



CITY OF
TSHWANE
IGNITING EXCELLENCE

PERFORMANCE AGREEMENT

MADE AND ENTERED INTO BY AND BETWEEN:

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

DR MOEKETSI MOSOLA

AND

MR HILGARD MATTHEWS

GROUP HEAD: COMMUNICATION AND MARKETING

FOR THE

FINANCIAL YEAR: 1 July 2018
- 30 June 2019

H. Hilgard Matthews

PERFORMANCE AGREEMENT

ENTERED INTO BY AND BETWEEN:

The City of Tshwane (CoT) herein represented by **Dr Moeketsi Mosola** in his capacity as City Manager (hereinafter referred to as the **Employer** or Supervisor)

And

Mr Hilgard Matthews's 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

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- 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 1 July 2018 and will remain in force until 30 June 2019. 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**.

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- 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.
- 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 Competency Requirements (CCRs) 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 CCRs 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 CCRs of the Executive Director Strategic Marketing are in Annexure A to this agreement.

CORE MANAGERIAL COMPETENCIES (CMC)	WEIGHT
Financial Management (compulsory)	4
Service Delivery Innovation	2
Governance Leadership	2
Client Orientation and Customer focus (compulsory)	10
People Management and Empowerment (Compulsory)	2
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.

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- (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

- (a) Each applicable CCR 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 will be provided for each CCR and indicator (see paragraph 6.6).
- (c) This rating will be multiplied by the weighting given to each CCR 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 CCRs:

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) 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 CC KPI scores is converted to 80% and 20%. The sum of these two scores is used for calculating performance bonuses (see paragraph 11.2)

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- 6.8 For purposes of evaluating the annual performance of the Group Head: Communication and Marketing 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 2018
Second quarter (October to December)	:	January 2019
Third quarter (January to March)	:	April 2019
Fourth quarter (April to June)	:	July 2019

- 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

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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

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(b) In case of the Group Head: Communication, Marketing and Events, the Deputy City Manager or City Manager within thirty (30) days of receipt of a formal dispute from the employee.

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 Group Head: Communication, Marketing and Events 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.

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 21st day of July 2018


AS WITNESSES:

1. _____


2. _____


EMPLOYEE

AS WITNESSES:

1.  _____

2. _____


EMPLOYER

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ANNEXURE A PERFORMANCE PLAN

FOR

MR HILGARD MATTHEWS

**GROUP HEAD: COMMUNICATION AND
MARKETING**

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1. PURPOSE

The performance plan defines the Council's expectations of the Group Head: Communication and Marketing 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 Group Head: Group Communication and Marketing 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 GROUP HEAD: GROUP COMMUNICATION AND MARKETING

- 3.1 The City of Tshwane approved 5 strategic objectives in the IDP of 2017-2021. The targets to achieve the objectives for the FY 2018-19. The GH: Group Communication and Marketing is to ensure that commitments made by the City Manager are achieved.

The scorecard of the GH: Group Communication and Marketing is made up of the following:

- Core managerial competencies of the GH: Group Communication and Marketing (3.2 below)
- Core service delivery targets of the GH: Group Communication and Marketing (3.3 below)

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3.2 CORE MANAGERIAL COMPETENCIES OF THE GH: GROUP COMMUNICATION AND MARKETING

The core managerial competencies form 20% of the GH: Group Communication and Marketing's 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 OF THE GROUP HEAD: COMMUNICATION AND MARKETING	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. 	Expenditure Management programme % of creditors paid within 30 days.	4	100%	Quarterly	* SAP quarterly report and signed quarterly 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 prior to work being performed		0	Quarterly	*Quarterly report from expenditure management on POs issued after invoice date
			Supply chain management Number of days taken to finalise tender evaluation from spec to appointment		90 Days	Quarterly	*Monthly SCM report indicating reasons for exceeding the 90 days
			Number of procurement plan submitted as per SCM policy		1 Consolidated plan	Quarter 1	* Status report from GFS indicating the date of submission of procurement plans
			Grants and subsidies % of external grant funding spent in line with quarterly plans		100%	Quarterly	* Report on grant received and the expenditure in line with donors' requirements.

