

NATIONAL KPA's	IDP REF NUMBER	STRATEGIC OBJECTIVE	DEPARTMENTAL OBJECTIVE	KEY PERFORMANCE AREA	KEY PERFORMANCE INDICATOR	UNIT OF MEASURE	BASELINE	ANNUAL TARGET	BUDGET	1st QUARTER TARGET End Sept 2018	2nd QUARTER TARGET End Dec 2018	3RD QUARTER TARGET End March 2019	4TH QUARTER TARGET End June 2019	EVIDENCE REF NUMBER	WEIGHTINGS	RESPONSIBLE PERSON
FINANCIAL VIABILITY & MANAGEMENT	FV01	To ensure sound revenue management	Revenue management	Monitoring of revenue collection & Installation of meters	a) Percentage collection rate by deadline b) Reduction of unmetered households by deadline	Percentage & number	a) 69% b) 29%	a) 75% (was 85%) by end June 2019 b) 650 (was 1000) by end June 2019	Salaries	a) 80% b) 250	a) 85% (was 85%) b) 500	a) 70% (was 85%) b) 600 (was 750)	a) 75% (was 85%) b) 650 (was 1000)	1	H	Manager Revenue
				Maintain clean data by enforcing strict controls over DRS masterfile (Consumer Database) amendments	Percentage accuracy in billing by deadline	Percentage	86%	90% by end June 2019	Salaries	65%	70%	75%	90%	2	H	Manager Revenue
				Credit control	Percentage of overdue accounts restricted by deadline	Percentage	100%	100% by end June 2019	Salaries	100%	100%	100%	100%	3	H	Manager Revenue
				Debtors management	a) Percentage of debtors over 90 days issued with notice via statements of accounts/SMS by deadline b) Percentage of debtors over 120 days handed over to attorneys for collection by deadline	Percentage	a) 100% b) 100%	a) 100% by end June 2019 b) 100% by end June 2019	Salaries	a) 100% b) 100%	a) 100% b) 100%	a) 100% b) 100%	a) 100% b) 100%	4	H	Manager Revenue
				Revenue protection and enhancement (Pg 15 of MFMA circular 71)	Revenue Growth (%) by deadline (Period under Review's Total Revenue - Previous Period's Total Revenue) / Previous Period's Total Revenue) x 100 (Norm is rate of CPI) (Service charges)	Percentage	2%	5% by end June 2019	Salaries	1%	2%	3%	5%	5	H	Manager Revenue
				Revenue protection and enhancement (Pg 21 of MFMA circular 71)	Service Charges Revenue Budget Implementation by deadline (Actual Service Charges & Property Rates Revenue / Budgeted Service Charges & Property Rates Revenue x 100) (Norm is 95%)	Percentage	100%	70% by end June 2019	Salaries	65%	65%	68%	70%	6	H	Manager Revenue
				Debtors Management	a) Percentage of household's on the indigent register earning less than R3500 with access to free basic services by deadline b) Number of indigents with access to free basic water services on the indigent register by deadline	Number & Percentage	a) 100% b) 2251	a) 100% by end June 2019 b) 3000 (was 4000) by end June 2019	Salaries	a) 90% b) 3500	a) 100% b) 3600	a) 100% b) 2200 (was 3800)	a) 100% b) 3000 (was 4000)	7	H	Manager Revenue
				Bad Debts management (Pg 6 of MFMA circular 71)	Bad Debts Written-off as % of the Bad Debt Provision by deadline Bad Debts Written-off (Period under review) / Provision for Bad Debt (Period under review) x100 (Norm is 100%)	Percentage	100%	100% by September 2019 (2017/18 financial year)	Salaries	100%	N/A	N/A	N/A	8	H	Manager Revenue

NATIONAL KPA's	IDP REF NUMBER	STRATEGIC OBJECTIVE	DEPARTMENTAL OBJECTIVE	KEY PERFORMANCE AREA	KEY PERFORMANCE INDICATOR	UNIT OF MEASURE	BASLINE	ANNUAL TARGET	BUDGET	1st QUARTER TARGET End Sept 2018	2nd QUARTER TARGET End Dec 2018	3RD QUARTER TARGET End March 2019	4TH QUARTER TARGET End June 2019	EVIDENCE REF NUMBER	WEIGHTINGS	RESPONSIBLE PERSON	
