

ANNEXURE B: TECHNICAL INDICATORS

These technical indicator descriptions relate to the indicators of the 2016/17 Annual Performance Plan

Programme 1: Administration

Strategic Objective 1: To partner with programmes so they can meet their service delivery requirements

Strategic Objective Indicator

Indicator title	Submission of Strategic Reports
Short definition	Departmental Strategic reports to be submitted timeously as prescribed by the relevant regulations and circulars
Purpose/importance	To inform citizens, legislature and other stakeholders what the Department plans and has achieved in each year
Source/collection of data	Published Annual Performance Plan, Quarterly Performance Reports, Annual Report, Impact evaluation report
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Department to submit and also table strategic reports timeously as prescribed by the relevant regulations and circulars
Indicator responsibility	Director: Policy & Strategic Support

Provincial Programme Indicators

Indicator title	Submission of an Annual Performance Plan
Short definition	Departmental Annual Performance Plan to be submitted timeously as prescribed by the relevant regulations and circulars
Purpose/importance	To inform citizens, legislature and other stakeholders of what the Department plans to do each financial year
Source/collection of data	Published Annual Performance Plan

Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Department to table an Annual Performance Plan timeously as prescribed by the relevant regulations and circulars
Indicator responsibility	Director: Policy & Strategic Support

Indicator title	Submission of Quarterly Performance Reports
Short definition	Departmental Quarterly Performance Reports (QPR) to be submitted timeously as prescribed by the relevant regulations and circulars
Purpose/importance	To provide quarterly progress on the deliverables of the Department as indicated in the annual performance plan
Source/collection of data	Quarterly Performance Reports as submitted by various sub-programmes
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Department to submit quarterly reports timeously as prescribed by the relevant regulations and circulars
Indicator responsibility	Director: Policy & Strategic Support

Indicator title	Submission of an Annual Report
Short definition	Departmental Annual Report to be submitted timeously as prescribed by the relevant regulations and circulars
Purpose/importance	To inform citizens, legislature and other stakeholders of what the Department has achieved in each financial year
Source/collection of	Published Annual Report and data submitted by the sub-

data	programmes
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Department to table an Annual Report timeously as prescribed by the relevant regulations and circulars
Indicator responsibility	Director: Policy & Strategic Support

Indicator title	Programme impact evaluation report
Short definition	Evaluation report of a Department project identified for that financial year
Purpose/importance	To assess the impact of the Departments projects. To inform citizens, legislature and other stakeholders of what the impact is of the Department's projects
Source/collection of data	QPR, field, Evaluation Reports
Method of calculation	Quantitative
Data limitations	Findings limited to the projects identified for evaluation
Type of indicator	Outcome
Calculation type	Cumulative on annual basis
Reporting cycle	Annual
New indicator	No
Desired performance	Department being able to accurately measure its outcomes and identify related challenges for improvement
Indicator responsibility	Director: Policy & Strategic Support

Strategic Objective Indicator

Indicator title	Number of Financial Reports Submitted
Short definition	Departmental Financial reports to be submitted timeously as prescribed by the relevant regulations and circulars

Purpose/importance	Compliance to the National and Provincial Treasury regulations and circulars on budget expenditure and monitoring
Source/collection of data	In-year monitoring reports (IYM), Annual Financial Statements, Interim Financial Statements
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Submission of Financial Reports timeously as prescribed by the relevant regulations and circulars
Indicator responsibility	Chief Financial Officer

Provincial Programme Indicators

Indicator title	In-year monitoring reports submitted to PT
Short definition	In year monitoring submitted timeously as prescribed by the relevant regulations and circulars
Purpose/importance	Compliance to the National Treasury regulations and monitoring of budget
Source/collection of data	Budgets, expenditure and procurement plans from line function for planning purposes
Method of calculation	Quantitative
Data limitations	In the absence of procurement plans, the procurement strategy is not implementable. If the accounting and/or procurement systems are not working, reports are difficult to obtain for reporting purposes
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Submission of 12 accurate IYM's for the financial year.
Indicator responsibility	Chief Financial Officer

Indicator title	Properly costed budget aligned with APP/Strategic Plan
Short definition	Submit an MTEF budget that is aligned with the APP
Purpose/importance	To provide an MTEF budget that will support the delivery of the APP projects
Source/collection of data	APP and budget requests from Directorates
Method of calculation	Quantitative
Data limitations	Poorly costed project plans from line function
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Department to submit a properly costed budget that is aligned to the APP deliverables
Indicator responsibility	Chief Financial Officer and Director: Policy and Strategic support

Indicator title	Submission of Annual Financial Statements
Short definition	Submit Annual Financial Statements as prescribed by the relevant regulations and circulars
Purpose/importance	To submit AFS of the Department to show spending and account for public funds
Source/collection of data	Financial and non-financial reports
Method of calculation	Quantitative
Data limitations	Integrity of data is assumed and AFS accounts for reported issues only
Type of indicator	Output
Calculation type	Non- Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Department to submit accurate Annual Financial Statements
Indicator responsibility	Chief Financial Officer

Indicator title	Submission of Interim Financial Statements
Short definition	Submit interim Financial Statements as prescribed by the relevant regulations and circulars
Purpose/importance	To submit AFS of the Department to show spending and account for public funds
Source/collection of data	Financial and non-financial reports
Method of calculation	Quantitative
Data limitations	Integrity of data is assumed and AFS accounts for reported issues only
Type of indicator	Output
Calculation type	cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Department to submit accurate interim Financial Statements
Indicator responsibility	Chief Financial Officer

PROGRAMME 2: Local Governance

Sub-sub programme 2.1.: Municipal Administration

2.1.1 Municipal Governance & Specialised Support

1. **Strategic Objective:** To promote good governance in municipalities

Strategic Objective Indicator

Indicator title	Decision-making initiatives enhanced
Short definition	Provide legal support to improve legal compliance and strengthening the oversight function to improve decision making in municipalities
Purpose/importance	To promote and improve legislative compliance and to strengthen oversight in municipalities
Source/collection of data	Old Ordinances, Constitution, National and Provincial legislation, By-laws, Case law
Method of calculation	Quantitative
Data limitations	No data limitations
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Improved oversight and decision making in Municipal Councils
Indicator responsibility	Director: Municipal Governance

Programme Performance Indicators

Indicator title	Legislation development initiatives in support of municipalities
Short definition	Development, rationalisation and review of old ordinances and support with the development of by-laws
Purpose/importance	In 2010, the Western Cape Local Government Repeal Act (Act No. 4 of 2010) was passed which provides for the repeal of old provincial ordinances. Certain sections in some of the ordinances were retained as they were or still are applicable to municipalities. The purpose is therefore to ensure that local government legislation and by-laws are up to date and in line with the Constitution
Source/collection of data	Old Ordinances, Constitution, National and Provincial legislation, By-laws, Case law

