



APPENDIX A  
(TO THE PERFORMANCE AGREEMENT)

**PERFORMANCE PLAN**  
Entered into by and between  
**eThekweni Municipality**

And

**BERYL MPHAKATHI**

Deputy City Manager

**HUMAN SETTLEMENT ENG SERV & TRANSPORT**

**Period: 1 July 2019 To 30 June 2020**

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## PERFORMANCE PLAN

Financial Year 2019 - 2020

### 1 Purpose

The performance plan defines the Council's expectations of the Municipal Manager's performance agreement to which this document is attached and Section 57 (5) of the Municipal Systems Act, which provides that performance objectives and targets must be based on the key performance indicators as set in the Municipality's Integrated Development Plan (IDP) and as reviewed annually.

### 2 Key responsibilities

**The following objects of local government will inform the Municipal Manager's performance against set performance indicators:**

- 2.1 Provide democratic and accountable government for local communities.
- 2.2 Ensure the provision of services to communities in a sustainable manner.
- 2.3 Promote social and economic development.
- 2.4 Promote a safe and healthy environment.
- 2.5 Encourage the involvement of communities and community organisations in the matters of local government.

### 3 Key Performance Areas

**The following Key Performance Areas (KPA's) as outlined in the Local Government: Municipal Performance Regulations for Municipal Managers and Managers Directly Accountable to Municipal Managers (2006), inform the strategic objectives listed in the table below:**

- 3.1 Basic Service Delivery.
- 3.2 Municipal Institutional Development and Transformation.
- 3.3 Local Economic Development (LED).
- 3.4 Municipal Financial Viability and Management.
- 3.5 Good Governance and Public Participation.

### 4 Key Performance Objectives and Indicators, for the Municipal Manager

**The provisions and statutory time frames contained in the following legislation are required to be reported on and measured:**

- 4.1 Section 157 of the Constitution of the Republic of South Africa, 1996
- 4.2 Local Government: Municipal performance Regulations for Municipal Managers and Managers Directly Accountable to Municipal Manager, 2006 (Regulation No. R805, dated 1 August 2006)
- 4.3 Regulation No. 796 (Local Government: Municipal Planning and Performance Management Regulations, 2001) dated 24 August 2001
- 4.4 Municipal Finance Management Act, 2003, in particular, but not limited to, Chapter 8. (Must include, *inter alia*, tariff policy, rates policy, credit control and debt collection policy, supply chain management policy and an unqualified Auditor General's report.)
- 4.5 Property Rates Act, 2004.
- 4.6 Municipal Structures Act, 1998, in particular, but not limited to, Chapter 5 (Powers and functions as determined by legislation or agreement)
- 4.7 Municipal Systems Act, 2000, in particular, but not limited to, sections 55 to 57
- 4.8 Any other applicable legislation specific to the Municipal Manager.

**The period of this plan is from 1st July 2019 to 30 June 2020**

Signed and accepted by 

Job title: DCM : HSET

Date: 12-06-2019

Signed by: The City Manager on behalf of the eThekweni Municipality

Date: 04/7/2019

**Key Performance Areas (KPA's) [80% of the final score]**

IDP Eight Point Plan	Strategic Focus Area (SFA) Key Objectives	KPI Type or No.	Key Performance Indicators	Annual Targets	Date	Weighting	Quarter Actual	Indicator (Smiley)	Reason For Variance	Score 1-5	Quarter Actual	Indicator (Smiley)	Reason For Variance	Score 1-5		
							2nd Quarter				4th Quarter					
<b>KPA 1: Municipal Institutional Development and Transformation</b>																
Supporting organisation design, human capital development and management	Human Capital Learning and Development	CI	All vacancies to be filled in accordance with the 2018/22 Employment Equity targets													
			Ensure Talent Management/Succession Planning is in place	2%	30-Jun-20	Appointments in line with the municipality's employment equity plan										
			Hold bi-annual Cluster and Unit TMCs and ensure that development plans are actioned. Develop plans for identified successors (including retirees)	3%	30-Jun-20	Bi-annual Cluster and Unit TMC's plans for identified successors										
				3%	30-Jun-20											
<b>KPA 2: Basic Service Delivery</b>																
Creating a Quality Living Environment	Meet infrastructure and household service needs and backlogs	3A.1, (HS)1.11, 3A.5, 3A.7	The number of subsidized housing opportunities													
			- BNG	5%	30-Jun-20	3702 Houses completed, 90 CRU family units upgrade and 48 CRU new units and 160 houses upgraded/refurbished										
			- CRU's	4%	30-Jun-20	- 2900 households benefitting from serviced sites handed over for subsidised housing units										
			- PRE 1994	4%	30-Jun-20	- 2900 sites services and handed over										
			3A.2; 3A.49	4%	30-Jun-20	- Number of formal sites serviced										
			3A.3	4%	30-Jun-20	300 Hectares of land acquired for subsidized Housing										
			3A.4, 3A.6	4%	30-Jun-20	Beneficiary Administration - subsidized housing units allocated - sale of rental and BNG										
3A.8, 3A.9, 3A.11	4%	30-Jun-20	Title Deed Restoration Program - Number of Title Deeds submitted to the Deeds Registrar for registration for subsidized housing - Average of 90 days taken to register													
3A.10; 3A.41	4%	30-Jun-20	The number of households benefiting from incremental Services to Informal Settlements - Roads and Footpaths access with Stormwater controls Stormwater controls - Number of properties below the eThekweni defined level of service provided with stormwater solutions													

