47	Technical Services	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	To create an efficient, effective, economic and accountable administration	Economy and Development	Ensure good governance	Ensure the evaluation of the performance of all staff in the Directorate with performance contracts on an annual basis according to the agreed upon performance contracts before 30 June 2024	% of performance evaluations of all staff in the Directorate with performance contracts according to the agreed upon performance contracts before 30 June 2024	Empowering people	1	1	Director: Technical Services	100	System generated evaluation report-of evaluation session of each staff member in the Directorate with a performance contract	Last Value	Percentage	100	0	0	0	100	
48	Technical Services	A responsive and accountable, effective and efficient local government system	Good Governance and Public Participation	To provide a transparent, ethical and corruption free municipality	Developing a capable and Development State	Strengthen Financial Sustainability and further enhance Good Governance	Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti-Fraud and Corruption Policy	% of transgressions initiated in terms of the Anti-Fraud and Corruption Policy	Innovation and culture	1	1	Director: Technical Services	100	Quarterly reports to Portfolio Committee or EMC when applicable	Stand-Alone	Percentage	100	100	100	100	100	
49	Technical Services	A responsive and accountable, effective and efficient local government system	Good Governance and Public Participation	Accountable leadership supported by professional and skilled administration	Developing a capable and Development State	Ensure good governance	Ensure the development of staff in terms of training and development, succession planning and career path development and submit reports to the Technical Portfolio Committee	Number of reports submitted to the Technical Portfolio Committee on the development of staff in terms of training and development, succession planning and career path development.	Innovation and culture	1	1	Director: Technical Services	1	Minutes of Technical Portfolio Committee	Stand-Alone	Number	1	1	0	0	0	
50	Technical Services	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Provide a transparent and corruption free municipality	Developing a capable and Development State	Ensure good governance	Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans	Number of risk assessments conducted annually	Innovation and culture	1	1	Director: Technical Services	New KPI	Submissions of risk registers to Director Technical Services	Carry Over	Number	2	0	1	0	1	
51	Technical Services	A development-orientated public service and inclusive citizenship	Municipal Transformation and Institutional Development	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Ensure that capital projects budgeted for are 95 % completed within the budgeted financial year(s) and submit progress reports to Technical Services Portfolio Committee	% of capital projects budgeted for within the budgeted financial year(s) completed	Innovation and culture	1	1	Director: Technical Services	New KPI	Minutes of Technical Services Portfolio Committee and Payment certificates	Carry Over	Percentage	95	0	50	75	95	
52	Technical Services	A development-orientated public service and inclusive citizenship	Municipal Transformation and Institutional Development	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Ensure that the Veriment Policy is implemented and submit reports to the Technical Services Portfolio Committee	% of veriments in line with the Veriment Policy's criteria as stipulated in the Veriment Policy	Innovation and culture	1	1	Director: Technical Services	New KPI	Minutes of Technical Services Portfolio Committee and Report on Veriments	Stand alone	Percentage	100	100	100	100	100	
53	Financial Services	A development-orientated public service and inclusive citizenship	Municipal Financial Viability and Management	Improve the regulatory environment for ease of doing business	Developing a capable and Development State	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Conduct 1 series of workshops in the 3 major towns to business on compliance with municipal SCM regulation requirements to promote business opportunities in Bergrivier Municipal Area through the municipal budget by 31 December 2023	Number of series of workshops conducted to businesses on compliance with SCM regulation requirements by 31 December 2023	Growth and jobs	1	1	Head: Assets & Supply Chain Management	1	Attendance register of workshops conducted	Carry Over	Number	1	0	1	0	0	
54	Financial Services	A development-orientated public service and inclusive citizenship	Municipal Financial Viability and Management	To grow and diversify our revenue and ensure value for money-services	Developing a capable and Development State	Strengthen Financial Sustainability	Submit a bi-annual report for the writing off of unrecoverable debt to the Financial Portfolio Committee by December 2023 and June 2024.	Number of reports submitted for the writing off of unrecoverable debt to Mayo and Council-before end of March 2023	Innovation and culture	1	1	Manager: Income	2	Minutes of following Financial Portfolio Committee	Accumulative	Number	2	0	1	0	1	Dates changed