Method of calculation	Quantitative
Data limitations	No data limitations
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Updated local government Repeal legislation and municipal By-laws in line with the Constitution
Indicator responsibility	Director: Municipal Governance

Indicator title	Legal Support provided to municipalities to improve legislative compliance
Short definition	To provide legal advice to Municipalities when requested
Purpose/importance	Support Legal Compliance in municipalities
Source/collection of data	Legislation, Case Law, Reference Material
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Legal Compliance in municipalities improved
Indicator responsibility	Director: Municipal Governance

Indicator title	Research on conduct of disciplinary proceedings against councillors
Short definition	Develop a guide outlining the procedure in Disciplinary proceedings against Councillors
Purpose/importance	Create awareness, guidance and education to Councillors. Ensure that the Code of Conduct complies with procedural and substantive fairness
Source/collection of data	Legal Resource material, books and desk top research

Method of calculation	Quantitative
Data limitations	None
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Capacitation and Fair application of the law
Indicator responsibility	Director: Municipal Governance

Indicator title	Support initiatives to strengthen the oversight function in municipalities
Short definition	Conduct workshops and awareness in municipalities, observation of municipal decision making processes
Purpose/importance	To strengthen municipal council oversight function over the executive and the administration
Source/collection of data	Legislation, Case Law,
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Municipal oversight function strengthened
Indicator responsibility	Director: Municipal Governance

Indicator title	Assessment of Senior Manager appointments and code of conduct cases to promote legislative compliance
Short definition	In terms of sections 54A(7)(a) and 56(4A)(a) of the Municipal Systems Act, a municipal Council must inform the MEC for Local Government of the appointment process and outcome of Municipal Managers and Managers directly accountable to Municipal Managers
Purpose/importance	To ensure that the appointment is in accordance with the Municipal Systems Act and applicable Regulations
Source/collection of data	QPR and Annual Report
Method of calculation	Quantitative
Data limitations	Quality and completeness of information from Municipal Council
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Due process followed
Indicator responsibility	Director: Municipal Governance

Indicator title	Local government Pre and post-election support
Short definition	<p>Provide guidance and support to Municipalities pre and post the local government elections, so that the new Councils are functional.</p> <p>(This will entail amendment of the Establishment Notices of respective Municipalities affected by changes, distribution of various Circulars to Municipalities providing guidance as a result of the Local Government Elections, Establishment of an Election Helpdesk, deployment of senior departmental managers at the first council meeting to ensure constituting of Council and election of political office-bearers and Training to newly elected Councillors.)</p>
Purpose/importance	Ensure fully constituted and functional Municipal Councils
Source/collection of data	Project report, QPR and Annual Report

Method of calculation	Quantitative
Data limitations	Quality and completeness of information from Municipal Council
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Legally constituted Municipal Councils
Indicator responsibility	Director: Municipal Governance

Indicator title	Informal Interventions
Short definition	To successfully manage the preparation for and execution of provincial interventions at Municipalities
Purpose/importance	To ensure that Informal interventions are effective and legally valid
Source/collection of data	Project report, QPR, Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Due process followed (procedurally and substantively)
Indicator responsibility	Director: Specialised Support

Indicator title	Formal interventions - S139 of the Constitution
Short definition	To successfully manage the preparation for and execution of provincial interventions at municipalities
Purpose/importance	To ensure that formal interventions in terms of section 139 of the Constitution are effective and legally valid
Source/collection of data	Project report, QPR, dashboard report and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output

Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Due process followed (procedurally and substantively)
Indicator responsibility	Director: Specialised Support

Indicator title	Formal investigations - in terms of the Municipal Systems Act (MSA106) and Western Cape Monitoring and Support of Municipalities Act (WC MSMA)
Short definition	To successfully manage the preparation for and execution of formal investigations at municipalities
Purpose/importance	To investigate non-performance of a statutory obligation, fraud, corruption, or maladministration
Source/collection of data	Project report, QPR, annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Due process followed (procedurally and substantively)
Indicator responsibility	Director: Specialised Support

Nationally Prescribed Indicators

Indicator title	Number of municipalities supported to comply with MSA regulations
Short definition	Issue a circular/notice/guideline to the respective municipality detailing steps to be undertaken in the filling of the senior manager positions. Develop a report on compliance of municipalities with the Regulations on appointment of assist and support municipalities through meetings and workshops to interpret and apply the Regulations. Intervene where

	municipalities do not comply and provide support (support differs from Province to Province)
Purpose/importance	To promote the appointment of competent and suitably qualified senior managers
Source/collection of data	Municipal reports on compliance
Method of calculation	Quantitative
Data limitations	Non submission of reports by municipalities
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Improved institutional and administrative capability to effectively perform and deliver services
Indicator responsibility	Director: Municipal Governance

Indicator title	Number of reports produced on the extent to which municipalities comply with the implementation of the Anti-corruption measures
Short definition	Anti-corruption measures include the establishment and functionality of a structure that deals with Anti-corruption issues, towards combating fraud and corruption and/or maladministration in municipalities. The structure should comprise of Law enforcement agency, OTP, Municipalities, Treasury, CoGTA etc., to identify risk and mitigating factors to reduce levels of corruption in municipalities.
Purpose/importance	To ensure coordination of all anti-corruption activities per Province
Source/collection of data	Municipal quarterly reports on anti-corruption and reports from law enforcement agencies
Method of calculation	Qualitative
Data limitations	Non functionality of the anti-corruption technical working group
Type of indicator	Output
Calculation type	Non- cumulative
Reporting cycle	Quarterly

New indicator	Yes
Desired performance	Key risk areas including political interference identified and addressed
Indicator responsibility	Director: Municipal Governance

Indicator title	Number of reports on fraud, corruption and maladministration cases reported and investigated
Short definition	Comprehensive reports on analysis of cases reported, investigated and concluded that demonstrate corruption threads in municipalities
Purpose/importance	To reduce incidences of corruption in municipalities
Source/collection of data	Progress reports on cases referred and investigated by law enforcement agencies, and municipal reports on anti-corruption
Method of calculation	Qualitative
Data limitations	None submission of reports by Provinces
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Corruption in municipalities is tackled more effectively and consistently
Indicator responsibility	Director: Municipal Governance

Sub programme: 2.1.2 Public Participation

1. Strategic Objective:

To strengthen public participation through effective communication between municipalities and communities

