

**NEWCASTLE MUNICIPALITY
ORGANISATIONAL SCORECARD 2013'14 / QUARTER 4 ANNUAL REPORT**

GOOD GOVERNANCE

ORG REF NO	IDP PAGE REF	SD8IP REF	OUTCOME 9	IDP PROGRAM	STRATEGIC OBJECTIVE	MEASURABLE OBJECTIVE / OUTPUT	KEY PERFORMANCE INDICATOR	BASELINE	SOURCE / EVIDENCE	ANNUAL TARGET 2013/14	ANNUAL ACTUAL 2013/14	ANNUAL TARGET 2012/13	ANNUAL ACTUAL 2012/13	DASHBOARD STATUS (TARGET MET/TARGET IN PROGRESS/TARGET NOT MET)	RESPONSIBLE DEPARTMENT
GG001	136	MM022	Output 6: Administrative and Financial Capability	Good Governance	To ensure good governance through openness, transparency and accountability.	To facilitate operational interventions	%age of operational issues addressed as referred by Municipal Manager		Records/Register	100%	100%	100%	100%	TARGET MET	Municipal Manager
GG002	136	MM011	Output 6: Administrative and Financial Capability	Good Governance		Development and implementation of systems and procedures.	Compliance with Record keeping Checklist	100%	Registers/ Checklist	100%	100%	100%	100%	TARGET MET	Municipal Manager
GG003	136	MM010	Output 6: Administrative and Financial Capability	Good Governance		Strengthening of management and decision making committees.	Monthly Manco meetings held	12	Minutes	12	21	12	15	TARGET MET	Municipal Manager
GG004	136	MM008	Output 6: Administrative and Financial Capability	Good Governance		Delegations system.	Annual review of Delegations systems by January 2014	Approved Delegations on 31 January 2012	Minutes	Annual review of Delegations systems by January 2014	the delegations policy was approved by council on 25 June 2014 and will be workshopped to all senior managers and Council	Annual review of Delegations systems by January 2014	Annual review of Delegations systems by January 2014	Minor changes spelling errors and page numbering were corrected and re-submitted to IT for uploading on website on 26 June 2013	TARGET MET
GG005	137	MM024	Output 6: Administrative and Financial Capability	PERFORMANCE MANAGEMENT SYSTEMS	To ensure good governance through openness, transparency and accountability.	Development and implementation of PMS	Annual review of PMS Policy by 31 May 2013	NIL	Reviewed policy	Annual review of PMS Policy by 31 May 2014	PMS Framework approved on 25 June 2014	Annual review of PMS Policy by 31 May 2014	Framework was approved on the 19 June 2013 (EXCO)	TARGET MET	Municipal Manager
GG006	137	MM025	Output 6: Administrative and Financial Capability	PERFORMANCE MANAGEMENT SYSTEMS		Co-ordination of SDBIPs	Quarterly performance reports submitted to Internal Audit within 20days of end of quarter	4	Reports	4	4	4	5	TARGET MET	Municipal Manager
GG007	138	MM029	Output 6: Administrative and Financial Capability	PERFORMANCE MANAGEMENT SYSTEMS		Development and implementation of PMS.	%age of section 54 / 57 Managers formally evaluated by no later 31 March 2014		Assessment records	100%	0%			TARGET IN PROGRESS	Municipal Manager
GG008	137	MM026	Output 6: Administrative and Financial Capability	PERFORMANCE MANAGEMENT SYSTEMS		Performance monitoring and evaluation	Annual Performance Report submitted to the Auditor-General by 31 August 2013	31-08-2012	Minutes	Annual Performance Report submitted to the Auditor-General by 31 August 2013	Annual Performance Report and Draft Annual Report submitted to the Auditor-General by 30 August 2013	Annual Performance Report and Draft Annual Report submitted to AG by 31 August 2012		TARGET MET	Municipal Manager
GG009	137	MM028	Output 6: Administrative and Financial Capability	PERFORMANCE MANAGEMENT SYSTEMS		Drafting of Annual Report	Tabling of Annual Report and Oversight Report	31-03-2013	Minutes	Approval of Oversight Report and adoption of Annual Report by 31 March 2014	Approval of Oversight report by 27 March 2014	1. Annual report tabled by 31 January 2013. 2. Oversight Report adopted by 31 March 2013	Tabled on 29 January 2013 and Oversight Report adopted on 27 March 2013	TARGET MET	Municipal Manager
GG010	138	MM005	Output 6: Administrative and Financial Capability	RISK MANAGEMENT		To review and implement risk management policy	Number of Reviewed and approved risk management policies and strategies	Approved risk management policies and strategies		Reviewed and approved risk management policy and strategy, as well as Fraud and corruption policy and strategy	4	4		TARGET MET	Municipal Manager
GG011	138	MM004	Output 6: Administrative and Financial Capability	RISK MANAGEMENT		To review and implement risk management plan	Quarterly reports on implementation of risk management action plan	4	REPORTS		4	4		TARGET MET	Municipal Manager
GG012	138	MM007	Output 6: Administrative and Financial Capability	RISK MANAGEMENT		To review and implement anti-fraud and corruption policy	Number of Anti-fraud and corruption workshops facilitated	Anti-corruption strategy and fraud prevention plan		Attendance registers for anti-fraud and corruption workshops	2	2		TARGET MET	Municipal Manager
GG013	138	MM006	Output 6: Administrative and Financial Capability	RISK MANAGEMENT		Conduct annual and on-going risk assessments	Finalised risk assessment AND compilation of risk register by 31 May 2014	Risk Register for 2012/13		Risk assessment report , risk registers, and attendance registers for risk assessment workshops	Finalised risk assessment of compilation of risk register by 31 May 2014	Finalised Risk assessment and Risk register for 2014/15 compiled		TARGET MET	Municipal Manager