55	Financial Services	A development-orientated public service and inclusive citizenship	Municipal Financial Viability and Management	To grow and diversify our revenue and ensure value for money-services	Developing a capable and Development State	Strengthen Financial Sustainability	Achieve a payment percentage of 96 % as at 30 June 2024 ((Gross Debtors Closing Balance + Billed Revenue - Gross Debtors Opening Balance -> Bad Debts Written Off)/Billed Revenue) x 100)	Payment % as at 30 June 2024 ((Gross Debtors Closing Balance + Billed Revenue - Gross Debtors Opening Balance -> Bad Debts Written Off) /Billed Revenue) x 100)	Innovation and culture	1	1	Accountant: Credit Control	96	Minutes of the following Finance Portfolio Committee and Revenue Management Report	Last Value	Percentage	96	60	90	92	96	Formulae to be corrected as indicated
56	Financial Services	A responsive and accountable, effective and efficient local government system	Good Governance and Public Participation	To provide a transparent, ethical and corruption free municipality	Developing a capable and Development State	Ensure good governance	Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti-Fraud and Corruption Policy .	% of identified transgressions initiated in terms of the Anti-Fraud and Corruption Policy	Innovation and culture	1	1	Director: Financial Services	100	Quarterly reports to Portfolio Committee or EMC when applicable	Stand-Alone	Percentage	100	100	100	100	100	
57	Financial Services	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	To create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	Ensure the evaluation of the performance of all staff in the Directorate with performance contracts on an annual basis according to the agreed upon performance contracts before 30 June 2024	% of performance evaluations of all staff in the Directorate with performance contracts according to the agreed upon performance contracts before 30 June 2024	Innovation and culture	1	1	Director: Financial Services	100%	System generated evaluation report-of evaluation session of each staff member in the Directorate with a performance contract	Last Value	Percentage	100	0	0	0	100	
58	Financial Services	A development-orientated public service and inclusive citizenship	Municipal Financial Viability and Management	Diversify revenue and ensure value for money-services	Developing a capable and Development State	Strengthen Financial Sustainability	Implement the approved Revenue Enhancement strategy to improve revenue generation and collection and submit quarterly reports to the Finance Portfolio Committee	Number of reports submitted to Finance Portfolio committee on the implementation of the approved Revenue Enhancement strategy	Innovation and culture	1	1	Manager: Income	4	Minutes of the following Finance Portfolio Committee and Report on Debtors Accounts rectified	Accumulative	Number	4	1	1	1	1	

59	Financial Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	A customer centred approach to everything	Developing a capable and Development State	Ensure good governance	Ensure that all complaints about municipal accounts and related services are submitted through the IMIS system and report to the Finance Portfolio Committee on a quarterly basis	Number of reports submitted to Finance Portfolio Committee on complaints about municipal accounts and related services submitted through IMIS	Innovation and culture	1	1	Director: Financial Services	New KPI	Minutes of Finance Portfolio Committee and IMIS complaints report	Accumulative	Number	4	1	1	1	1		
60	Financial Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	A customer centred approach to everything	Developing a capable and Development State	Ensure good governance	Submit a quarterly report on the Procurement Plan of the Finance Directorate for the 2023/24 financial year to the Finance Portfolio Committee	Number of reports submitted to the Finance Portfolio Committee on the Procurement Plan of the Finance Directorate	Innovation and culture	1	1	Director: Financial Services	New KPI	Minutes of Finance Portfolio Committee and Procurement Plan	Accumulative	Number	4	1	1	1	1		
61	Financial Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Submit a quarterly report to the Finance Portfolio Committee on the Procurement Plan for the 2023/24 financial year of all the Directorates.	Number of reports on the Procurement Plan of all the Directorates submitted to the Finance Portfolio Committee	Innovation and culture	1	1	Director: Financial Services	New KPI	Minutes of Finance Portfolio Committee and Supply Chain Implementation Report	Accumulative	Number	4	1	1	1	1		
