



CITY OF
TSHWANE
IGNITING EXCELLENCE

PERFORMANCE AGREEMENT

MADE AND ENTERED INTO BY AND BETWEEN:

**THE CITY OF TSHWANE
AS REPRESENTED BY THE ACTING CITY MANAGER**

MS. MMASEABATA MUTLANENG



AND

ACTING CHIEF OF EMERGENCY SERVICES

MS. NATANHA TERBLANCHÉ

FOR THE

FINANCIAL YEAR: 1 JULY 2020 - 30 JUNE 2021

 1 

PERFORMANCE AGREEMENT

ENTERED INTO BY AND BETWEEN:

The City of Tshwane (CoT) herein represented by **Ms. Mmaseabata Mutlaneng** in his/her capacity as **Acting City Manager** (hereinafter referred to as the **Employer** or Supervisor)

and

Ms Natanha Terblanché Acting Chief of Emergency Services employee of the Municipality (hereinafter referred to as the **Employee**).

WHEREBY IT IS AGREED AS FOLLOWS:

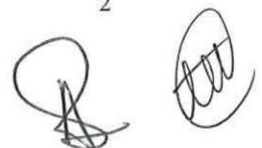
1. INTRODUCTION

- 1.1 The **Employer** has entered into a contract of employment with the **Employee** in terms of section 56 of the Local Government: Municipal Systems Act 32 of 2000, as amended, ("the Systems Act"). The **Employer** and the **Employee** are hereinafter referred to as "the Parties".
- 1.2 Section 56 of the Systems Act, read with the Contract of Employment concluded between the parties, requires the parties to conclude an annual performance agreement.
- 1.3 The parties wish to ensure that they are clear about the goals to be achieved and secure the commitment of the **Employee** to a set of outcomes that will secure local government policy goals.
- 1.4 The parties wish to ensure that there is compliance with the relevant Sections of the Systems Act.

2. PURPOSE OF THIS AGREEMENT

The purpose of this Agreement is to -

- 2.1 comply with the provisions of the Systems Act as well as the employment contract entered into between the parties;
- 2.2 specify national and municipal key performance areas (KPA's), key performance indicators (KPI's) and targets defined and agreed with the employee and to communicate to the employee the employer's expectations of the employee's performance and accountabilities in alignment with the Integrated Development Plan, Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the municipality;
- 2.3 specify accountabilities as set out in a performance plan, which forms an annexure to the performance agreement;
- 2.4 specify and plan for competency gaps as set out in a personal development plan (PDP), which forms an annexure to the performance agreement (a PDP for addressing developmental gaps which have been identified during the previous financial year must form part of the annual revised performance agreement);
- 2.5 monitor and measure performance against set targeted outputs;
- 2.6 use the performance agreement as the basis for assessing whether the employee has met the performance expectations applicable to his or her job;
- 2.7 in the event of outstanding performance, to appropriately reward the employee; and
- 2.8 give effect to the employer's commitment to a performance-orientated relationship with its employee in attaining equitable and improved service delivery.



3 COMMENCEMENT AND DURATION

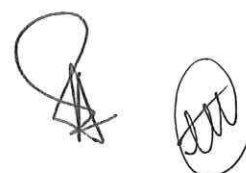
- 3.1 This Agreement will commence on 01 July 2020 and will remain in force until 30 June 2021. Thereafter a new Performance Agreement, Performance Plan and Personal Development Plan shall be concluded between the parties for the next financial year or any portion thereof.
- 3.2 The parties will review the provisions of this Agreement during June to July each year. The parties will conclude a new Performance Agreement and Performance Plan that replaces this Agreement at least once a year not later than 31 July of each successive financial year for the next financial year.
- 3.3 This Agreement will terminate on the termination of the **Employee's** contract of employment for any reason.
- 3.4 The content of this Agreement may be revised at any time during the above-mentioned period to determine the applicability of the matters agreed upon. The **Employee** will be fully consulted before any such change is made.
- 3.5 If at any time during the validity of this Agreement the work environment alters (whether as a result of government or council decisions or otherwise) to the extent that the contents of this Agreement are no longer appropriate, the contents shall immediately be revised.

