DIDECTODATE	SCOPECARD.	CODDODATE	SERVICES	(2008-	2000)

DIRECTORATE SCORECARD	: CORPORATE SERV	VICES (2008-2009)																				
Key Performance Area (KPA)	Perfomance Area (PA)	Objective	Key Performance Indicator (KPI)	КРІ Туре	Dir.	rieq		suring and reporting frames			(30/0	line 6/08)	) Target	Weighting 1st Qtr		2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	4 <sup>th</sup> Qtr		Target met?	Explanation of variance	Additional comments
Good Governance &Public	Community	Assess success or failure of community participation	Evaluate success of ward committees by submission of	D	CD	0	J A S			M A	M J 1 per q		08/09 1 per	08/09 Proj	Act	Proj Act	Proj Act	Proj	Act			
Participation	Participation Community		reports Produce a plan of action for CDW's to report back to	D	CR	Q	×	H	×	×	×	g 1	quarter 1 per									
Good Governance &Public Participation Good Governance &Public	Participation Community	Assist with report back meetings to the public	communities  Ensure implementation of training pogrammes of ward		CR	_	×	Н	×	x	× 1 per q	uarter q	quarter									
Participation Good Governance &Public	Participation Community	Capacity building in communities to understand municipal affairs  Develop a community participation plan to ensure involvement by community is	committees by responsible departments	D	CR	Q	×	Н	×	x	×	1	1 per									
Participation Good Governance &Public	Participation Community	municipal affairs  Ensure community participation in budget approval and performance management system of the municipality.		D	CR	Α		Ш	-		× 1 per a	nnum a										
Participation Good Governance &Public	Participation			D	CR	Q	×	ш	×	x	x		1 ner									
Participation Good Governance &Public	Community Participation Community	Operations of the CDW's	Prepare an activities plan for CDW's Involve the CDW's in surveys and arrange at least two	D	CR	Α		Ш			x 1 per a	nnum a	annum oudget									
Participation Good Governance &Public	Participation	Socio-economic studies  To keep the communities and stakeholders informed and involved in the affair	surveys on socio-economic issues	D	CR	BI-A		ш	×		x 2 per a	nnum a	amount									
Participation Good Governance &Public	Participation Community	of the municipality  To keep the communities and stakeholders informed and involved in the analy  To keep the communities and stakeholders informed and involved in the affair	rubilication of a quaterry newsletter and annual report	D	CR	Q	×	Ш	×	x	× 1 per q	uarter q	quarter									
Participation	Participation Administration	of the municipality	S Develop and adopt a customer care help desk	D	CR	Α		Ш			× 1 per a	nnum a	annum									
Municipal Financial Viability & Management	(Human Resources)	Management of staff	No. of general Corporate Services staff meetings	D	CR	M	×××	××	×××	x x	x x	1 nonth	1 per									
Municipal Financial	Administration	Strategic planning session for the department	Arrange session	D	CR	А	-	Ш		П	x 1 per m	1	nonth 1 per annum									
Viability & Management Municipal Financial	Committee	Assess available equipment	Report on the efficiency of printing equipment at records	D	CR	Q	×	H	×	x	x 1 per a	1	nnum 1 per									
Viability & Management Municipal Financial	Support System Committee	Assess available equipment	office Evaluate cost effectiveness of present lease agreements	D	CR	A		H	-			1	per per									
Viability & Management Municipal Financial	Support System Committee	Assessment of functionality of procedures for preparation of agendas for	on office equipment at records or No. of meetings with IT to determine way forward to	D	CR	0	×	H		×	1 per a	1	nnum per									
Viability & Management Municipal Financial	Support System Committee	meetings  Communications on decisions taken by political structures to HOD's	share documents and agendas Introduce a communication system and reminders to	D	CR	A	+   ^	H	+		X 1 per qu	1	quarter 1 per			<del>                                     </del>	<del>                                     </del>					<del>                                     </del>
Viability & Management Municipal Financial	Support System Committee	Compilation of reports required by authorities	respective Managers in conjunction with IT  All reports to be on time	D	CR	M	x x v	x x	x x v	x y	x 1 per a	nnum a	annum			<del>                                     </del>						<del></del>
Viability & Management Municipal Financial	Support System Committee	Correct channels for processing documents	Ensure compliance with procedures laid down	D	CR	M	x x v	^ ^		x x	100%	1	100%			<del>                                     </del>						$\vdash$
Viability & Management Municipal Financial	Support System Committee	Timeframes for the completion of minutes of meetings	% of minutes completed within three day period after	D	CP	0	-   ^   ^	^ ^	-   ^   ^	· ·	100%		100%			<del>                                     </del>						$\vdash$
Viability & Management Municipal Financial	Support System Correpondence	To ensure the receival and distribution and safekeeping of all correspondence	meeting % of incoming correspondence distributed to Directors	D	CB	0	×	Н	-		100%		100%	-		<del>                                     </del>	<del>                                     </del>					<del>                                     </del>
Viability & Management Municipal Financial	Correpondence	To ensure the receival and distribution and safekeeping of all correspondence  To ensure the receival and distribution and safekeeping of all correspondence	within 2 days  All agendas delivered to all stakeholders within the	D	CB	a	×	Н	1	×	X 100%		100%	-		<del>                                     </del>	<del>                                     </del>	1				<del>                                     </del>
Viability & Management Municipal Financial	Information	to ensure the receival and distribution and safekeeping of all correspondence  Build capacity to utilize equipment	relevant timeframe Identify training sessions for users to update Workplace	D	CR	4	×	Н	1	^	100%	1	100% 1 per	-		<del>                                     </del>	<del>                                     </del>					<del>                                     </del>