62	Financial Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Developing a capable and Development State	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Conduct an annual roadshow by May 2024 in each town for indigents, with specific attention to the pensioners and submit report to Finance Portfolio Committee	Number of annual roadshows conducted by May 2024	Innovation and culture	1	1	Director: Financial Services	1	Minutes of Finance Portfolio Committee	Stand-Alone	Number	1	0	0	0	1		
63	Financial Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	To budget strategically	Developing a capable and Development State	Sustainable Service Delivery	95% of the capital budget of Directorate: Financial Services spent by 30 June 2024 ((Total amount spent/Total allocation received)x100)	% of capital budget of Directorate: Financial Services spent by 30 June 2024	Innovation and culture	1	1	Director: Financial Services	95%	Monthly Budget Statement-transfers expenditure (Table C7) of Section 71 In-Year Monthly & Quarterly Budget Statement	Last Value	Percentage	95	15	35	65	95		
64	Financial Services	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Provide a transparent and corruption free municipality	Developing a capable and Development State	Ensure good governance	Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans	Number of risk assessments conducted annually	Innovation and culture	1	1	Director: Financial Services	New KPI	Submissions of risk registers by Director Financial Services	Carry Over	Number	2	0	1	0	1		
65	Financial Services	A development-orientated public service and inclusive citizenship	Municipal Transformation and Institutional Development	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Ensure that capital projects budgeted for are 95 % completed within the budgeted financial year(s) and submit progress reports to Financial Services Portfolio Committee	% of capital projects budgeted for within the budgeted financial year(s) completed	Innovation and culture	1	1	Director: Financial Services	New KPI	Minutes of Financial Services Portfolio Committee and Payment certificates	Carry Over	Percentage	95	0	50	75	95		
66	Financial Services	A development-orientated public service and inclusive citizenship	Municipal Transformation and Institutional Development	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Ensure that the Virement Policy is implemented and submit reports to the Financial Services Portfolio Committee	% of veriments in line with the Virement Policy's criteria as stipulated in the Virement Policy	Innovation and culture	1	1	Director: Financial Services	New KPI	Minutes of Financial Services Portfolio Committee and Report on Veriments	Stand alone	Percentage	100	100	100	100	100		
67	Council	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Number of formal households that receive piped water (credit & pre-paid water) that is connected to the municipal water infrastructure network as at 30 June 2024	Number of households which are billed for water or have prepaid meters as at 30 June 2024	Innovation and culture	1	1	Manager: Income	9 117	Debtors Accrual Report extracted from VESTA Financial System	Last Value	Number	9 117	0	0	0	9 117		
68	Council	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Number of formal households connected to the municipal electrical infrastructure network (credit & prepaid electrical metering) (Excl Eskom areas) at 30 June 2024	Number of households billed for electricity or have prepaid meters (Excl Eskom areas) at 30 June 2024 (Contour + Active meters)	Innovation and culture	1	1	Manager: Income	9484	Debtors Accrual Report from VESTA Financial System & CONTOUR pre-paid monthly electricity report (Contour + Active meters)	Last Value	Number	9484	0	0	0	9484		
69	Council	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Number of formal households connected to the municipal waste water sanitation/ sewerage network for sewerage service, irrespective of number of water closets (toilets) at 30 June 2024	Number of households which are billed for sewerage at 30 June 2024	Innovation and culture	1	1	Manager: Income	7423	Debtors Accrual Report extracted from VESTA Financial System	Last Value	Number	7423	0	0	0	7423		
70	Council	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Number of formal households for which refuse is removed once per week at 30 June 2024	Number of households which are billed for refuse removal at 30 June 2024	Innovation and culture	1	1	Manager: Income	9573	Debtors Accrual Report extracted from VESTA Financial System	Last Value	Number	9573	0	0	0	9573		
71	Council	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Developing a capable and Development State	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Provide free basic water to indigent households	Number of households receiving free basic water	Empowering people	1	1	Manager: Income	1702	Indigent Report extracted from Vesta Financial System	Last Value	Number	1702	0	0	0	1702		