FINANCIAL VIABILITY & MANAGEMENT	FV02	To ensure sound budgeting and compliance principles	Budget and compliance monitoring	Compliance with MFMA regulations	Submission of monthly reports and quarterly reports by deadline Monthly Reports - CFA - RME - AC - AD - OSA - CAA - FMG - MIG - RTSG - BSAC - PWPG - WSIG - RBIG - EEDG Quarterly Reports - BM - ME - LTC - MFM1 - IM	MFMA compliance Dates	All reports were submitted on time.	Monthly reports not submitted later than 10 working days after the end of each month and quarterly reports not submitted later than 24 working days after end of each quarter	Salaries	Reports submitted by deadline	Reports submitted by deadline	Reports submitted by deadline	Reports submitted by deadline	9	H	Manager: Budget & Compliance	
			Credible budgeting and compliance	Approved fully funded Operating & Capital Budget for 2019/2020 2018/2019 by deadline	MFMA compliance Dates	The annual budget for 2018/2019 was approved by Council on 29 May 2018	31 May 2019	Salaries	Submit 2018/2019 budget programme to the Mayor	N/A	a) Prepare 2018/2019 mid term assessment and adjustment budget b) Prepare 2019/2020 2018/2019 draft budget and submit to Council for approval	Prepare 2019/2020 final budget & submit to Council for approval	10	H	Manager: Budget & Compliance		
			Compliance with MFMA regulations & Treasury	Compliance with MFMA Budget Regulations, circulars and Treasury	Compliance checklist from KZN Provincial Treasury	(a) Complied with KZN Provincial Treasury compliance checklist on 2017/2018 approved adjustment budget (b) Complied with KZN Provincial Treasury compliance checklist on 2018/2019 approved 1st draft budget	a) Compliance with 2018/2019 Treasury checklist b) Compliance with 2019/2020 Treasury checklist	Salaries	a) Compliance as evidenced by the KZN Provincial Treasury compliance checklist on 2018/2019 approved budget b) N/A	a) N/A b) N/A	a) Compliance as evidenced by the following: KZN Provincial Treasury compliance checklist on 2018/2019 Mid-term assessment b) N/A	a) Compliance as evidenced by the KZN Provincial Treasury compliance checklist on 2018/2019 approved adjustment budget b) KZN Provincial Treasury compliance checklist on 2019/2020 approved 1st draft budget	11	M	Manager: Budget & Compliance		
			Clean administration	Implementing and monitoring SOPs on a monthly basis	Number	12 SOPs monitoring reports	12 SOPs monitoring reports by end June 2020	Salaries	3 SOP monitoring reports	6 SOPs monitoring reports	9 SOPs monitoring reports	12 SOPs monitoring reports	12	H	Manager: Budget & Compliance		
			Quality, reliable financial statements and management information	a) Preparing monthly AFS that complies with the year end action plan b) Monitoring progress on audit queries resolving plan	Number & Percentage	a) 9 AFS including June 2017. b) 91%	a) 12 (Including June 2018 AFS) b) 80%	Salaries	a) 3 b) N/A	a) 6 b) N/A	a) 9 b) 50%	a) 12 b) 80%	13	H	Manager: Budget & Compliance		
			Debt management	Debt coverage (Pg 9 of MFMA circular 71)	Debt Total Borrowings & Revenue	(Debt (Short Term Borrowing + Bank Overdraft + Short Term Lease + Long Term Borrowing + Long Term Lease) / Total Operating Revenue - Operating Conditional Grant) (Norm is 45% & below)	Percentage	13%	25%	Salaries	25%	25%	25%	25%	14	H	Manager Expenditure
			Cash flow management	Liquidity Management (Pg 7 & 8 of MFMA circular 71)	Cash/Cost Coverage Ratio (Excluding Unspent Conditional Grants)	((Cash and Cash Equivalents - Unspent Conditional Grants - Overdraft) + Short Term Investment) / Monthly Fixed Operational Expenditure excluding (Depreciation, Amortisation, and Provision for Bad Debts, Impairment and Loss on Disposal of Assets) (Norm: Range between 30 and 90 days with 90 days being ideal)	Number	29 days	60 days cash on hand	Salaries	30 days	45 days	45 days	60 days	15	H	Manager Expenditure