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GG014	138	MM030	Output 6: Administrative and Financial Capability	INTERNAL AUDIT	To ensure an effective internal audit function	To review and update internal audit and audit committees charters annually.	Annual review of audit charters by August	Sep-11	Minutes approving audit charters	Annual review of audit charters by August 2013	Submitted to AC Committee and approved			TARGET MET	Municipal Manager
GG015	139	MM031	Output 6: Administrative and Financial Capability	INTERNAL AUDIT		To develop and implement risk-based internal audit plans in compliance with IIA standards and other applicable prescripts	Number of audit committee meetings facilitated	6	Minutes of meetings	6	8	4	10	TARGET MET	Municipal Manager
GG016	139	MM032	Output 6: Administrative and Financial Capability	INTERNAL AUDIT		To ensure full implementation of internal audit annual plan.	%age completion against internal audit plan	100%	Progress to Audit Committee/Minutes	100%	100%	100%	75%	TARGET MET	Municipal Manager
GG017	139	MM003	Output 6: Administrative and Financial Capability	INTERNAL AUDIT		To provide advisory services to management to improve the effectiveness of risk management, governance and control processes.	Quarterly Reports on Internal Audit Queries	4	REPORTS	4	4			TARGET MET	Municipal Manager
GG018	139	MM033	Output 6: Administrative and Financial Capability	LEGAL SERVICES	To ensure good governance through openness, transparency and accountability.	To provide legal opinion as and when requested	%age of legal opinions finalised	100%	Register/records	100%	100%	100%	100%	TARGET MET	Municipal Manager
GG019	139	MM034	Output 6: Administrative and Financial Capability	LEGAL SERVICES		Identifying and researching legislation that have relevance to the municipality in order to keep abreast of developments	Development and maintenance of applicable legislation database	0	Records/ Database print out	Functional Database	The electronic library has replaced the database and the electronic is fully functional and in use	Development of database	Not achieved	TARGET MET	Municipal Manager
GG020	139	MM037	Output 6: Administrative and Financial Capability	LEGAL SERVICES		Render legal services on policies, contract management, by-laws and union matters (dispute matters)	Number of Council bylaws, policies and procedures reviewed	8	Council Minutes	8	19	8	17	TARGET MET	Municipal Manager
GG021	139	MM035	Output 6: Administrative and Financial Capability	LEGAL SERVICES		To provide legal advise to Council, Mayor and MM	Turnaround time for addressing objections	60 days	Register	60days	4.76 days	60days	10.44days	TARGET MET	Municipal Manager
GG022	139	MM036	Output 6: Administrative and Financial Capability	LEGAL SERVICES		Serve legal summons to clients and customers	Turnaround time for addressing disciplinary matters	3 months	REPORTS	3months	57.1 days	3months	All cases pending	TARGET MET	Municipal Manager
GG023	138	MM002	Output 6: Administrative and Financial Capability	GOOD GOVERNANCE		5 To ensure clean governance	Ensure compliance with legislations, policies and procedures	Quarterly reports on compliance with legislation, implementation of AG ACTION PLAN	4	REPORTS	4	4			TARGET MET
GG024	138	MM001	Output 6: Administrative and Financial Capability	GOOD GOVERNANCE	Quarterly reports on compliance with legislation		4	REPORTS	4	4	4	4		TARGET MET	Municipal Manager