4 KEY PERFORMANCE AREAS (KPA's)

- 4.1 The Performance Plan (Annexure A) sets out-
- 4.1.1 the KPA's, KPI's and targets that must be met by the **Employee**; and
- 4.1.2 the time frames within which those KPA's, KPI's and targets must be met.
- 4.2 The KPA's, KPI's and targets reflected in Annexure A are set by the **Employer** in consultation with the **Employee** and based on the Integrated Development Plan, Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the **Employer**, and shall include KPA's, KPI's and targets, target dates and weightings.
- 4.2.1 The KPA's describe the main tasks that need to be done.
- 4.2.2 The KPI's provide the details of the evidence that must be provided to show that a KPA has been achieved.
- 4.2.3 The target dates describe the timeframe in which the work must be achieved.
- 4.2.4 The weightings show the relative importance of the KPA's to each other.

5 PERFORMANCE MANAGEMENT SYSTEM

- 5.1 The **Employee** agrees to participate in the performance management system that the **Employer** adopts or introduces for the **Employer**, management and municipal staff of the **Employer**.
- 5.2 The **Employee** accepts that the purpose of the performance management system will be to provide a comprehensive system with specific performance standards to assist the **Employer**, management and municipal staff to perform to the standards required.
- 5.3 The **Employer** will consult the **Employee** about the specific performance standards that will be included in the performance management system as applicable to the **Employee**.
- 5.4 The **Employee** undertakes to actively focus towards the promotion and implementation of the KPA's (including special projects relevant to the employee's responsibilities) within the local government framework.

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- 5.5 The criteria upon which the performance of the **Employee** shall be assessed shall consist of two components, both of which shall be contained in the Performance Agreement
- 5.5.1 The **Employee** must be assessed against both components, with a weighting of 80/20 allocated to the KPA's and the Core Managerial Competencies (CMCs) respectively
- 5.5.2 Each area of assessment will be weighted and will contribute a specific part to the total score.
- 5.5.3 KPA's covering the main areas of work will account for 80% and CMCs will account for 20% of the final assessment
- 5.6 The **Employee's** assessment will be based on his/her performance in terms of the outputs/outcomes (performance indicators) identified as per the attached Performance Plan (**Annexure A**), which are linked to the KPA's, and will constitute 80% of the overall assessment result as per the weightings agreed to between the **Employer** and **Employee**.
- 5.7 The CCR's will make up the other 20% of the **Employee's** assessment score. The CMCs of the Acting Chief of Emergency Services are in Annexure A to this agreement

CORE MANAGERIAL COMPETENCIES (CMC)	WEIGHT
Financial Management (compulsory)	5
Service Delivery Innovation	2
People Management and Empowerment (Compulsory)	6
Governance Leadership	4
Client Orientation and Customer focus (Compulsory)	3
Total weight	20%

6. EVALUATING PERFORMANCE

- 6.1 The Performance Plan (Annexure A) to this Agreement sets out -
- 6.1.1 the standards and procedures for evaluating the **Employee's** performance, and
- 6.1.2 the intervals for the evaluation of the **Employee's** performance
- 6.2 Despite the establishment of agreed intervals for evaluation, the **Employer** may in addition review the **Employee's** performance at any stage while the contract of employment remains in force.
- 6.3 Personal growth and development needs identified during any performance review discussion must be documented in a Personal Development Plan as well as the actions agreed to and implementation must take place within set time frames
- 6.4 The **Employee's** performance will be measured in terms of contributions to the goals and strategies set out in the **Employer's** IDP
- 6.5 The annual performance appraisal will involve
- 6.5.1 **Assessment of the achievement of results as outlined in the performance plan:**
- (a) Each KPA and its indicator(s) will be assessed according to the extent to which the specified standards or performance indicators have been met and with due regard to ad hoc tasks that had to be performed under the KPA
- (b) An indicative rating on the five-point scale will be used for each KPA and indicator (see paragraph 6.6)
- 6.5.2 **Assessment of the CCR's / CMC's**
- (a) Each applicable CCR/CMC and its indicator(s) will be assessed according to the extent to which the performance indicators and standards have been met

- (b) An indicative rating on the five-point scale given to each CCR/CMC and indicator (see paragraph 6.6)
- (c) This rating will be multiplied by the weighting given to each CCR/CMC during the contracting process, to provide a score

6.5.3 Overall rating

An overall rating will be calculated. Such overall rating represents the outcome of the performance appraisal.