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CORE MANAGERIAL COMPETENCIES (CMC)	CoT STRATEGIC PILLAR	INTENTION OF STRATEGIC PILLAR	DESCRIPTION OF WHAT IS REQUIRED OF THE GROUP HEAD: COMMUNICATION AND MARKETING	WEIGHT	Target	FREQUENCY	EVIDENCE
Service Delivery Innovation	5 A city that is open, honest and responsive	<ul style="list-style-type: none"> Re-evaluation of the financial management system. 					
		<ul style="list-style-type: none"> An improved credit rating to; negotiate better terms with external regards funding and loans, increase the level of public partnership interventions and funding from both Provincial and National Government. 	Risk management % of risk management plan implemented Asset management programme % compliance with requirements of the asset management policy, MFMA and Standards of GRAP Minimum Competency Levels Number of minimum competency certificate or progress reports Regulations, R493 of 2007 by the COO/GSO and his/her direct reports	2	100% 100% 100% (aligned to number of direct reports including the incumbent)	Quarterly Quarterly Quarter 1 and 4	Quarterly report *Certificate from Group Finance on Asset register *Assessment or certificate of acquired competence
		<ul style="list-style-type: none"> Internal control system encompassing legislation, policies, procedures and people. 	Corporate portfolio Management Programme Number of project plan compiled		1 consolidated plan	Quarter 1	*Consolidated project plan for cluster/ Departments/ regions
		<ul style="list-style-type: none"> Directing and control management activities with good systems and processes. 	% achievement of targets on the business plans		100%	Quarterly	*QPR Report /Circular 1 Report indicating % of achievement
		<ul style="list-style-type: none"> 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 	% achievement of executive commitments against the plan		100%	Quarterly	*Status report from OEM

CORE MANAGERIAL COMPETENCIES (CMC)	CoT STRATEGIC PILLAR	INTENTION OF STRATEGIC PILLAR	DESCRIPTION OF WHAT IS REQUIRED OF THE GROUP HEAD: COMMUNICATION AND MARKETING	WEIGHT	Target	FREQUENCY	EVIDENCE	
Human Capital Management	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 instill 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 	the Local Government Municipal Systems Act	2	1 consolidated plan per cluster/department	Quarter 1	*Approved work skills plan	
			Optimised human capital programme				Number of work skills plan developed	*Training report from Departments against approved work skills plan and proof of attendance from TLMA
			% of staff sent for training courses.				100% against the plan	* Status report of grievances from Group Human Capital Management
			% of step 1 and 2 grievances addressed within the policy and regulations and corporate timelines				100%	*Report/Declaration letter from Group Legal and Secretariat Services on litigation and prosecution matters within (against) the department.
			% of litigations matters handled within the courts prescribed time- frame)				100%	*EE Plan & status Report from EE Section (Group Human Capital) indicating % of achievement to be submitted.
			% compliance to the approved EE plan target within Departments, cluster/ regions.				100%	



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CORE MANAGERIAL COMPETENCIES (CMC)	CoT STRATEGIC PILLAR	INTENTION OF STRATEGIC PILLAR	DESCRIPTION OF WHAT IS REQUIRED OF THE GROUP HEAD: COMMUNICATION AND MARKETING	WEIGHT	Target	FREQUENCY	EVIDENCE
		<ul style="list-style-type: none"> To implement effective Change Management initiatives in department or region 	<p>Occupational Health and safety (OHS): % compliance to Occupational Health and Safety (OHS) requirements/procedures within each Dept/Division/Section within the financial year</p> <p>Individual Performance Management % of quarterly coaching sessions of subordinates takes place against approved performance agreements.</p> <p>% of employees (direct reports) signed Performance Agreement with Plan for the FY 2018/19</p> <p>% implementation of change management action plans</p> <p>Staff meetings Number of staff meetings with all levels of staff</p> <p>Employee satisfaction survey % implementation of Employee Satisfaction results against the implementation plan</p>		100%	Quarterly	*100% Compliance to OHS (Status Report from Group Human Capital)
					100%	Quarterly	* Attendance register and coaching minutes / instruction, rating sheet signed by the incumbent and the supervisor
					100%	Quarter 1 and Quarter 3	*Signed Performance Agreements with performance plan
					100%	Quarterly	* Status Report from Group Human Capital indicating the implementation status on each change management action plan
					2	Quarter 1 and Quarter 4	* Attendance register and minutes
					100%	Quarterly	* Status report on the implementation of Employee satisfaction survey from Group Human Capital Management