Strategic Objective Indicator

Indicator title	Initiatives to Improve Public Participation in municipalities
Short definition	To support municipalities in strengthening their public participation processes
Purpose/importance	To enhance participatory democracy at local level
Source/collection of data	Attendance registers, minutes , Project reports, QPR and Annual Report
Method of calculation	Quantitative
Data limitations	Lack of capacity and administrative support by municipalities
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Improved public participation in municipalities
Indicator responsibility	Director: Public Participation

Programme Performance Indicators

Indicator title	Support actions to improve ward committee functionality
Short definition	Support ward committees with various capacity building programmes to ensure functional ward committees: The following projects will be implemented: <ul style="list-style-type: none"> • Ward Committee establishment • Ward Committee Training • Ward Committee functionality (Know Your Ward Committee Campaigns) • Development and Review of Ward Committee Operational plans
Purpose/importance	To ensure that Ward Committees are relevant and functional
Source/collection of data	Attendance registers, reports, QPR and Annual Report

Method of calculation	Quantitative
Data limitations	Lack of capacity and administrative support by municipalities
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Capacitated and Functional ward committees
Indicator responsibility	Director: Public Participation

Indicator title	Reports on ward committee functionality
Short definition	To monitor functionality of ward committees in municipalities
Purpose/importance	To monitor ward committee functionality in municipalities
Source/collection of data	Reports on functionality, QPR and Annual Report
Method of calculation	Quantitative
Data limitations	Lack of capacity and administrative support by municipalities
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	To assess the effectiveness of ward committees
Indicator responsibility	Director : Public Participation

Indicator title	Municipalities supported with communication campaigns
Short definition	To support with the communication of the Water Awareness Campaign and to support with enhancing community participation in Governance e.g. IDP, in response to municipalities
Purpose/importance	Educating communities to conserve water to ensure continued water availability during the drought crisis and to ensure effective participation within communities
Source/collection of data	Project reports, Department of Water Affairs & Sanitation; municipalities and Sector Departments
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	To instil a habit within our communities to conserve water; and to ensure effective community participation in the IDP processes.
Indicator responsibility	Deputy Director: Communications

Indicator title	Specialised communication support provided to municipalities
Short definition	To support with the development of Corporate Identity and Photography Training in response to requests of municipalities.
Purpose/importance	To give them a consistent brand identity that is easily recognisable
Source/collection of data	Training manuals, workshop registers
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	To enable municipalities to achieve a more professional identity with a shift to a more visual environment.

Indicator responsibility	Deputy Director: Communications
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Strategic Objective Indicator

Indicator title	Municipalities supported with capacity-building initiatives on gender mainstreaming
Short definition	Municipalities supported to give effect to Gender Equality
Purpose/importance	Compliance with the National Gender Policy Framework for Local Government as well as Goal Three of the Millennium Development Goals, i.e. Gender Equality and Women's Empowerment
Source/collection of data	Reports and Gender Policies (Action Plans)
Method of calculation	Quantitative
Data limitations	Failure by municipalities to develop and adopt Gender Policies
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Gender mainstreaming is institutionalised in municipalities
Indicator responsibility	Director : Public Participation

Programme Performance Indicators

Indicator title	Municipalities supported with capacity building initiatives on gender mainstreaming
Short definition	Municipalities supported to give effect to Gender Equality
Purpose/importance	Compliance with the National Gender Policy Framework for Local Government as well as Goal Three of the Millennium Development Goals, i.e. Gender Equality and Women's Empowerment
Source/collection of data	Reports and Gender Policies (Action Plans)
Method of calculation	Quantitative
Data limitations	Failure by municipalities to develop and adopt Gender Policies
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No

Desired performance	Gender mainstreaming is institutionalised in municipalities
Indicator responsibility	Director : Public Participation

Nationally Prescribed Indicators

Indicator title	Number of work opportunities created through the Community Work Programme in municipalities
Short definition	To support municipalities in coordinating the creation (provision) of work opportunities in line with the CWP implementation manual.
Purpose/importance	To provide employment safety nets, alleviate poverty and community development
Source/collection of data	Monitoring monthly reports
Method of calculation	Quantitative
Data limitations	Inaccuracy of monthly monitoring reports by agency
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	More job opportunities created
Indicator responsibility	Director: Public Participation

Indicator title	Number of ward committees supported on implementation of ward operational plans
Short definition	Functionality of ward committees in relation to the implementation of ward operational plans in municipal wards that include basic ward level issues (potholes, non-functioning traffic lights, service interruptions, billing queries, etc.) to be addressed
Purpose/importance	To strengthen ward committee functionality and enhance community participation
Source/collection of data	Ward level operational plans and ward committee functionality reports
Method of calculation	Ward level operational plan developed and implemented in each municipal ward
Data limitations	Lack of capacity and administrative support by municipalities
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	To ensure structured ward committee operations thereby improving the accountability of ward committees and municipal structures to the communities they serve
Indicator responsibility	Director: Public Participation

Indicator title	Number of municipalities supported on the development of a ward-level database with community concerns and remedial actions produced
Short definition	Establishment of systems and processes to register and respond to community concerns
Purpose/importance	To ensure a structured two way communication between municipalities and communities on service delivery concerns To act as an early warning system to address issues at an early stage
Source/collection of data	Database on community concerns
Method of calculation	Quantitative
Data limitations	Availability of applicable systems
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Improved rate of response to community concerns by municipalities
Indicator responsibility	Deputy Director: Communications
Indicator title	Report on the number of community report back meetings convened by councillors in each ward
Short definition	Strengthening community feedback mechanisms by municipal councillors
Purpose/importance	To ensure compliance with schedule 5 of the MSA
Source/collection of data	Municipal community engagement plans; Report on quarterly community engagements
Method of calculation	Quantitative
Data limitations	Lack of capacity and administrative support by municipalities, lack of monitoring on commitments made by municipalities
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Improved communication between municipalities and communities on service delivery issues

Indicator responsibility	Director: Public Participation
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Indicator title	Number of municipalities supported to roll-out gender policy framework
Short definition	Guide municipalities on gender policy to achieve the 50/50 representation of women in senior management position
Purpose/importance	Responding to a none racist, none sexist society
Source/collection of data	Municipal quarterly report
Method of calculation	Quantitative
Data limitations	Lack of maintaining the gender disaggregation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Gender equity in municipalities
Indicator responsibility	Director: Public Participation

Sub programme 2.1.3: Capacity Development

Strategic Objective: To provide support and capacity building initiatives to municipalities

Strategic Objective Indicator

Indicator title	Programmes implemented to support and capacitate municipalities
Short definition	To support municipalities with capacity building initiatives, implementation of Municipal Property Rates Act, Municipal ICT support, and Municipal Training programmes.
Purpose/importance	To ensure capacity development at municipalities for improved service delivery
Source/collection of data	MGRO, Back to Basics, IDP Indaba, municipal requests, project plans, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative and non-cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Improved municipal capacity
Indicator responsibility	Director: Municipal Support and Capacity Building