6.6 The assessment of the performance of the **Employee** will be based on the following rating scale for KPA's and CCR's/CMC's.

Description		Rating
Outstanding performance	Performance far exceeds the standard expected of an employee at this level. The appraisal indicates that the Employee has achieved above fully effective results against all performance criteria and indicators as specified in the PA and Performance plan and maintained this in all areas of responsibility throughout the year.	5
Performance significantly above expectations	Performance is significantly higher than the standard expected in the job. The appraisal indicates that the Employee has achieved above fully effective results against more than half of the performance criteria and indicators and fully achieved all others throughout the year.	4
Fully effective	Performance fully meets the standards expected in all areas of the job. The appraisal indicates that the Employee has fully achieved effective results against all significant performance criteria and indicators as specified in the PA and Performance Plan.	3
Not fully effective	Performance is below the standard required for the job in key areas. Performance meets some of the standards expected for the job. The review/assessment indicates that the employee has achieved below fully effective results against more than half the key performance criteria and indicators as specified in the PA and Performance Plan.	2
Unacceptable performance	Performance does not meet the standard expected for the job. The review/assessment indicates that the employee has achieved below fully effective results against almost all of the performance criteria and indicators as specified in the PA and Performance Plan. The employee has failed to demonstrate the commitment or ability to bring performance up to the level expected in the job despite management efforts to encourage improvement.	1

6.7 Each KPI (outputs and CCR's/CMC's) will be rated according to the abovementioned five-point scale. The score of each KPI is calculated as follows:

$$\text{Weight per indicator} \times \frac{\text{rate}}{3}$$

The sum of respectively all the output KPI scores and all the CCR/CMC KPI scores is converted to 80% and 20%. The sum of these two scores is used for calculating performance bonuses (see paragraph 11.2).

6.8 For purposes of evaluating the annual performance of the Acting Chief of Emergency Services an evaluation panel constituted of the following persons must be established -

- 6.8.1 City Manager,
- 6.8.2 Chairperson of the performance audit committee or the audit committee in the absence of a performance audit committee;
- 6.8.3 Member of the mayoral or executive committee or in respect of a plenary type municipality, another member of council, and
- 6.8.4 City Manager from another municipality

7. SCHEDULE FOR PERFORMANCE COACHING

7 1 The performance of each **Employee** in relation to his/her performance agreement shall be reviewed on the following dates with the understanding that reviews in the first and third quarter may be verbal if performance is satisfactory.

First quarter (July to September)	October 2020
Second quarter (October to December)	January 2021
Third quarter (January to March)	April 2021
Fourth quarter (April to June)	July 2021

7 2 The responsibility for rescheduling a canceled coaching session will be with the individual who requested the rescheduling

7 3 The fourth quarter coaching is followed up by a review which may be conducted concurrently with the coaching session.

7 4 The **Employer** shall keep a record of the mid-year coaching and annual assessment meetings

7 5 Performance feedback shall be based on the **Employer's** assessment of the **Employee's** performance

7 6 The **Employer** will be entitled to review and make reasonable changes to the provisions of Annexure "A" from time to time for operational reasons. The **Employee** will be fully consulted before any such change is made.

7 7 The **Employer** may amend the provisions of Annexure A whenever the performance management system is adopted, implemented and/or amended as the case may be. In that case the **Employee** will be fully consulted before any such change is made.