72	Council	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Developing a capable and Development State	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Provide free basic electricity to indigent households	Number of households receiving free basic electricity	Empowering people	1	1	Manager: Income	1 800	Indigent Report extracted from Vesta Financial System & CONTOUR pre-paid monthly electricity report	Last Value	Number	1 800	0	0	0	1 800		
73	Council	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Developing a capable and Development State	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Provide free basic sanitation to indigent households	Number of households receiving free basic sanitation	Empowering people	1	1	Manager: Income	1502	Indigent Report extracted from Vesta Financial System	Last Value	Number	1502	0	0	0	1502		
74	Council	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	Ensure all policies and systems in Bergrivier Municipality support poverty alleviation	Developing a capable and Development State	Facilitate an enabling environment for a diversified economy and growth to alleviate poverty	Provide free basic refuse removal to indigent households	Number of households receiving free basic refuse removal	Empowering people	1	1	Manager: Income	1706	Indigent Report extracted from Vesta Financial System	Last Value	Number	1706	0	0	0	1706		
75	Council	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Financial viability measured into municipality's ability to meet its service debt obligations as at 30 June 2024 (Short Term Borrowing + Bank Overdraft + Short Term Lease + Long Term Borrowing + Long Term Lease) / Total Operating Revenue – Operating Conditional Grant)	Debt to Revenue as at 30 June 2024 (Short Term Borrowing + Bank Overdraft + Short Term Lease + Long Term Borrowing + Long Term Lease) / Total Operating Revenue - Operating Conditional Grant)	Innovation and culture	1	1	Manager: Budget and Treasury Office	26	Annual Financial Statements, supported by figures as per the VESTA financial system	Last Value	Percentage	26	0	0	0	26		
76	Council	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Financial viability measured in terms of outstanding service debtors as at 30 June 2024 (Total outstanding service debtors/ revenue received for services)	Service debtors to revenue as at 30 June 2024 – (Total outstanding service debtors/ revenue received for services)	Innovation and culture	1	1	Manager: Budget and Treasury Office	36	Annual Financial Statements, supported by figures as per the VESTA financial system	Reverse Last Value	Percentage	36	0	0	0	36		
77	Council	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Financial viability measured in terms of available cash to cover fixed operating expenditure as at 30 June 2024 ((Cash and Cash Equivalents – Unspent Conditional Grants – Overdraft) + Short Term Investment) /Monthly Fixed Operational Expenditure excl (Depreciation, Amortisation, & Provision for Bad Debts, Impairment & Loss on Disposal of Assets))	Cost coverage as at 30 June 2024 ((Cash and Cash Equivalents - Unspent Conditional Grants – Overdraft) + Short Term Investment) / Monthly Fixed Operational Expenditure excl (Depreciation, Amortisation, and Provision for Bad Debts, Impairment and Loss on Disposal of Assets))	Innovation and culture	1	1	Manager: Budget and Treasury Office	2,6	Annual Financial Statements, supported by figures as per the VESTA financial system	Last Value	Number	2,6	0	0	0	2,6		

78	Council	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	The percentage of a municipality's personnel and training budget actually spent on implementing its workplace skills plan as of 30 June 2024 [(Total expenditure on training/total personnel budget)/100]	% of personnel and training budget spent on training [(Total expenditure on training/ total personnel budget)/100] as of 30 June 2024	Innovation and culture	1	1	Director: Corporate Services	1	Annual Financial Statements, supported by figures as per the VESTA financial system	Last Value	Percentage	1	0	0	0	1	
79	Community Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	To promote healthy life styles through the provision of sport, recreational and other facilities and opportunities	Improving Education, training and innovation	Empowering people through innovation	95% spent of library grant by 30 June 2024 i.t.o approved business plan [(Actual amount spent/Total budget received)x100]	% of library grant spent by 30 June 2024	Empowering people	1	1	Head:Library Services	95	Detailed Excel Capital Report & Trial Balance from VESTA	Last Value	Percentage	95	10	35	60	95	
80	Community Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	To budget strategically	Improving Education, training and innovation	Strengthen financial sustainability	Collect 95% of budgeted income by 30 June 2024 for speeding fines (Excl budgeted debt provision) [(Actual amount collected/total amount budgeted) x 100]	% of budgeted income for speeding fines collected by 30 June 2024	Safe and Cohesive communities	1	1	Director Community Services	95	Detailed Excel Report	Last Value	Percentage	95	0	0	40	95	