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IDP Eight Point Plan	Strategic Focus Area (SFA) Key Objectives	KPI Type or No.	Key Performance Indicators	Annual Targets	Date	Weighting	Quarter Actual	Indicator (Smiley)	Reason For Variance	Score 1-5	Quarter Actual	Indicator (Smiley)	Reason For Variance	Score 1-5
		3A.12, 3A.13	Informal Settlement Management - NUSP - Participation	587 informal settlements enumerated and classified - 100% of informal settlements using a participatory approach to planning or implementing upgrading	30-Jun-20	3%								
		3A.14	GAP & Social Housing Market	422 rateable residential properties in the subsidy housing market entering the municipal valuation role	30-Jun-20	3%								
		3A.42, 3A.43, 3A.44, 3A.45	The number of km of SIDEWALK constructed - Gravel to surface program - Percentage of unsurfaced road graded - Percentage of surfaced municipal road lanes which has been resurfaced and resealed	39kms of new sidewalk constructed - 12 kms of unsurfaced road converted to surfaced - 100% of unsurfaced road graded - All planned road resurfaced and resealed and 200 kms of surfaced municipal road lanes which has been resurfaced and resealed	30-Jun-20	3%								
		3A.46; 3A.47	The number of PUBLIC TRANSPORT RANKS constructed - Number of scheduled public transport access points added	2 PUBLIC TRANSPORT RANKS constructed - new KPI currently being determined	30-Jun-20	3%								
	Address community service backlogs	3B.1, 3B.2	Public Transport Services. No. of passengers (People with disabilities) using accessible scheduled public transport services - Public Transport Services. No. of passengers using scheduled public transport services.	65 000 People with disabilities using accessible scheduled public transport services - 29 500 000 passengers using scheduled public transport services.	30-Jun-20	3%								
		3B.3	Implement an effective public transport plan for the Municipality	45,67% Implementation of transport Plan	30-Jun-20	3%								
		3B.4	Improve Road Safety by Conducting Road Safety Awareness at schools and implementation of speed humps & intersection improvements	70 programmes conducted to improve road safety	30-Jun-20	3%								
		3B.5, 3B.6, 3B.7	Municipal Bus Services - Number of weekday scheduled municipal bus passenger trips - Percentage of municipally-contracted scheduled bus service on time - percentage of municipally-contracted bus fleet that are low cost.	701 000 weekday scheduled municipal bus passenger trips - 96.1% of scheduled municipal bus services on time - 14.60% of scheduled municipal buses that are low-entry	30-Jun-20	3%								

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IDP Eight Point Plan	Strategic Focus Area (SFA) Key Objectives	KPI Type or No.	Key Performance Indicators	Annual Targets	Date	Weighting	Quarter Actual	Indicator (Smiley)	Reason For Variance	Score 1-5	Quarter Actual	Indicator (Smiley)	Reason For Variance	Score 1-5
<b>KPA 3: Local Economic Development (LED)</b>														
Developing a Prosperous, Diverse Economy and Employment Creation	Providing Economic Leadership and Intelligence		Compliance with Economic Empowerment initiatives in the appointment of services providers inline with eThekweni Municipality RET Framework	Oversee 100% compliance with EE on SCM processes and 30% of every project with a contract value above R30 million to be set aside for Community Participation Groups	30-Jun-20	5%								
			<b>Weighting= 5%</b>											
<b>KPA 4: Municipal Financial Viability and Management</b>														
Financially Accountable and Sustainable City	Strategic and sustainable budgeting	CI	Budget preparation and submissions with the required deadlines and formats in alignments with Municipalities IDP - Spatial budgeting on ICDG zones (10%)	Oversee budget preparation and submission with the required deadlines and formats in alignments with Municipalities IDP	30-Jun-20	5%								
			Value for money expenditure	90% of Capital budget Spent	30-Jun-20	3%								
			Sound financial management & reporting	Decrease in Irregular spending from previous year Timely compliance and adherence to procurement plan for the cluster Accurate fixed asset register for the clusters	30-Jun-20 30-Jun-20 30-Jun-20	3% 3% 2%								
<b>Weighting= 16%</b>														