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GG025	137	MM053	Output 6: Administrative and Financial Capability	Public participation and communication	To keep the communities and stakeholders informed and involved in the affairs of the municipality	Development of a public participation policy	Annual review and implementation of Public Participation Policy (Based on review by National Department of COGTA) by 30 June 2014		Reviewed policy	Annual review and implementation of Public Policy (Based on review by National Department of COGTA) by 30 June 2014	Call for proposals for the development of Ward Committee Operation Plan advertised on the Municipal website in June 2014			TARGET IN PROGRESS	Municipal Manager
GG026	137	MM055	Output 5: Deepen democracy through a refined Ward Committee Model	Public participation and communication	To keep the communities and stakeholders informed and involved in the affairs of the municipality	Capacitation of ward committees through training	Number of training interventions for ward committees (December)	1	Attendance registers and Close-out report	1	Workshop on Code of Conduct and reporting format was conducted in October 2013.	1	10	TARGET MET	Municipal Manager
GG027	137	MM056	Output 1: Implement a differentiated approach to municipal financing, planning and support	Public participation and communication	To keep the communities and stakeholders informed and involved in the affairs of the municipality	Conduct Mayoral IDP/Budget/PMS Roadshows	Annual Mavoral IDP/Budget/PMS Roadshows	2	Attendance registers and public submissions	1	Budget roadshows held from March to May 2014	1	1	TARGET MET	Municipal Manager
GG028	137	MM039	Output 6: Administrative and Financial Capability	Public participation and communication	To keep the communities and stakeholders informed and involved in the affairs of the municipality	Publication of quarterly newsletter	Quarterly Newsletter	12	Newsletter	12	12	4	14	TARGET MET	Municipal Manager
GG029	137	N/A	Output 6: Administrative and Financial Capability	Public participation and communication	To keep the communities and stakeholders informed and involved in the affairs of the municipality	Develop and adopt a customer care helpdesk	%age of complaints addressed	N/A	N/A			100%	100%	N/A	Municipal Manager
GG030	137	MM040	Output 6: Administrative and Financial Capability	Public participation and communication	To keep the communities and stakeholders informed and involved in the affairs of the municipality	Develop communication policy/strategy	Approved Communication Policy/Strategy by December 2013	NIL	Minutes	Approved Communication Policy/Strategy by December 2013	Meetings held internally and with GCIS to review policy and framework. Draft Communication guidelines prepared	Approved Communication Policy/Strategy by December 2012	Not achieved	TARGET IN PROGRESS	Municipal Manager
GG031	137	MM054	Output 5: Deepen democracy through a refined Ward Committee Model	Public participation and communication	To keep the communities and stakeholders informed and involved in the affairs of the municipality	To ensure the effective functioning of ward committees.	%age of issues raised by Ward Committees addressed		Ward Committee register	100%	To be implemented in the new financial year.			TARGET IN PROGRESS	Municipal Manager
GG032	152	MM049	Output 1: Implement a differentiated approach to municipal financing, planning and support	VULNERABLE GROUPS	To respond to the needs of the vulnerable groups	Participation in plans and programmes of municipalities and other spheres of government impacting on the ward development and monitoring	Monthly OSS programmes facilitated/implemented		Records	12	18			TARGET MET	Municipal Manager

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GG033	136	MM041	Output 1: Implement a differentiated approach to municipal financing, planning and support	GOOD GOVERNANCE	To ensure good governance through openness, transparency and accountability.	Review of council operational systems and procedures	Number of Batho Pele Campaigns facilitated	NIL	Attendance Registers/Minutes	2	Meetings held with COO. Draft Presentation for workshops finalised	2	0	TARGET IN PROGRESS	Municipal Manager
GG034	137	N/A	Output 1: Implement a differentiated approach to municipal financing, planning and support	GOOD GOVERNANCE	To ensure good governance through openness, transparency and accountability.	Develop a Citizen's Charter	Draft Citizens Charter	N/A	N/A	N/A	N/A	Draft Citizens Charter by 31 March 2013	Recruitment process is still ongoing	N/A	Municipal Manager
GG035	101	MM050	Output 6: Administrative and Financial Capability	GOOD GOVERNANCE	Good Governance	Develop and review IDP annually	Adoption of IDP annually by 31 May	Adopted IDP 31 May 2012	IDP document and Council Resolution	30-May-14	IDP was adopted by 22 May 2014			TARGET MET	Municipal Manager