FV03	To ensure sound expenditure management	Debt management	Debt coverage (Pg 9 of MFMA circular 71)	Debt Total Borrowings & Revenue	Percentage	13%	25%	Salaries	25%	25%	25%	25%	14	H	Manager Expenditure		
		Cash flow management	Liquidity Management (Pg 7 & 8 of MFMA circular 71)	Cash/Cost Coverage Ratio (Excluding Unspent Conditional Grants)	Number	29 days	60 days cash on hand	Salaries	30 days	45 days	45 days	60 days	15	H	Manager Expenditure		

NATIONAL KPA's	IDP REF NUMBER	STRATEGIC OBJECTIVE	DEPARTMENTAL OBJECTIVE	KEY PERFORMANCE AREA	KEY PERFORMANCE INDICATOR	UNIT OF MEASURE	BASELINE	ANNUAL TARGET	BUDGET	1st QUARTER TARGET End Sept 2018	2nd QUARTER TARGET End Dec 2018	3RD QUARTER TARGET End March 2019	4TH QUARTER TARGET End June 2019	EVIDENCE REF NUMBER	WEIGHTINGS	RESPONSIBLE PERSON
FINANCIAL VIABILITY & MANAGEMENT			Working capital management		Current Ratio Current Assets / Current Liabilities (Norm: 1.5 to 2.1)	Ratio	0.89:1	1.5:1	Salaries	1.3:1	1.3:1	1.5:1	1.5:1	16	H	Manager Expenditure
			Debt management	Payment of creditors (Pg 16 of MFMA circular 71)	Average number of days taken for trade creditors to be paid: Creditors Payment Period (Trade Creditors) Trade Creditors Outstanding/Credit Purchases (Operating & Capital) x 365 (Norm is 30 days)	Number	39 days	30 days	Salaries	30 days	30 days	30 days	30 days	17	H	Manager Expenditure
			Expenditure management	Remuneration costs monitoring (Pg 17 of MFMA circular 71)	Remuneration (Employee Related Costs & Councillors Remuneration) as a % of Total Operating Expenditure Remuneration (Employee Related Costs and Councillors' Remuneration) / Total Operating Expenditure x 100	Percentage	33%	35%	Salaries	30%	33%	34%	35%	18	H	Manager Expenditure
	FV04	To procure quality goods and services in a cost effective, transparent, competitive, equitable and efficient manner within policy framework	Supply chain management	Implementation of demand management	Percentage progress in implementing procurement plan by deadline	Percentage	81%	100% by end June 2019	Salaries	25%	50%	75%	100%	19	H	Manager SCM
			Supply chain management	Acquisition management	a) Turnaround time for the SCM processes in recommending preferred bidders to Departments (quotations, adverts etc) (Between R30 000 & R200 000) b) Turnaround time for the SCM processes in recommending preferred bidders to Departments (quotations, adverts etc) (Between R2000 and R29 999)	Number of days	a) 8,08 days b) 2,80 days	a) 10 days b) 5 days	Salaries	a) 10 days b) 5 days	a) 10 days b) 5 days	a) 10 days b) 5 days	a) 10 days b) 5 days	20	H	Manager SCM
			Supply chain management	Implementation of acquisition management	Turnaround for finalization of scm processes (closing date of an advert to the date of award with no objections)	Number	87 days	90 calendar (was working) days	Salaries	90 working days	90 working days	90 calendar (was working) days	90 calendar (was working) days	21	H	Manager SCM
			Supply chain management	Contract management	Number of consolidated quarterly reports on performance of service providers prepared by deadline	Number	4	4 by end June 2019	Salaries	1	2	3	4	22	H	Manager SCM
			Logistics management	Inventory management	a) Frequency of stock take by deadline b) Turnaround time to resolve variances by deadline c) Frequency of recons conducted between the stock report as per Munsoft and AFS by deadline	Frequency & Time	a) 12 stock take completed b) 14 days c) 12	a) 12 b) 14 days c) 12	Salaries	a) 3 stock takes completed b) 14 days c) 3	a) 6 stock take completed b) 14 days c) 6	a) 9 stock take completed b) 14 days c) 9	a) 12 stock take completed b) 14 days c) 12	23	H	Manager SCM