8. DEVELOPMENTAL REQUIREMENTS

The Personal Development Plan (PDP) for addressing developmental gaps is included as Annexure B

9. OBLIGATIONS OF THE EMPLOYER

9 1 The Employer shall –

9.1.1 create an enabling environment to facilitate effective performance by the employee,

9 1 2 provide access to skills development and capacity building opportunities,

9 1 3 work collaboratively with the **Employee** to solve problems and generate solutions to common problems that may impact on the performance of the **Employee**,

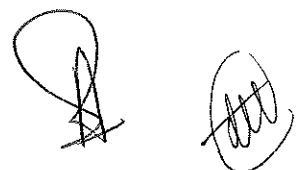
9 1 4 on the request of the **Employee** delegate such powers reasonably required by the **Employee** to enable him / her to meet the performance objectives and targets established in terms of this Agreement, and

9 1 5 make available to the **Employee** such resources as the **Employee** may reasonably require from time to time to assist him/her to meet the performance objectives and targets established in terms of this Agreement

10. CONSULTATION

10 1 The **Employer** agrees to consult the **Employee** timeously where the exercising of the powers will have amongst others –

10 1 1 a direct effect on the performance of any of the **Employee's** functions,



10 1 2 commit the **Employee** to implement or to give effect to a decision made by the **Employer**, and

10 1 3 a substantial financial effect on the **Employer**.

10 2 The **Employer** agrees to inform the **Employee** of the outcome of any decisions taken pursuant to the exercise of powers contemplated in 10 1 as soon as is practicable to enable the **Employee** to take any necessary action without delay

11. MANAGEMENT OF EVALUATION OUTCOMES

11 1 The evaluation of the **Employee's** performance will form the basis for rewarding outstanding performance or correcting unacceptable performance

11 2 A performance bonus of between 5% and 14% of the all-inclusive annual remuneration package may be paid to the **Employee** in recognition of outstanding performance to be constituted as follows

Score	Performance Rating		Bonus Amount
5	Score Above 150%	Outstanding Performance	10%-14% of Total Package
4	Score of 130% - 149%	Significantly above Expectation	5% - 9% of Total Package
3	Score of 100% - 129%	Fully effective	0%
2	Below 100%	Not fully Effective and Unacceptable Performance	No Bonus but Remedial Action is required

11 3 In the case of unacceptable performance, the **Employer** shall –

11.3.1 provide systematic remedial or developmental support to assist the **Employee** to improve his or her performance, and

11 3 2 after appropriate performance counselling and having provided the necessary guidance and/ or support as well as reasonable time for improvement in performance, the **Employer** may consider steps to terminate the contract of employment of the **Employee** on grounds of unfitness or incapacity to carry out his or her duties

12. DISPUTE RESOLUTION

12 1 Any disputes about the nature of the employee's performance agreement, whether it relates to key responsibilities, priorities, methods of assessment and/ or salary increment in the agreement, must be mediated by -

- (a) In the case of the municipal manager, the MEC for local government in the province within thirty (30) days of receipt of a formal dispute from the employee, or any other person designated by the MEC, and
- (b) In case of the Acting Chief of Emergency Services, the Executive Mayor or Mayor within thirty (30) days of receipt of a formal dispute from the employee, whose decision shall be final and binding on both parties

12 2 Any disputes about the outcome of the employee's performance evaluation, must be mediated by-

- (a) In the case of the municipal manager, the MEC for local government in the province within thirty (30) days of receipt of a formal dispute from the employee, or any other person designated by the MEC, and
- (b) In case of the Acting Chief of Emergency Services a member of the municipal council, provided that such member was not part of the evaluation panel provided for in sub-regulation 27(4)(e) within thirty (30) days of receipt of a formal dispute from the employee whose decision shall be final and binding on both

12 3 In the event that the mediation processes contemplated above fails, clause 22 of the Contract of Employment shall apply



13 GENERAL

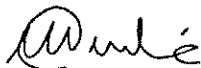
- 13.1 The contents of this agreement and the outcome of any review conducted in terms of Annexure A may be made available to the public by the **Employer**
- 13.2 Nothing in this agreement diminishes the obligations, duties or accountabilities of the **Employee** in terms of his/her contract of employment, or the effects of existing or new regulations, circulars, policies, directives or other instruments
- 13.3 The performance assessment results must be submitted to the Mayoral Committee of the CoT within thirty (30) days after conclusion of the assessment

Thus done and signed at PRETORIA on this the 29 day of JULY 2020

AS WITNESSES

1 _____

2 _____




EMPLOYEE

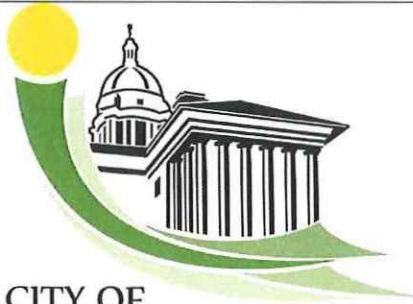
AS WITNESSES.