Programme Performance Indicators

Indicator title	Capacity building programmes implemented in municipalities (ongoing)
Short definition	Development and implementation of capacity building initiatives namely <ul style="list-style-type: none"> • B2B, • Pool of Experts, • PSG5, • Shared Services and • Mentoring and Coaching & Mentoring.
Purpose/importance	To ensure capacity development at municipalities for improved

	service delivery.
Source/collection of data	Reports, QPR, Back to Basics, MGRO and Annual Reports
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Improved municipal capacity
Indicator responsibility	Director: Municipal Support and Capacity Building

Indicator title	Research to enhance the provincial perspective on municipal governance
Short definition	Research with the aim of identifying and developing new support initiatives to be implemented at municipalities
Purpose/importance	To ensure that support initiatives remain comprehensive and relevant
Source/collection of data	Research report
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Improved Municipal Capacity
Indicator responsibility	Director: Municipal Support and Capacity Building

Indicator title	Initiatives to support municipalities with the enhancement of ICT
Short definition	Implement support programmes to strengthen the ICT functionality and compliance in municipalities: <ul style="list-style-type: none"> • Study the " State of ICT" in Municipalities, • Generalised ICT support to Municipalities and • Development of an ICT strategy for 10 Municipalities
Purpose/importance	To respond to the needs of municipalities in regard to ICT
Source/collection of data	MGRO, AG reports, database and information received from municipalities
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Robust and compliant ICT system in municipalities
Indicator responsibility	Director: Municipal Support and Capacity Building

Indicator title	Municipal training programmes implemented
Short definition	Training programme for municipal officials <ul style="list-style-type: none"> • Middle Management Development Programme • Councillor Training
Purpose/importance	To build capacity in municipalities through training initiatives
Source/collection of data	MGRO, Back to Basics, IDP Indaba, project plans, QPR, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Non-Cumulative and cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Officials with access to training opportunities
Indicator responsibility	Director: Municipal Support and Capacity Building

Indicator title	Number of Valuation Appeal Board appointed
Short definition	Number of municipalities supported with the appointment of Valuation Appeal Board members
Purpose/importance	Appoint Valuation Appeal Board members for one or more specific municipalities
Source/collection of data	To hear and decide appeals and to review decisions of a municipal valuer concerning objections to a valuation roll
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Non-Cumulative and cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Fully functional Valuation Appeal Board
Indicator responsibility	Director: Municipal Support and Capacity Building

Nationally Prescribed Indicators

Indicator title	Number of municipalities supported to institutionalize performance management system (PMS)
Short definition	Assist municipalities to develop and implement PMS processes to manage institutional performance
Purpose/importance	Improve service delivery and accountability in terms of Chapter 6 of the MSA and Municipal Planning and Performance Regulations of 2001
Source/collection of data	Reports from municipalities PMS audit reports, PMS assessment tool
Method of calculation	Quantitative
Data limitations	Municipalities not co-operative, Non-compliance to the legislation by municipalities
Type of indicator	Output
Calculation type	Cumulative

Reporting cycle	Quarterly
New indicator	No
Desired performance	All municipalities implementing functional PMS
Indicator responsibility	Director: Municipal Support and Capacity Building
Indicator title	Number of capacity building interventions conducted in municipalities
Short definition	Development and implementation of capacity building initiatives.
Purpose/importance	Institutionalise capacity building for municipalities so that officials meet the prescribed minimum competency requirements and councillors are able to fulfil their governance obligations
Source/collection of data	Municipal reports on capacity building initiatives
Method of calculation	Quantitative
Data limitations	Lack of submission of information from municipalities
Type of indicator	Input
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	To strengthen the capability and ability of officials and councillors to accomplish their governance responsibilities
Indicator responsibility	Director: Municipal Support and Capacity Building

Indicator title	Number of municipalities guided to comply with MPRA
Short definition	Municipalities monitored, assessed and guided to comply with the MPRA
Purpose/importance	To monitor and assess municipal compliance with the MPRA and provide guidance with respect to non-compliance
Source/collection of data	MPRA, municipal rating information
Method of calculation	N/A
Data limitations	Lack of submission of information or incorrect information being submitted by municipalities and Provinces
Type of indicator	Output

Calculation type	Cumulative for the year
Reporting cycle	Quarterly
New indicator	No
Desired performance	The aim is to ensure that municipalities comply with critical aspects of the MPRA and its regulations
Indicator responsibility	Director: Municipal Support and Capacity Building

Indicator title	Report on implementation of Back to Basics support plans by municipalities
Short definition	Comprehensive report on the Departmental support provided on Back to Basics to Municipalities
Purpose/importance	To support Municipalities with a range of capacity building programmes in regards to back to basics
Source/collection of data	Municipalities
Method of calculation	Qualitative
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Municipalities capacitated with relevant programmes that enhance service delivery
Indicator responsibility	Director: Municipal Support and Capacity Building

Sub-sub programme 2.1.4: Municipal performance, monitoring, reporting and evaluation

1. **Strategic Objective 1:** To monitor and evaluate municipal performance

Strategic Objective Indicator

Indicator title	Municipal performance monitoring initiatives
Short definition	To assist municipalities with their reporting requirements
Purpose/importance	To improve the reporting by municipalities to all stakeholders
Source/collection of data	Municipal quarterly and annual reports
Method of calculation	Quantitative
Data limitations	No data limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	The aim is to ensure effective and efficient reporting system by municipalities
Indicator responsibility	Director: District & Local Performance Monitoring

Provincial Programme Indicators

Indicator title	Quarterly Municipal Performance Reports
Short definition	Produce quarterly municipal performance reports
Purpose/importance	To track municipal performance
Source/collection of data	Framework, project plan, QPR, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Consistent monitoring, analysis and reporting of municipal performance
Indicator responsibility	Director: District & Local Performance Monitoring

Indicator title	Assessment of draft Municipal SDBIPs
Short definition	To measure whether the Draft SDBIP is aligned to the IDP, Budget and whether it complies with Circular 13.
Purpose/importance	Measure the performance of municipalities in line with Section 53 (c)(iii)(bb) of the Municipal Systems Act.
Source/collection of data	Draft municipal budgets
Method of calculation	Qualitative
Data limitations	Non-availability of draft SDBIPs
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Compliance with municipal budget and reporting regulations
Indicator responsibility	Director : District and Local Performance Monitoring