81	Community Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	To budget strategically	Improving Education, training and innovation	Strengthen financial sustainability	Collect 95% of budgeted income by 30 June 2024 for resorts (Excl budgeted debt provision)[(Actual amount collected /total amount budgeted)x100]	% of budgeted income for resorts collected by 30 June 2024	Innovation and culture	1	1	Director Community Services	95	Detailed Excel Capital Report & Trial Balance from VESTA	Last Value	Percentage	95	10	35	55	95	
82	Community Services	A responsive and accountable, effective and efficient local government system	Good Governance and Public Participation	To provide a transparent and corruption free municipality	Developing a capable and Development State	Ensure good governance	Develop a culture of zero tolerance to corruption and dishonesty by the efficient completion of disciplinary steps in terms of the Anti Fraud and Corruption Policy .	% of transgressions initiated in terms of the Anti-Fraud and Corruption Policy	Innovation and culture	1	1	Director Community Services	100	Quarterly reports to Portfolio Committee or EMC when applicable	Stand-Alone	Percentage	100	100	100	100	100	
83	Community Services	An effective, competitive and responsive economic infrastructure network	Basic Service Delivery	To promote healthy life styles through the provision of sport, recreational and other facilities and opportunities	Building Safer Communities	Empowering people through innovation	Facilitate the upgrading of at least 1 community hall in the municipal area and submit report to Community Service Portfolio Committee by 30 April 2024	Number of community halls upgraded in municipal area and report submitted to Community Service Portfolio Committee by 30 April 2024	Innovation and culture	1	1	Director Community Services	1	Minutes of Community Services Portfolio Committee and Report on the upgrade of community hall.	Carry Over	Number	1	0	0	0	1	
84	Community Services	All people in south Africa protected and feel safe	Basic Service Delivery	To promote a safe environment for all who live in Bergrivier	Building Safer Communities	Empowering people through innovation	Develop 2 Disaster Management Contingency Plans and submit to Portfolio Committee by 30 May 2024	Number of Disaster Management Contingency Plans developed and submitted to Portfolio Committee by 30 May 2024	Safe and Cohesive communities	1	1	Director Community Services	1	Minutes of Community Services Portfolio Committee and Disaster Management Contingency Plans	Accumulative	Number	2	0	1	0	1	
85	Community Services	All people in south Africa protected and feel safe	Basic Service Delivery	To promote a safe environment for all who live in Bergrivier	Building Safer Communities	Empowering people through innovation	Compile a festive season preparedness plan and submit to the Director Community Services for approval before 30 September 2023	Number of festive season preparedness plans submitted to the Director Community Services for approval before 30 September 2023	Safe and Cohesive communities	1	1	Head: Traffic Services	1	Number of approved plan signed of by Director Community Services	Carry Over	Number	1	1	0	0	0	
86	Community Services	A development-orientated public service and inclusive citizenship	Basic Service Delivery	To promote a safe environment for all who live in Bergrivier	Social Protection	Empowering people through innovation	Review at least 2 by-laws and submit to Council by 30 June 2024	Number of by-laws reviewed and submitted to Council by 30 June 2024	Empowering people	1	1	Director Community Services	New KPI	Minutes of Council meeting	Carry Over	Number	2	0	0	0	2	
87	Community Services	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	% of Capital budget spent as at 30 June 2024 [(Actual amount spent on capital projects/Total amount budgeted for capital projects) X100]	% of Capital budget spent as at 30 June 2024 [(Actual amount spent on capital projects/Total amount budgeted for capital projects) X100]	Innovation and culture	1	1	Director Community Services	95	Detailed Excel Capital Report & Trial Balance from VESTA	Carry Over	Percentage	95	15	35	65	95	
88	Community Services	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	To create an efficient, effective, economic and accountable administration	Developing a capable and Development State	Ensure good governance	Ensure the evaluation of the performance of all staff in the Directorate with performance contracts on an annual basis according to the agreed upon performance contracts before 30 June 2024	% of performance evaluations of all staff in the Directorate with performance contracts according to the agreed upon performance contracts before 30 June 2024	Empowering people	1	1	Director Community Services	100	System generated evaluation report-of evaluation session of each staff member in the Directorate with a performance contract	Last Value	Percentage	100	0	0	0	100	