1. _____

2. _____



EMPLOYER



CITY OF
TSHWANE
IGNITING EXCELLENCE

ANNEXURE A PERFORMANCE PLAN

FOR

**NATANHA TERBLANCHÉ
ACTING CHIEF OF
EMERGENCY SERVICES**

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1. PURPOSE

The performance plan defines the Council's expectations of the Acting Chief of Emergency Services, 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 SDBIP, as reviewed annually.

2. OBJECTIVES OF LOCAL GOVERNMENT

The following objectives of local government informed the IDP of the CoT and will inform the Acting Chief of Emergency Services 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. SCORECARD OF THE ACTING CHIEF OF EMERGENCY SERVICES

- 3.1 The City of Tshwane approved 5 strategic pillars in the IDP of 2017-2021. The targets to achieve the objectives for the FY 2020-21 are defined in the EM approved SDBIP of 2020-21. The Acting Chief of Emergency Services is to ensure that commitments made by the Acting City Manager are achieved.

The scorecard of the Acting Chief of Emergency Services is made up of the following:

- Core managerial competencies of the Acting Chief of Emergency Services (3.2 below)
- Core service delivery targets of the Acting Chief of Emergency Services (3.3 below)



3.2 CORE MANAGERIAL COMPETENCIES OF THE ACTING CHIEF OF EMERGENCY SERVICES

The core managerial competencies form 20% of the Acting Chief of Emergency Services total score. The core managerial competencies consist of the following and are scored as follows

CORE MANAGERIAL COMPETENCIES (CMC)	CoT STRATEGIC PILLAR	INTENTION OF STRATEGIC PILLAR	DESCRIPTION OF WHAT IS REQUIRED BY THE A/COE	Weight	Target	Frequency	Evidence
Financial Management (Compulsory)	5 A city that is open, honest and responsive	<ul style="list-style-type: none"> Ensuring financial synergy (balance between where to invest, where to harvest, how to balance risk and how to ensure customers pay) Ensure financial liquidity (ability to be in a positive cash flow position, to be able to pay our short term financial obligations) Effective and efficient revenue, debtor and credit rating system. The system must ensure financial synergies that will ensure the optimum receipt of payment for services provided. Re-evaluation of the financial management system. An improved credit rating to; negotiate better terms with regards external funding and loans, increase the level of public private partnership interventions and funding from both Provincial and National Government. 	Expenditure Management programme % of creditors paid within 30 days.	1	100%	Quarterly	*SAP quarterly report and excel spreadsheet that outlines: Name of the service provider, vendor number, date of receipt of invoice, date of payment and the days taken to pay the service provider.
			Number of purchase orders issued after work being performed	1	0	Quarterly	* Quarterly report from expenditure management on PO's issued after invoice date * Excel spreadsheet relevant to the department/ cluster that outlines: Name of service provider, date PO was issued and the invoice date
			Grants and Subsidies % of external grant funding spent in line with quarterly plans	1	100%	Quarterly	* Report on grant received and the expenditure in line with donor's requirements from GFS
			Asset management programme % Compliance with requirements of the asset management policy, MFMA and Standards of GRAP	1	100%	Quarterly	*Certificate from Group Finance on Asset register
			Minimum Competency Levels % of minimum competency certificate or progress reports Regulations, R493 of 2007 by the CoE and his/her direct reports	1	100% (aligned to number of direct reports including the incumbent)	Quarter 1 and 4	* Assessment or certificate of acquired competence