Indicator title	Development of stakeholder governance Framework
Short definition	The development of a Stakeholder Governance Framework, development of a Stakeholder governance Capability Maturity Model and implementation of the maturity assessment
Purpose/importance	<p>The absence of a uniform South African tailored responsive stakeholder governance framework setting best practice guidance i.t.o</p> <p>Appropriate stakeholder engagement standards</p> <p>Integrated, coordinated, synchronised long term, public participation standards</p> <p>Stakeholder Management Tools and Techniques</p> <p>The lack of a centralised monitoring and evaluation system that provides a standardised measurement i.t.o stakeholder governance maturity within municipalities.</p> <p>A combination of the above and the lack of capacity within Municipalities have led to areas of unacceptable service delivery to communities resulting in client dissatisfaction, service delivery protests and withholding of municipal account payments.</p>
Source/collection of data	Regional Monitoring Teams (RMT), QPR
Method of calculation	Qualitative
Data limitations	none
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	The Provincial Government will be able to gauge the Stakeholder Governance Maturity of every municipality in the Province
Indicator responsibility	Director : District and Local Performance Monitoring

Indicator title	Research on new financial model and basket of services
Short definition	Research and Development of new support initiatives to be

	implemented at Municipalities.
Purpose/importance	To ensure that support initiatives remain comprehensive and relevant.
Source/collection of data	Various research documentation
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Research and Development of new support initiatives to be implemented at Municipalities.
Indicator responsibility	Director : District and Local Performance Monitoring

Nationally Prescribed Indicators

Indicator title	Number of municipal performance reports compiled as per the requirements of Section 47 of the Municipal System Act(MSA)
Short definition	The consolidated annual municipal performance report is a legal requirement in Section 47 of the Municipal Systems Act which requires the MEC for local government to compile and submit to provincial legislature and the Minister for Local Government.
Purpose/importance	To put in place provincial mechanisms to organize, consolidate and interpret primary data collected from municipalities or secondary data sources to develop a consolidated municipal performance report and to monitor and report municipal performance in order to identify gaps, interventions and support on municipal performance
Source/collection of data	Quarterly and Annual Municipal reports (section 46) and secondary data from sector departments
Method of calculation	Quantitative
Data limitations	Credibility of data and non-submission of performance reports
Type of indicator	Output
Calculation type	None cumulative
Reporting cycle	Annual

New indicator	No
Desired performance	Consolidated annual performance report
Indicator responsibility	Director: District & Local Performance Monitoring

Indicator title	Number of Municipalities supported to implement indigent policies
Short definition	Provide guidance to municipalities in developing/reviewing indigent policies and updating indigent registers aligned to the national policy framework
Purpose/importance	Provision of free basic services to indigent households
Source/collection of data	Municipal quarterly reports
Method of calculation	Quantitative
Data limitations	None reporting and credibility of data from municipalities
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Increased access to free basic services by indigent households
Indicator responsibility	Director: District & Local Performance Monitoring

Sub programme 2.1.5: Service Delivery Integration

1. **Strategic objective:** To co-ordinate improved access to government information services, and socio-economic opportunities

Strategic Objective Indicator

Indicator title	Projects implemented to improve access to government services
Short definition	Ensure co-ordination of the Thusong Programme in the Province
Purpose/importance	To ensure effective functioning of the Thusong Programme so as to improve access to government services in the Province
Source/collection of data	Project plan, QPR, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Assisting citizens to access government services through providing a platform for government departments and other stakeholders to render services to communities
Indicator responsibility	Director: Service Delivery Integration

Programme Performance Indicators

Indicator title	Number of citizens accessing government services
Short definition	Ensuring that the citizens have access to government services through the Thusong Service Centres and Mobiles
Purpose/importance	Ensuring that the citizens have access to government services through the Thusong Centres and Mobiles within an acceptable radius
Source/collection of data	Project plan, QPR, Annual Report, reports from Thusong service centres and the mobiles

Method of calculation	Quantitative
Data limitations	
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Improved access to government services
Indicator responsibility	Director: Service Delivery Integration

Indicator title	Report on the Functionality of Thusong Service Centres
Short definition	A functional Thusong Centre can be measured using a number of indicators these may include: the services it provides acceptability of the Infrastructure of the Centre
Purpose/importance	Ensuring that the Centres are operating at acceptable minimum standards to render services
Source/collection of data	Project Plan, QPR, Annual Report, reports from the centres and updated functional scorecard
Method of calculation	Quantitative
Data limitations	
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Functionality of Thusong Centres at an acceptable minimum level
Indicator responsibility	Director: Service Delivery Integration

Indicator title	Support actions to ensure effective functioning of the Thusong Programme
Short definition	Establish and implement support measures that will ensure sustainability of the Thusong Programme within the implementing municipalities. Support actions will include: <ul style="list-style-type: none"> • Operating and maintenance funding • Monitoring and Evaluation • Training Programmes for Thusong Managers • Thusong Programme Forum meetings • Ensuring Thusong sustainability Plans
Purpose/importance	To ensure successful implementation of the Thusong Programme in implementing municipalities
Source/collection of data	Project reports, Training registers, meeting minutes, QPR, and Annual Report
Method of calculation	Quantitative and Qualitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Non- Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Sustainable Thusong Programme
Indicator responsibility	Director: Service Delivery Integration

2. Strategic objective: To support co-operative governance between the three spheres of government

Strategic Objective Indicator

Indicator title	Initiatives supporting co-operative governance between three spheres of government
Short definition	Effectively support Provincial-wide and District IGR governance events, The events are:

Purpose/importance	To improve co-operative governance
Source/collection of data	Meeting minutes, attendance registers, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	IGR events successfully managed and stakeholders attend and participate
Indicator responsibility	Director: Service Delivery Integration

Provincial Programme Indicators

Indicator title	Support actions to improve functionality of IGR Fora
Short definition	Support actions that improve the functionality of the IGR for a, ie refer and follow up on governance issues between municipalities and provincial departments. Support actions are : <ul style="list-style-type: none"> • Minmay and PCF
Purpose/importance	To improve co-operative governance
Source/collection of data	Meeting minutes, attendance registers, and Annual Report
Method of calculation	Quantitative and Qualitative
Data limitations	Limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Improved co-operative inter-governmental relations
Indicator responsibility	Director: Service Delivery Integration

Indicator title	Provincial Intergovernmental meetings convened
Short definition	Effectively support provincial-wide IGR governance events, events include: <ul style="list-style-type: none"> • District Co-ordinating Forum (DCF) & DCF Techs • Case referrals
Purpose/importance	To improve cooperative governance
Source/collection of data	Meeting minutes, attendance registers, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	IGR events successfully managed and stakeholders attend and participate
Indicator responsibility	Director: Service Delivery Integration