89	Community Services	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	Promote a safe environment for all who live in Bergrivier Municipal Area	Developing a capable and Development State	Empowering people through innovation	Facilitate the rectification of the Sand- and St Christopher Street housing project by 30 June 2024	Number of housing project completed by 30 June 2024	Empowering people	1	1	Director Community Services	New KPI	Copy of completion certificate	Stand-Alone	Number	1	0	0	0	1	
90	Community Services	A responsive and accountable, effective and efficient local government system	Municipal Financial Viability and Management	Diversify by sourcing grant funding to support projects, programmes and initiatives of Council	Developing a capable and Development State	Strengthen Financial Sustainability	Submit two (2) business plans to external stakeholders to obtain external funding by 30 February 2024	Number of business plans submitted to external stakeholders to obtain external funding by 30 February 2024	Empowering people	1	1	Director Community Services	4	Copy of applications submitted	Accumulative	Number	2	0	0	2	0	
91	Community Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	A customer centred approach to everything	Developing a capable and Development State	Ensure good governance	Submit a quarterly report on the Procurement Plan of Community Services for the 2023/24 financial year to the Finance Portfolio Committee	Number of reports submitted to the Community Services Portfolio Committee on the Procurement Plan of Community Services	Innovation and culture	1	1	Director Community Services	New KPI	Minutes of Community Services Portfolio Committee and Procurement Plan	Accumulative	Number	4	1	1	1	1	
92	Community Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	A customer centred approach to everything	Developing a capable and Development State	Ensure good governance	100% of all complaints registered on IMIS are being attended to within the Directorate based on clients service charter .	% of complaints registered on IMIS being attended to within the Directorate and completed based on client services charter	Innovation and culture	1	1	Director Community Services	100	Minutes of Community Services Portfolio Committee and IMIS Complaints Report	Stand-Alone	Percentage	100	100	100	100	100	
93	Community Services	A responsive and accountable, effective and efficient local government system	Basic Service Delivery	A customer centred approach to everything	Developing a capable and Development State	Ensure good governance	Submit project plans for capital projects as approved on the budget to the Community Services Portfolio Committee for approval before commencement of the project.	% of projects plans for capital projects as approved on the budget submitted to the Community Services Portfolio Committee	Innovation and culture	1	1	Director Community Services	New KPI	Minutes of Community Services Portfolio Committee and Project Plans	Stand-Alone	Percentage	100	100	100	100	100	
94	Community Services	A responsive and accountable, effective and efficient local government system	Municipal Transformation and Institutional Development	Provide a transparent and corruption free municipality	Developing a capable and Development State	Ensure good governance	Ensure risk mitigation by bi-annually updating of risk registers, controls and action plans	Number of risk assessments conducted annually	Innovation and culture	1	1	Director Community Services	New KPI	Submissions of risk registers to Director Community Services	Carry Over	Number	2	0	1	0	1	
95	Community Services	A development-orientated public service and inclusive citizenship	Municipal Transformation and Institutional Development	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Ensure that capital projects budgeted for are 95 % completed within the budgeted financial year(s) and submit progress reports to Community Services Portfolio Committee	% of capital projects budgeted for within the budgeted financial year(s) completed	Innovation and culture	1	1	Director Community Services	New KPI	Minutes of Community Services Portfolio Committee and Payment certificates	Carry Over	Percentage	95	0	50	75	95	
96	Community Services	A development-orientated public service and inclusive citizenship	Municipal Transformation and Institutional Development	To budget strategically	Developing a capable and Development State	Strengthen Financial Sustainability	Ensure that the Virement Policy is implemented and submit reports to the Community Services Portfolio Committee	% of veriments in line with the Virement Policy's criteria as stipulated in the Virement Policy	Innovation and culture	1	1	Director Community Services	New KPI	Minutes of Community Services Portfolio Committee and Report on Veriments	Stand alone	Percentage	100	100	100	100	100	