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IDP Eight Point Plan	Strategic Focus Area (SFA) Key Objectives	KPI Type or No.	Key Performance Indicators	Annual Targets	Date	Weighting	Quarter Actual	Indicator (Smiley)	Reason For Variance	Score 1-5	Quarter Actual	Indicator (Smiley)	Reason For Variance	Score 1-5				
Good Governance and Responsive Local Government	Ensure accessibility and promote governance  Create an efficient, effective and accountable administration	CI	Develop or implement measures to improve customer service in line with Customer Relations Management Strategy and Customer Care Policy	Unit's approved Customer Service Charter and Standards are in place and are being monitored	30-Jun-20	5%												
				Standard operating procedures to manage customer service matters developed and implemented.	30-Jun-20													
				No material audit findings in matters that affect the audit opinion	30-Jun-20	3%												
				No findings for compliance issues	30-Jun-20													
				No findings for performance management	30-Jun-20													
				Within 7 days of the draft report being issued to management and s per agreed action date or within 120 days	30-Jun-20	3%												
				Cluster's updated risk register	30-Jun-20	3%												
				100% implementation	30-Jun-20	2%												
				100% of issues raised have been followed up	30-Jun-20	2%												
				<b>Weighting =18 %</b>														
Develop and Sustain our Spatial, Natural and Built Environment	Develop, manage and regulate the Built and Natural Environment	CI	BEPP review and alignment with Cluster Programs	Ensure alignments with City's Plans	30-Jun-19	4%												
				<b>Weighting =4 %</b>														
				<b>Total Percentage for all KPI's</b>														

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**COMPETENCY FRAMEWORK STRUCTURE**

LEADING COMPETENCIES		WEIGHTING (%)	SELF-ASSESSMENT		PANEL ASSESSMENT	
			SCORE OUT OF 5	WEIGHTED SCORE	SCORE OUT OF 5	WEIGHTED SCORE
Strategic direction and leadership	Impact and Influence	10%				
	Institutional Performance Management					
	Strategic Planning and management					
	Organisational Awareness					
People management	Human capital Planning and development	10%				
	Diversity Management					
	Employee Relations Management					
	Negotiation and Dispute Management					
Program and Project Management	Program and Project Planning and Implementation	10%				
	Service Delivery Management					
	Program and Project Monitoring and Evaluation					
Financial Management	Budget Planning and Execution	10%				
	Financial Strategy and Delivery					
	Financial Reporting and Delivery					
Change Leadership	Change Vision and Strategy	10%				
	Process Design and Improvement					
	Change Impact Monitoring and Evaluation					
Governance Leadership	Policy Formulation	10%				
	Risk and Compliance Management					
	Cooperative Governance					
<b>CORE COMPETENCIES</b>		<b>WEIGHTING</b>				
	Moral Competency	6%				
	Planning and Organising	7%				
	Analysis and Innovation	6%				
	Knowledge and Information Management	7%				
	Communication	7%				
	Results and Quality Focus	7%				



APPENDIX B  
(TO THE PERFORMANCE AGREEMENT)

**PERSONAL DEVELOPMENT PLAN (PDP)**

**Made and entered into by and between:**

**The eThekweni Municipality**

**and**

**BERYL MPHAKATHI**

**Deputy City Manager**

**HUMAN SETTLEMENT ENG SERV & TRANSPORT**

**Period: 1 July 2019 To 30 June 2020**



**1. A municipality should be committed to –**

- 1.1. The continuous training and development of its employees to achieve its vision, and mission and strategic objectives and empower employees; and
- 1.2. Managing training and development within the ambit of relevant national policies an legislation