Sub-sub programme 2.1.6: Community Development Worker Programme

1. **Strategic Objective:** To co-ordinate improved access to government information services, and socio economic opportunities

Strategic Objective Indicator

Indicator title	Projects improving access and information to government services
Short definition	Ensure that adequate information reaches people in communities
Purpose/importance	To educate communities in respect of the provision of government services
Source/collection of data	Project reports, registers, QPR, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Community members become aware of and have access to government services
Indicator responsibility	Director: Community Development Worker Programme

Programme Performance Indicators

Indicator title	Support initiatives to improve access to government services
Short definition	<p>To assist people to access government programmes, to ensure that adequate information reaches people in communities</p> <p>Support communities and to form partnerships with Government institutions, CBOs and NGOs</p> <p>Some of these projects we be as follows</p> <p>mobilisation of communities for Thusong Mobiles</p> <p>renewing of the Indigent Grant subsidy data base</p> <p>Recruitment of Youth/ Learnerships/employment opportunities</p> <p>IDs</p> <p>Support with IDs, Birth certificates, wellness programmes, disaster awareness programmes, SASSA benefits programmes,, Housing issues, IDPs process to name just a few</p>
Purpose/importance	To improve access to government services and programmes
Source/collection of data	Project reports , attendance registers ,QPR, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Community members become aware of and have access to government services
Indicator responsibility	Director: Community Development Worker Programme

Indicator title	Case referrals to government services facilitated
Short definition	To refer and assist people to access government services
Purpose/importance	To provide information and assistance to communities to access government services through referrals.
Source/collection of data	Project reports , attendance registers ,QPR, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations

Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Improved community access to government programmes and services
Indicator responsibility	Director: Community Development Worker Programme

Indicator title	Support Initiatives to improve access to small scale economic opportunities
Short definition	Support socio-economic projects in partnership with relevant stakeholders
Purpose/importance	CDWs support other government departments and agencies to implement projects aimed at improving economic opportunities
Source/collection of data	Project reports , attendance registers ,QPR, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Success of projects in partnership with other departments and agencies
Indicator responsibility	Director: Community Development Worker Programme

Programme 3: Development and Planning

Sub-sub programme 3.1: Municipal Infrastructure

Strategic Objective: To support municipalities to provide and maintain economic and social infrastructure

1. Strategic Objective Indicator: Support initiatives on infrastructure projects in Communities

Indicator title	Support initiatives on infrastructure projects
Short definition	To support municipalities to provide and maintain economic and social infrastructure
Purpose/importance	To assist municipalities to deliver on Bulk infrastructure
Source/collection of data	Project plan, QPR, Dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Municipalities implement their infrastructure plans
Indicator responsibility	Director: Municipal Infrastructure

Programme Performance Indicators

Indicator title	Municipalities supported with the development of Electricity Master Plans
Short definition	Facilitate the development of Electricity Master Plans
Purpose/importance	To assist municipalities to deliver on electrical infrastructure
Source/collection of data	Project reports, Reports from municipalities
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual

New indicator	No
Desired performance	Municipalities implement their Electricity Master Plans
Indicator responsibility	Director: Municipal Infrastructure

Indicator title	Municipalities supported to spend MIG
Short definition	Monitoring MIG expenditure to ensure delivery of critical service delivery infrastructure
Purpose/importance	Municipalities are supported to spend MIG
Source/collection of data	MIG database and information from municipalities
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Non-Cumulative.
Reporting cycle	Quarterly
New indicator	No
Desired performance	Effective and efficient spending of the MIG fund
Indicator responsibility	Director: Municipal Infrastructure

Indicator title	Infrastructure support initiatives implemented at municipalities
Short definition	To support municipalities with water and electricity demand management, long term infrastructure investment planning, financial assistance to maximise the provision of service delivery.
Purpose/importance	Reduction in water and electricity losses supporting revenue enhancement and postponement of costly bulk infrastructure augmentation. To ensure sustainable infrastructure development To maximise the provision of service delivery
Source/collection of data	Project reports, and information from municipalities
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output

Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Reduction in water and electricity demand and losses. Municipalities adopting and implementing the infrastructure investment plan Improved access to basic services and improved service delivery.
Indicator responsibility	Director: Municipal Infrastructure

Indicator title	Research to enhance responsive infrastructure governance at municipalities
Short definition	Conduct research in legislative framework applicable to municipal infrastructure and sustainable, affordable and appropriate service levels including the use and introduction of new innovative technology and enhanced integrated planning amongst technical, financial and town planning departments and asset management.
Purpose/importance	To enhance responsive Infrastructure Governance and improved service delivery
Source/collection of data	Best Practice cash studies and related literature.
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Application of the Infrastructure Governance Framework by the municipalities
Indicator responsibility	Director: Municipal Infrastructure

National Indicators

Indicator title	Number of municipalities supported with service delivery programmes
Short definition	Assist municipalities to plan, implement, operate and maintain infrastructure programmes and projects
Purpose/importance	Functional infrastructure
Source/collection of data	Sector departments, municipalities and utilities
Method of calculation	Qualitative
Data limitations	Inaccurate and or lack of information
Type of indicator	Output
Calculation type	Accumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Enhanced service delivery
Indicator responsibility	Director: Municipal Infrastructure

Sub-programme 3.2: Disaster Management

1. Strategic Objective: To coordinate effective disaster management preparedness and recovery

Strategic Objective Indicator

Indicator title	Programmes to coordinate effective disaster preparedness, intergovernmental relations and recovery
Short definition	Coordinate preparedness and rapid response programmes
Purpose/importance	To ensure that relevant stakeholders have disaster preparedness plans; Centre enhancement to ensure functional Provincial Disaster Management Centre; and Coordinate and compile disaster management annual report
Source/collection of data	Disaster preparedness plans, project reports, QPR, dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Well-coordinated disaster preparedness and rapid programmes
Indicator responsibility	Director: Disaster Operations

Provincial Programme Indicators

Indicator title	Stakeholders assisted in developing disaster preparedness plans
Short definition	Provide support to relevant stakeholders to develop disaster preparedness plans
Purpose/importance	To ensure that relevant stakeholders have disaster preparedness plans
Source/collection of data	Disaster preparedness plans, QPR, dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations

Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Provincial departments, Municipalities and State Owned Enterprises mainstream disaster preparedness in their organisations
Indicator responsibility	Director: Disaster Operations

Indicator title	Centre enhancements to ensure functional Provincial Disaster Management Centre
Short definition	Ensure a functional provincial disaster management centre
Purpose/importance	To improve the functionality of provincial disaster management centre
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	To ensure that the provincial disaster management centre is able to fulfil its legislative functions effectively
Indicator responsibility	Director: Disaster Operations