CORE MANAGERIAL COMPETENCIES (CMC)	CoT STRATEGIC PILLAR	INTENTION OF STRATEGIC PILLAR	DESCRIPTION OF WHAT IS REQUIRED BY THE A/COE	Weight	Target	Frequency	Evidence
Service Delivery Innovation	5 A city that is open, honest and responsive	<ul style="list-style-type: none"> Internal control system encompassing legislation, policies, procedures and people. Directing and control management activities with good systems and processes. Focus on the integration of systems and processes. Managing our processes to achieve economies of scale or value chain integration. Establishment of entities in line with Section 93(F) of the Local Government Municipal Systems Act 	Corporate portfolio Management Programme % achievement of targets on the business plans	1	100%	Quarterly	* Circular 1 report indicating % of achievement
			% achievement of executive commitments and Strategic Planning Sessions (SPS) against the plan	1	100%	Quarterly	* Status report from OEM * Status report from OCM
People Management and Empowerment (Compulsory)	5 A city that is open, honest and responsive	<ul style="list-style-type: none"> Capacitate people on business processes to be effective leaders. Putting in place processes and steps to create entrepreneurship, ownership and instil a sense of pride in achieving the vision and mission of CoT. Effective decision-making through empowered leaders. Building continuity and sustainability of institutional arrangements. Leadership taking ownership of decision and results. Building a centre of excellence through research and development. The implementation of the Tshwane Service Excellence awards is an initiative in this strategic objective To implement effective Change Management initiatives in department or region 	Optimised human capital programme % of staff sent for training courses	1	100% against the plan	Quarterly	* Approved work skills plan and training report from Departments or training centers against approved work skills plan and proof of attendance from TLMA and department
			% of grievances (step 1 and 2) and disciplinary cases finalized within the stipulated timeframes	1	100%	Quarterly	* Status report on grievances from Group Human Capital Management * Status report on disciplinary cases from Group Legal and Secretariat Services
			Occupational Health and safety (OHS): % compliance to Occupational Health and Safety (OHS) requirements/ procedures within each Dept. within the financial year	1	100%	Quarterly (in line with the OHS audit plan)	* Status Report from Group Human Capital
			Individual Performance Management % of quarterly coaching sessions of subordinates takes place against approved performance agreements.	1	100%	Quarterly	* Attendance register and coaching minutes / instruction, rating sheet signed by the incumbent and the supervisor
			% of employees (direct reports) signed Performance Agreement with Plan for the FY 2020/21	1	100%	Quarter 1 and 3	* Signed Performance Agreement with Performance plan
			% implementation of change management action plans	1	100%	Quarterly	* Status Report from Group Human Capital indicating the implementation status on each change management action plan

CORE MANAGERIAL COMPETENCIES (CMC)	CoT STRATEGIC PILLAR	INTENTION OF STRATEGIC PILLAR	DESCRIPTION OF WHAT IS REQUIRED BY THE A/COE	Weight	Target	Frequency	Evidence
Governance Leadership	5 A city that is open, honest and responsive	Able to promote, direct and apply professionalism in managing risk and compliance requirements of the Department/Division/Section and apply a thorough understanding of governance practices and obligations.	Governance Leadership % of MAYCO, EXCO and council commitments / resolution implemented	1	100%	Quarterly	* Quarterly Progress Report
			Audit programme % of AG and internal issues related to the department resolved.	1	100%	Quarterly	* MCAM / MLOG progress report from Internal audit indicating % of AG and internal audit findings resolved
			% of repeat findings (both internal and external audit)	1	0%	Quarterly for internal audit and annually for external audit	* MCAM/MLOG progress report from Internal audit showing % of repeat findings
			Risk Management % of risk management action plans implemented	1	100%	Quarterly	* Quarterly report
Client Orientation and Customer Focus (Compulsory)	5 A city that is open, honest and responsive	<ul style="list-style-type: none"> • Having satisfied customers. • Positive customer relationships. • Implement Batho Pele to ensure an accessible and accountable service. 	Customer relationship Management Programme % responses to petitions within the stipulated timelines	1	100%	Quarterly	* Certificate of compliance or report from the Office of Speaker on the petitions resolved.
			% of public protector cases and Promotion of Access information (PAIA) requests responded to within the stipulated timelines	1	100%	Quarterly	*Status report from the OCM on public protector and PAIA cases responded to.
			% of Presidential and Gauteng Premier Hotline cases responded to within the stipulated timelines	1	100%	Quarterly	* Quarterly status reports from OEM on Presidential and Gauteng Premier hotline responses.
Total				20			

3.3 DETAILED SCORECARD OF THE ACTING CHIEF OF EMERGENCY SERVICES

The following KPAs totalling a minimum of 80 points of the Acting Chief of Emergency Services scorecard apply.