**2. A Municipality should follow an integrated approach to Human Resources Management, that is:**

- 2.1. Human Resource development forms an integral part of human resource planning and management.
- 2.2. In order for training and development strategy and plans to be successful it should be based on sound Human Resource (HR) practices, such as the (strategic) HR Plan, job descriptions, the result of a regular performance appraisals and career pathing.
- 2.3. To ensure the necessary linkage with performance management, the Performance Management and Development Sysytem provides for the Personal Development Plans of employees to be included in their annual performance agreements. Such approach will also ensure the alignment of individual performance objectives to the municipality's strategic objectives, and that training and development needs can be identified through performance management and appraisal.
- 2.4. Career-pathing ensures that employees are placed and developed in jobs according to aptitude and identified potential. Through training and development they can acquire the necessary competencies to prepare them for future positions.
- 2.5. Personal Development Plans are compiled for individual employees and the data collated from all employees in the municipality forms the basis for the prescribed Workplace Skills Plan, which municipalities are required to compile as a basis for all training and education activities in the municipality in a specific financial year and report on progress made to the Local Government Sector Education and Training Authority.

**3. The aim of the compilation of Personal Development Plan is to identify, prioritise and implement training needs.**

**4. Compiling the Personal Development Plan should be as follows:**

- 4.1. Competency assessment instruments should be established to assist with the objective assessment of employees' actual competencies against their job specific competency profiles and managerial competencies at a given period in time with the purpose of identifying training needs or skills gaps.
- 4.2. The competency framework and profiles and relevant competency assessment results will enable a manager, in consultation with his/her employer, to compile a Personal Development Plan. The identified training needs should be entered into column 1 of the plan, entitled Skills / Performance Gap. The following should be carefully determined during such a process:

4.2.1. Organisational needs, which include the following:

- Strategic development priorities and competency requirements, in line with the municipality's strategic objectives.
- The competency requirements of individual jobs. The relevant job requirements (job competency) as identified in the job description should be compared

to the current competency profile of the employee to determine the individual's competency gaps.

- Specific competency gaps as identified during the probation period and performance appraisal of the employee.

4.2.2. Individual training needs that are job / career related.

4.3. Next, the prioritisation of the training needs should be listed since it may not be possible to address all identified training needs in a specific financial year. It is however of critical importance that training needs be addressed on a phased and priority basis. This implies that all these needs should be prioritised for purposes of accommodating critical/strategic training and development needs in the Personal Development Plans and the Workplace Skills Plan.

4.4. Consideration must then be given to the expected outcomes, to be listed in column 2 of the plan so that once the intervention is completed, the impact it had can be measured against relevant output indicators.

- 4.5. An appropriate intervention should be identified to address training needs/skills gaps and the outcome to be achieved but with due regard to cost effectiveness. These should be listed in column 3 of the plan entitled: Suggested training and/or development activity in line with the National Qualifications Framework, which could enable the trainee to obtain recognition towards a qualification for training undertaken. It is important to determine through the Training/Human Resource Development/Skills Development Unit within the municipality whether unit standards have been developed and registered with the South African Qualifications Authority that are in line with the skills gap and expected outcomes identified. Unit standards usually have measurable assessment criteria to determine achieved
- 4.6. Guidelines regarding the number of training days per employee and the nominations of employees should be considered.
- 4.7. Column 4 of the plan: The suggested mode of delivery refers to the chosen methodology that is deemed most relevant to ensure transfer of skills. The training/development activity should impact on delivery back in the workplace. Mode of delivery consists of, amongst others, self-study [The official takes it upon him/her to read e.g. legislation]; internal or external training provision; coaching and/or mentoring and exchange programmes, etc.
- 4.8. The suggested time frames (column 5 of the plan) enable managers to effectively plan for the annum e.g. so that not all their employees are away from work within the same period and also ensuring that the PDP is implemented systematically.
- 4.9. Work opportunity created to practice skill/development areas, in column 6 of the plan, further ensures internationalisation of information gained as well as return on investment (not just a nice to have skills but a necessary to have skills that is used in the workplace).
- 4.10 The final column, column 7 of the plan, provides the employee with a support person that could act as coach or mentor with regard to the area of learning.

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**APPENDIX B**  
(TO THE PERFORMANCE AGREEMENT)  
2019 - 2020

Personal Development Plan of: Beryl Mphahatu  
Compiled on (Date): 11-06-2019

**PERSONAL DEVELOPMENT PLAN**

No.	Skills/competency gap/needs	Actions/Training interventions	Expected Outcomes/Impacts	Time Frames	Mode of Development Delivery	Remarks/Status
1	MBA		Enhanced Strategic Exec Mngt	36 Months	Higher Learning Institution	Seeking quotations
2						
3						
4						
5						

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