Indicator title	Provincial Disaster Management Annual Report
Short definition	Coordinate and compile disaster management annual report
Purpose/importance	To keep stakeholders updated on the progress relating to achievements on disaster management
Source/collection of data	District Disaster Management Centre, project reports, QPR, dashboard report and annual reports
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output

Calculation type	Cumulative.
Reporting cycle	Annual
New indicator	No
Desired performance	Updated stakeholders on the progress relating to achievements on disaster management
Indicator responsibility	Director: Disaster Operations

Indicator title	Meetings of Intergovernmental Disaster Management Fora
Short definition	Ensure Disaster Management that ensure coordination of Disaster Management and share knowledge and promote peer learning
Purpose/importance	To measure good governance by ensuring the following: <ul style="list-style-type: none"> • Functional established district disaster fora • Number of disaster fora held
Source/collection of data	Minutes of meetings
Method of calculation	Quantitative
Data limitations	Lack of cooperation by identified role players
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Ensure an integrated approach in the coordination of Disaster Management by all stakeholders in Province
Indicator responsibility	Deputy Director: Disaster Operations

Indicator title	Disaster damage assessments/verification conducted
Short definition	Conduct disaster damage assessments of infrastructure and services after major disaster incidents have occurred
Purpose/importance	To assess damage of infrastructure and services from disasters in the Province (both municipal and provincial)
Source/collection of data	Assessment reports, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Comprehensive assessment of damage caused by disasters
Indicator responsibility	Director: Disaster Operations

Indicator title	Declarations/classifications facilitated
Short definition	To facilitate disaster declarations, classifications, and applications for additional funding
Purpose/importance	To facilitate the declaration of disasters by municipalities or the Province
Source/collection of data	Report , QPR, Dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Speedy disaster declaration, classification and funding applications
Indicator responsibility	Director: Disaster Operations

Indicator title	Disaster recovery projects monitored and supported
Short definition	Monitor implementation of Disaster recovery incidents/ disasters monitored and supported
Purpose/importance	To ensure that disaster recovery incidents/ disasters are monitored and supported
Source/collection of data	Reports, QPR, Dashboard report, and Annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Disaster recovery projects implemented and funding spent
Indicator responsibility	Director : Disaster Operations

2. Strategic Objective: To co-ordinate reduction of risk post by hazards

Strategic Objective Indicator

Indicator title	Programmes to reduce potential risks
Short definition	To facilitate and co-ordinate the reduction of potential risks posed by hazards
Purpose/importance	To ensure that municipalities reduce their risks through disaster management chapters in IDPs, To identify disaster risks and vulnerabilities in the Province and maintain a provincial risk profile; and To make communities aware of disaster hazards.
Source/collection of data	Project reports, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No

Desired performance	Municipalities with quality disaster management chapters in IDPs
Indicator responsibility	Director: Disaster Risk Reduction

Programme Performance Indicators

Indicator title	Municipalities supported to develop Disaster Risk Reduction Chapters in IDPs
Short definition	Municipalities supported to develop applicable disaster management chapters in their IDPs
Purpose/importance	To ensure that municipalities reduce their risks through including disaster management chapters in IDPs
Source/collection of data	Project reports, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Municipalities with quality disaster management chapters in IDPs
Indicator responsibility	Director: Disaster Risk Reduction

Indicator title	Municipalities supported with risk and vulnerability assessments
Short definition	Disaster risk and vulnerability assessment support programme
Purpose/importance	To identify disaster risks and vulnerabilities in the Province and maintain a provincial risk profile
Source/collection of data	Project reports, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No

Desired performance	To provide all stakeholders with updated information on disaster risks and vulnerabilities
Indicator responsibility	Director: Disaster Risk Reduction

Indicator title	Maintenance of Data Repository at Western Cape Disaster Management Centre Maintained
Short definition	Maintain the Spatial Data Repository at the Western Cape Disaster Management Centre
Purpose/importance	To provide accurate information to decision makers by ensuring that the spatial data repository is updated and maintained.
Source/collection of data	Project reports, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	All disaster management stakeholders have access to accurate information to improve decision making.
Indicator responsibility	Director: Disaster Risk Reduction

Indicator title	Disaster Hazard Awareness Programme
Short definition	Provide hazard awareness campaigns in the Province
Purpose/importance	To make communities aware of disaster hazards
Source/collection of data	Project reports, attendance registers QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No

Desired performance	Communicate awareness to encourage risk avoidance behaviour and emergency preparedness
Indicator responsibility	Director: Disaster Risk Reduction

3. Strategic Objective: To improve fire and rescue services capability

Strategic Objective Indicator

Indicator title	Programmes to improve fire and rescue services capability
Short definition	Provincial Emergency Services Training Centre projects (EPESTC) at Wolwekloof
Purpose/importance	To ensure that training needs of municipal fire and emergency services are adequately addressed
Source/collection of data	Attendance registers, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	Yes
Desired performance	Reduction on fires and fatalities
Indicator responsibility	Deputy Director: Fire Brigade Services

Provincial Programme Indicator

Indicator title	Provincial Emergency Services Training Centre projects at Wolwekloof
Short definition	To ensure that training needs of municipal fire services are adequately addressed
Purpose/importance	Attendance registers, QPR, dashboard report, and annual report
Source/collection of data	Quantitative
Method of calculation	No limitation
Data limitations	Output

Type of indicator	Cumulative
Calculation type	Annual
Reporting cycle	Yes
New indicator	Reduction of fires and fatalities
Desired performance	To ensure that training needs of municipal fire services are adequately addressed
Indicator responsibility	Deputy Director: Fire Brigade Services

Indicator title	Aerial Fire-Fighting and Ground Support Programmes
Short definition	Integrated fire management
Purpose/importance	To ensure effective and efficient response to wildfires and optimal utilisation of resources
Source/collection of data	Project reports, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Effective and efficient response to wildfires
Indicator responsibility	Deputy Director: Fire Brigade Services

Indicator title	Emergency Management Skills Capacity Development (Incident Command) Programmes
Short definition	Implementation of Incident Command System
Purpose/importance	To ensure standardised and uniform Incident Management in the Province
Source/collection of data	QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	No limitation

Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Effective and efficient incident management
Indicator responsibility	Deputy Director: Fire Brigade Services

Indicator title	Fire and Life Safety Programmes
Short definition	Support municipalities to educate people on fire and life safety
Purpose/importance	To assist municipalities to reduce the number of fires and fatalities in communities
Source/collection of data	Attendance registers, Project reports, QPR, and annual report
Method of calculation	Quantitative
Data limitations	No limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Reduction on fires and fatalities
Indicator responsibility	Deputy Director: Fire Brigade Services