The following dependencies apply:

- 1 Timeous approvals of relevant authorities
- 2 Cooperation to all communicated requirements by relevant stakeholders
- 3 Provision of required resources (human and financial) as requested
- 4 Timeous resolution of escalated risks by relevant decision makers

KPA	Performance Indicator	Weight	Cumulative Baseline (with effect from 01.04.2020)	Year-end Target	5-Year Target (2017/2021)	Quarterly Roll Out of year-end target				Evidence Compliance
						Q1	Q2	Q3	Q4	
Ensure efficacy departmental budgeting in line with relevant legislative prescripts	Value of unauthorised, irregular, fruitless and wasteful expenditure incurred	3	0	0	0	0	0	0	0	Section 71 report from GFS, SCM Performance report (GFS evidence to all departments)
Implementation of mSCOA	% of mSCOA implemented as per implementation plan	3	97%	100%	100%	100%	100%	100%	100%	* Approved mSCOA project plan. * Quarterly status report on the implementation of mSCOA
To ensure the delivery the Financial Management programmes	% revenue collected based on YTD projections	3	14%	95%	95%	95%	95%	95%	95%	* Quarterly Mayco from GFS on revenue and SAP extract report
	% of overall opex budget vs opex targets against YTD projections.	3	99%	98%	98%	98%	98%	98%	98%	* Quarterly Mayco report on opex, Section 71 from GFS or SAP Extract Report
	% of overall capital budget spent against YTD projections.	3	34%	98%	98%	98%	98%	98%	98%	*Quarterly Mayco report / Section 71 from GFS on capital budget spent against expenditure or SAP extract report
	% of departmental capital projects milestones achieved	3	N/A	100%	100%	100%	100%	100%	100%	Quarterly report on planned capital project milestones/deliverables or quarterly performance report from CSOP
	Nr of tenders cancelled	3	0	0	0	0	0	0	0	*Quarterly SCM report

KPA	Performance Indicator	Weight	Cumulative Baseline (with effect from 01.04.2020)	Year-end Target	5-Year Target (2017/2021)	Quarterly Roll Out of year-end target				Evidence Compliance
						Q1	Q2	Q3	Q4	
	Nr of days taken to finalise tender from closing to appointment	3	405 days	90 days	90 days	90 days	90 days	90 days	90 days	* Monthly reports / Quarterly SCM report
To promote good governance	Unqualified Audit opinion achieved for the department	4	Unqualified Audit opinion	0	0	N/A	N/A	Unqualified Audit opinion	N/A	*AG report
Revenue enhancement	% of departmental financial sustainability recovery plan targets achieved against approved plans	4	67%	100%	100%	100% (Q4 19/20FY)	100% (Q1 20/21 FY)	100% (Q2 20/21 FY)	100% (Q3 20/21 FY)	*Approved citywide implementation plan and quarterly status report from GFS for 2019/20 (for Q1) and 2020/21 FY (for Q2-4)
Job intensive Economic Growth	Number of new income earning opportunities facilitated by the city	4	N/A	50	200	N/A	N/A	N/A	50	* Quarterly EPWP status report form Community and Social development Services Department
	Nr of Jobs created through internship programmes	4	13	3	6	N/A	3	N/A	N/A	*Status progress report form group Human Capital / Appointment letters
Build a good image of the image City and manage reputational risk	% timeous response to media queries within 3 days from receipts	4	100%	100%	100%	100%	100%	100%	100%	* Certification from Group Human Communication and Marketing
	Nr of articles produced / contributed by die department to profiling the good stories and promoting the image of the city.	4	5	4	16	2	2	2	2	* Proof of published articles (Publication on intranet, internet and / or newspapers)
Customer Satisfaction	% of resolved issues emanating from 2018 customer satisfaction survey within the Department	4	0%	100%	100%	100%	100%	100%	100%	2018 Customer Satisfaction Survey * Approved action plan for the Departments / Region status report on the resolved issues emanating from 2018