Viability & Management Municipal Financial	Technology Information		Skills Plan Develop and review GIS, financial system, prepayment	D D	CR	A	+	Н	++	Н	1 per a	nnum a	annum 1 per			<del>                                     </del>	<del>                                     </del>	-				
Viability & Management Municipal Financial	Technology Information	Development and review of systems	system and other required systems Report on computers and peripherals provided to all	D	CR	Α .		$\vdash\vdash\vdash$	-		1 per a	nnum a	annum 1 per			<del>                                     </del>						
Viability & Management Municipal Financial	Technology Information	Enable users to achieve objectives	relevant staff		CR	Q .	×	Н	×	x	1 per q	uarter q	quarter 1 per									
Viability & Management Municipal Financial	Technology Information	Financial operations in place	Implement as per scheduled programmes	D D	CR	A		$\vdash$			1 per a	nnum a	annum I ner									
Viability & Management Municipal Financial	Technology Information	Formulate policies and provide work structures	All IT related policies to be formulated and reviewed		CR	A		Н			1 per a	nnum a	annum 1 ner									
Viability & Management Municipal Financial	Technology Information	Functioning IT equipment	Maintenance and development of IT network equipment	D	CR	Q	×	$\vdash$	×	x	x 1 per qu	uarter q	quarter 1 per									
Viability & Management Municipal Financial	Technology	Maintenance of equipment and programmes	Produce a maintenance programme	D	CR	A		$\vdash$			x 1 per a	nnum a	annum									
Viability & Management	Records	Compliance with the legislation on archives	Approval and implementation of the registry record policy Maintain the electronic back-up system for records	D	CR	Α		ш			x 1 per a	nnum a	annum									
Municipal Financial Viability & Management	Records	To provide an electronic back-up system for records, deed of sales, contracts, lease agreements and other security documents	through copies of backups to be delivered to fireproof safe weekly.	D	CR	M	×××	××	×××	x x	x x	onth n	per month									
Municipal Institutional Development & Transformation	Administration	Finalization of all required municipal by-laws	Submit to council for adoption; gazzetting and implementation	D	CR	А					× 1 per o	1	1 per									
Municipal Institutional Development & Transformation	Administration	Management of Assets Register	Keep and update the office assets inventory	D	CR	А					x 1 per ai	nnum a	1 per									
Municipal Institutional Development & Transformation	Administration	Management of the budget	Actual income vs. budgeted income	D	CR	Q	×		×	×	×	b	oudget amount									
Municipal Institutional Development & Transformation	Administration	Management of the budget	Actual expenditure vs. budgeted expenditure	D	CR	Q	x		×	×	×	b	oudget amount									
Municipal Institutional Development &	Administration	Management of the vehicle / equipments	% of vehicles serviced as per the specifications	D	CR	Q	×		×	×	×											
Transformation  Municipal Institutional  Development &  Transformation	Administration	Objective: To ensure that Systems, Procedures and Control measures are updated regularly	Yearly review of systems, policies & procedures on a yearly basis	D	CR	A					100% x	1	100% 1 per									
Municipal Institutional Development &	Administration	Objective: To ensure that Systems, Procedures and Control measures are updated regularly	Update systems / procedures / control measures to minimize negligence,	D	CR	A		H	+	H	1 per a	1	nnum I per									
Transformation  Municipal Institutional Development &	Administration	Objective: To perform the administrative functions of the directorate	% of written correspondence attended to within 14 days	D	CR	Q	×		×	×	1 per a	nnum a	annum									
Transformation  Municipal Institutional  Development &  Transformation	Administration	Objective: To perform the administrative functions of the directorate	% of council resolution implemented within the relevant timeframe	D	CR	Q	×	Ш	×	×	x 100%		100%									
Municipal Institutional Development & Transformation	Administration	To ensure effective delegations are done in writing	Implementation of all delegations and reducing them to writing	D	CR	Q	×	Ш	×	×	x 100%	,	100%									
Municipal Institutional Development & Transformation	Administration	To ensure that Systems, Procedures and Control measures are updated regularly	To review all policies and procedures on a yearly basis	D	CR	А					x 1 per a	nnum a	l per annum									
Municipal Planning	Integrated Development Planning	To develop and maintain a credible IDP	Preparation and review of the IDP	D	CR	А			П	Ш	x 1 per a	nnum a	l per annum									
Municipal Planning	Integrated Development Planning	To develop and maintain a credible IDP	Preparation of sector plans	D	CR	A	$\perp \!\!\! \perp$	Ш	$\perp \!\!\! \perp$	Ш	x 1 per a	nnum a	1 per annum									
Municipal Planning	Integrated Development Planning	To develop and maintain a credible IDP	Public participation in respect of the IDP	D	CR	А	1	Ш	Ш	Ш	x 1 per ai	nnum a	1 per annum									
Municipal Planning	Integrated Development Planning	To develop and maintain a credible IDP	Compliance with the IDP legal requirements	D	CR	Α					x 1 per o	nnum 1	1 per annum									
Municipal Institutional Development & Transformation	Internal Audit	Objective: To monitor compliance with all relevant legislation, Council Resolutions and systems and procedures	Respond to all internal audit queries within 1 week of receiving query	D	CR	BI-A			×		x 2 per ai	nnum a	2 per annum									
Municipal Institutional Development & Transformation	External Audit	Objective: To monitor compliance with all relevant legislation, Council Resolutions and systems and procedures	Respond to all external audit queries within 1 week of receiving query	D	CR	А			Ħ		x 1 per a	nnum a	1 per									