Indicator title	Special Operations Capacity Building Programmes
Short definition	Development of Special Operations Capacity in municipal fire services
Purpose/importance	To ensure the availability of specialised skills and capacity to deal with large incidents/disasters.
Source/collection of data	Project plan, QPR, dashboard report, and annual report
Method of calculation	Quantitative
Data limitations	None
Type of indicator	Out put

Calculation type	Non-cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Specialised skills and capacity throughout the Province
Indicator responsibility	Deputy Director: Fire Brigade Services

Nationally Prescribed Indicators

Indicator title	Number of functional Municipal Disaster Management Centres
Short definition	All the Disaster Management Centres (Provincial/Metro/District) in the Province have been established and are functional in terms of the Disaster Management Act, 2002.
Purpose/importance	To ensure an efficient, effective, integrated and coordinated approach to all aspects of disaster management in the Province with special emphasis on prevention and mitigation, as well as ensuring the co-ordination and management of provincial disasters that occur in the Province
Source/collection of data	<p>Quarterly report covering the following:</p> <ul style="list-style-type: none"> • Appointment of the Heads of Disaster Management Centres in the Province (Provincial , District and Metro) • The Disaster Management Centre has an organisational structure and physical structure that meets the minimum standards. • Quarterly advisory forum meetings • The Province/Metro/District has an approved Disaster management Framework • A Disaster Management Plan outlining strategies on prevention, mitigation, preparedness, response and recovery within the Province. • Each Disaster Management Centre publishes its annual report • Provincial disaster public awareness, advocacy and awareness programmes developed and implemented • Support municipalities to establish and maintain functional disaster management centres
Method of calculation	Quantitative

Data limitations	Lack of norms and standards for the Disaster Management Centres at municipal level.
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Timeous response to disaster incidence and reduction of the impact of distress communities
Indicator responsibility	Deputy Director: Disaster Operations

Indicator title	Provincial fire brigade services established by target date
Short definition	Provincial Fire Brigade services unit established to co-ordinate fire services activities in the Province in terms of legislative requirements
Purpose/importance	To ensure effective and efficient oversight and support of the management of fires in the Province
Source/collection of data	<p>Progress report covering the following:</p> <ul style="list-style-type: none"> • A provincial fire services unit is established • Dedicated and qualified personnel to perform the function appointed • Provincial reports on fire services activities within the Province which includes <ul style="list-style-type: none"> ○ Number of fire prevention activities; ○ Responses to key incidents that required rescue of life and property in the Province ○ Support provided to municipal fire services. <p>Reports of activities undertaken by Category of Authorized Persons in terms of legislative requirements</p>
Method of calculation	Qualitative
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Improved prevention, response and recovery for fire in

	communities
Indicator responsibility	Deputy Director: Disaster Operations

Sub-sub Programme 3.3: Integrated Development Planning

1. **Strategic Objective:** To improve the quality of IDPs to give effect to service delivery

Strategic Objective Indicator

Indicator title	Programmes to improve quality of IDPs
Short definition	To improve the quality of IDPs to give effect to service delivery
Purpose/importance	To ensure that integrated development planning is done effectively as it guides the development within a municipal area and informs investment by other government spheres;
Source/collection of data	Reports, attendance registers, QPR, annual Report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	All municipalities have implementable IPDs
Indicator responsibility	Director: Integrated Development Planning

Provincial Programme Indicators

Indicator title	IDP Assessment Reports determining alignment of planning and expenditure vs. priorities compiled
Short definition	To provide framework and parameters for the assessment of IDPs
Purpose/importance	To provide a framework for the coordination of sector department comments on municipal IDPs to ensure intergovernmental planning alignment
Source/collection of data	IDPs assessment reports, IDP Framework, Project Plans, QPR
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output

Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	All municipalities having realistic and implementable IDPs
Indicator responsibility	Director: Integrated Development Planning

Indicator title	Process Plans/Time – schedules monitored to assess regional alignment and coordination
Short definition	Monitoring the planning processes, activities and specified time-frames followed by municipalities to develop IDPs as per their approved Process Plans
Purpose/importance	To verify that municipalities undertake the full range of planning activities within the annual planning cycle
Source/collection of data	process plans/time schedules, IDPs of municipalities, project plans, QPR, annual report
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Effective and efficient development planning activities
Indicator responsibility	Director: Integrated Development Planning

Indicator title	Number of municipalities supported with development of legally compliant IDP
Short definition	Hands-on support and knowledge-sharing for effective integrated development planning processes and outputs
Purpose/importance	To ensure that municipalities develop realistic and implementable IDPs that guide development and inform potential investment
Source/collection of data	Attendance registers, primary data to be obtained from Sector Departments in spread-sheet format

Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Effective intergovernmental planning
Indicator responsibility	Director: Integrated Development Planning

2. Strategic Objective: To strengthen intergovernmental planning and budget through establishment of IDP as the single co-ordinating plan of Government

Strategic Objective Indicator

Indicator title	Programmes to improve Intergovernmental planning in IDPs
Short definition	Joint planning for maximum service delivery
Purpose/importance	To ensure Improved participation in IDP processes
Source/collection of data	Assessment reports, project plan, QPR, dashboard report and annual report
Method of calculation	Quantitative
Data limitations	Attendance
Type of indicator	Output
Calculation type	Cumulative on annual basis
Reporting cycle	Annually
New indicator	No
Desired performance	Improved intergovernmental coordination
Indicator responsibility	Director: Integrated Development Planning

Programme Performance Indicators

Indicator title	Percentage JPI agreements facilitated to reflect in the respective planning instruments of stakeholders
Short definition	To ensure long term impact to communities
Purpose/importance	Ensure maximum service delivery to communities
Source/collection of	Progress reports, QPR, Annual Report and SDBIP

data	
Method of calculation	Quantitative
Data limitations	No limitations
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Bi-annually
New indicator	Yes
Desired performance	Improved intergovernmental coordination and implementation
Indicator responsibility	Director: Integrated Development Planning

National Indicators

Indicator title	Number of municipalities supported with development of legally compliant IDP
Short definition	Support to municipalities in the development of implementable IDPs through capacity building sessions, workshops, IDP forums and IDP assessments. A legally compliant IDP should be developed according to the requirements of applicable legislation
Purpose/importance	Municipalities developing community responsive IDP's within legislated framework
Source/collection of data	IDP assessment and analysis reports
Method of calculation	Quantitative and Qualitative
Data limitations	IDPs not adopted by Council as per IDP process plan
Type of indicator	Output
Calculation type	None cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	All municipalities developed legally compliant IDPs
Indicator responsibility	Director: Integrated Development Planning