KPA	Performance Indicator	Weight	Cumulative Baseline (with effect from 01.04.2020)	Year-end Target	5-Year Target (2017/2021)	Quarterly Roll Out of year-end target				Evidence Compliance
						Q1	Q2	Q3	Q4	
										customer satisfaction from CRM
Deliver exemplary emergency services Improve and Sustain Compliance with regulatory and normative emergency services standards and key performance objectives	Percentage of compliance to the required attendance times for structural firefighting incidents	4	79%	Attend to 75% of structural fires within 14 minutes or less from time of call	Attend to 80% of structural fires within 14 minutes or less from time of call	75%	75%	75%	75%	*Call receiving and turnout logs
	Number of structural fire incidents where the attendance time was less than 14 minutes	4	New KPI	Number of structural fire incidents where the attendance time was less than 14 minutes	Number of structural fire incidents where the attendance time was less than 14 minutes	20	18	18	20	*Call receiving and turnout logs
	Total number of distress calls for structural fire incidents received	4	New KPI	Total number of distress calls for structural fire incidents received	Total number of distress calls for structural fire incidents received	30	15	15	30	*Call receiving and turnout logs
	Percentage of compliance to the required attendance times for dispatched Priority 1 emergency medical incidents	4	71%	Attend to 67% of Priority 1 dispatched calls within 15 minutes (Urban) and 45 minutes	Attend to 70% of Priority 1 dispatched calls within 15 minutes (Urban)	67%	67%	67%	67%	*Call receiving and turnout logs

KPA	Performance Indicator	Weight	Cumulative Baseline (with effect from 01.04.2020)	Year-end Target	5-Year Target (2017/2021)	Quarterly Roll Out of year-end target				Evidence Compliance
						Q1	Q2	Q3	Q4	
				(Rural) or less from time of call	and 45 minutes (Rural) or less from time of call					
	Number of full-time firefighters per 1000 population	4	New KPI	Appointment of personnel	1 per 1000	0.15	0.15	0.15	0.15	*Annually PCP Request *Quarterly Personnel Verification
Improve institutional readiness to prevent, reduce and respond to disaster risks Enhance disaster preparedness for effective response, recovery, rehabilitation and restoration	No. of municipal critical infrastructure plans that are in place to deal with impending and actual disasters	4	2	8 x Approved CICPs	10 x Approved CICPs per year	2	2	2	2	*Approved critical infrastructure contingency plans
improve institutional readiness to prevent, reduce and respond to disaster risks Strengthen disaster risk management by promoting and implementing public education and awareness strategies and campaigns at civic, institutional and business sector levels	Number of Emergency Services "Show of Force" events	4	2	2	8	N/A	1	N/A	1	Post-Event Reports
SUB-TOTAL FOR CORE MANAGEMENT COMPETENCIES		20								
SUB-TOTAL FOR CORE DELIVERY PROGRAMMES		80								
TOTAL		100								

**ANNEXURE B
PERSONAL DEVELOPMENT PLAN**


Learning and Development Need <i>Provide a specific description of the desired change (e.g. skills to be gained, knowledge acquired, topics themes/content covered)</i>	Type of Development <i>E.g. Course, workshop, conference, self-development (researcher, reading, etc.)</i>	Time-frame <i>E.g. Within a specific performance cycle. (July – June)</i>	Who is responsible <i>E.g. Incumbent or his/her Manager. Also specify the accredited Service Provider</i>	Further comments <i>E.g. Resource requirements, additional notes.</i>
MFMA	Course		Accredited Service Provider	Internal TLMA Financial Resources

4 ACCEPTANCE OF PLAN

PERFORMANCE PLAN FOR NATANHA TERBLANCHÉ for the Period 01 July 2020 to 30 June 2021

Signed and accepted by Incumbent

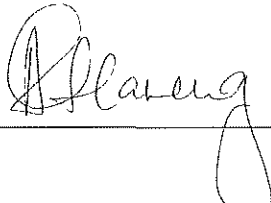
Natasha Terblanché
Acting Chief Emergency Services



Date

29/07/2020

Signed by the incumbent's immediate supervisor
Ms Mmaseabata Mutlaneng
Acting City Manager



Date

29/07/2020