	FV05	To achieve a clean audit opinion	Budget and compliance monitoring	Achieve Clean Audit	Achieve Clean audit opinion	AG Report	Unqualified Audit Opinion with findings.	Clean audit report by the AG for 2017/2018	Salaries	Submission of AFS by 31 August 2018 for IDM. Consolidated AFS by 30 Sept 2018	Clean audit report	N/A	N/A	24	H	Manager: Budget & Compliance
	FV06	To ensure sound and effective asset management	Assets and logistics management	Conduct Asset Verification for Quality and a reliable fixed asset register	a) Frequency of asset verification on i) movable assets including 2017/18 4th quarter ii) immovable assets - for 2017/2018 FY b) Frequency of recons conducted between the asset register & AFS	Frequency	a) i) 4 ii) 1 b) 12	a) i) 4 ii) 1 b) 12	Salaries	a) i) 1 ii) 1 b) 3	a) i) 2 ii) N/A b) 6	a) i) 3 ii) N/A b) 9	a) i) 4 ii) N/A b) 12	25	H	Manager Assets & Logistics

NATIONAL KPA's	IDP REF NUMBER	STRATEGIC OBJECTIVE	DEPARTMENTAL OBJECTIVE	KEY PERFORMANCE AREA	KEY PERFORMANCE INDICATOR	UNIT OF MEASURE	BASLINE	ANNUAL TARGET	BUDGET	1st QUARTER TARGET End Sept 2018	2nd QUARTER TARGET End Dec 2018	3RD QUARTER TARGET End March 2019	4TH QUARTER TARGET End June 2019	EVIDENCE REF NUMBER	WEIGHTINGS	RESPONSIBLE PERSON
FINANCIAL VIABILITY & MANAGEMENT			Assets and logistics management	Adequacy of maintenance of fixed assets for sustainable service delivery (Pg 3 of MFMA Circular 71)	Impairment of Property, Plant and Equipment and Investment Property and Intangible Assets (Carrying Value) (Property, Plant and Equipment + Investment Property + Intangible assets Impairment / (Total Property, Plant and Equipment + Investment property + Intangible Assets) x 100)	Percentage	0.30%	0%	Salaries	0%	N/A	N/A	N/A	26	H	Manager Assets & Logistics
			Assets and logistics management	Assets Under Construction monitoring	Frequency of recons conducted between assets under construction & project register by deadline	Frequency	12	12 by end June 2019	Salaries	3	6	9	12	27	H	Manager Assets & Logistics
			Assets and logistics management	Adequacy of investment in fixed assets (Pg 2 of MFMA Circular 71)	Capital Expenditure to Total Expenditure Total Capital Expenditure/Total Expenditure (Total operating Expenditure + Capital Expenditure) x 100) (Norm 10-20%)	Percentage	34,65%	20%	Salaries	5%	10%	15%	20%	28	H	Manager Assets & Logistics
GOOD GOVERNANCE & DEMOCRACY	GP04	To improve the quality of life within the district	Implementation of OSS	Operation Sukuma Sakhe	Number of District Task Team meetings attended	Number	2	10	Salaries	3	5	7	10	29	H	CFO
	GP06	Compliance and good Governance	To ensure effectiveness of Intergovernmental Relations	Promote Intergovernmental Relations	Number of CFO Forum meetings scheduled	Number	4	4	Salaries	1	2	3	4	30	H	CFO
	GP08	To implement and maintain compliant, effective and efficient enterprise risk management systems &	To ensure effective Risk management	Risk management	a) Number of updated risk monitoring tool submitted b) Number of risk management committee meetings attended	Number	a) 12 b) 5	a) 12 b) 4	Salaries	a) 3 b) 1	a) 6 b) 2	a) 9 b) 3	a) 12 b) 4	31	H	CFO/Manager SCM/ Expenditure /Budget & Compliance/As
	GP010	To ensure effective Performance Management	Budget and monitoring of performance against predetermined objectives	Clean administration	Performance Report with accurate & complete POEs submitted by deadline monthly and quarterly	Date	10th day of each month	15th (was 10th) day of each month	Salaries	10th day of each month	10th day of each month	15th (was 10th) day of each month	15th (was 10th) day of each month	32	H	CFO
			People management	Performance Reviews	Number of performance reviews of employees' performance conducted quarterly	Number	3	4	Salaries	1	2	3	4	33	L	CFO