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CORE MANAGERIAL COMPETENCIES (CMC)	CoT STRATEGIC PILLAR	INTENTION OF STRATEGIC PILLAR	DESCRIPTION OF WHAT IS REQUIRED OF THE GROUP HEAD: COMMUNICATION AND MARKETING	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	2	100%	Quarterly	*Attendance Register
			% of all legislated meetings (MAYCO, EXCO, APC and COUNCIL) attended				*Quarterly progress report
			% of MAYCO, EXCO, APC and Council commitments/resolution implemented				*MCAM/MLOG progress report from Internal audit indicating % of AG findings resolved
			Audit programme				*AG report
			% of AG issues related to the department resolved.				*MCAM/MLOG progress report from Internal audit showing % of resolved internal audit findings
			% of qualified Audit opinions achieved				*MCAM/MLOG progress report from Internal audit showing % of repeat findings
			% of internal audit findings resolved				Quarterly for internal audit and annually for external audit
			% of repeat findings (both internal and external audit)				100%
			Customer relationship management programme				10
			% responses to petitions within the stipulated timelines				100%
% of public protector cases responded to within the stipulated timelines	100%	Quarterly	*Status report from office OCM on public protector cases responded to.				

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CORE MANAGERIAL COMPETENCIES (CMC)	CoT STRATEGIC PILLAR	INTENTION OF STRATEGIC PILLAR	DESCRIPTION OF WHAT IS REQUIRED OF THE GROUP HEAD: COMMUNICATION AND MARKETING	WEIGHT	Target	FREQUENCY	EVIDENCE
			% of Human Rights Commission cases responded to within the stipulated timelines		100%	Quarterly	*Status report from office of the OCM human rights commission responded to.
			% of Promotion of Access to Information (PAIA) requests within the stipulated timelines		100%	Quarterly	*Status report from office of the city manager on PAIA response
			% of Presidential Hotline cases responded to within the stipulated timelines		100%	Quarterly	*Quarterly status reports from OEM on presidential hotline responses.
			% of Gauteng Premier Hotline cases responded to within the stipulated timelines		100%	Quarterly	*Quarterly status reports from OEM on Gauteng Premier hotline responses.
			% of National Consumer Commission cases responded to within the stipulated timelines		100%	Quarterly	*status report from office of the city manager on national commission responding compliance.
			% compliance to EIA requirements		100%	Quarterly	* status report on EIA compliance from Environmental Management
SUB TOTAL				20			

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3.3 DETAILED SCORECARD OF THE GH: COMMUNICATION AND MARKETING

The following KPAs totalling a minimum of 80 points of the GH: Communication and Marketing 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 01.07.2018)	Year-end Target	5-Year Target (2017/2021)	Quarterly Roll Out of year-end target				Evidence Reference
						Q1	Q2	Q3	Q4	
Ensure efficacy departmental budgeting in line with relevant legislative prescriptions Implementation of mSCOA	Value of unauthorized, irregular, fruitless and wasteful expenditure incurred	2	0	0	0	0	0	0	0	Section 71 report from GFS, SCM Performance report and Human Capital Governance report
	% of mSCOA implemented as per implementation plan	2	80%	100%	100%	100%	100%	100%	100%	Approved Mscosa project plan from Group Finance Services and Quarterly status report the implementation of Mscosa GFS
To ensure the delivery the financial management programmes	% of overall opex budget vs opex targets against YTD projections.	2	98%	98%	98%	98%	98%	98%	98%	* Quarterly Mayco report on opex and revenue targets and SAP Extract Report
	Nr of tenders cancelled	2	0	0	0	0	0	0	0	*Quarterly SCM report

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KPA	Performance Indicator	Weight	Cumulative Baseline (with effect from 01.07.2018)	Year-end Target	5-Year Target (2017/2021)	Quarterly Roll Out of year-end target				Evidence Reference
						Q1	Q2	Q3	Q4	
Revenue enhancement	% achievement on departmental financial recovery plan against approved plans	2	100%	100%	100%	100%	100%	100%	100%	*Approved citywide implementation plan and quarterly status report from GFS for 2017/18 FY
Communicating regularly and effectively with residents	% of positive media coverage in respect of the City's priority programmes and activities % of media enquiries processed within 24 hours	3	New KPI	75%	90%	75%	75%	75%	75%	Quarterly report on media monitoring tool
A City that promotes multilingualism	% of editing tasks completed per standards	3	0	100%	100%	100%	100%	100%	100%	Quarterly report on processed media enquiries within 24 hours.
	% of translated tasks completed per standards	3	0	100%	100%	100%	100%	100%	100%	Quarterly report of edited documents
	% of interpreting tasks completed.	3	0	100%	100%	100%	100%	100%	100%	Quarterly report of translated documents
Reputation management and responsive government	% increase in followers on social media platforms	5	5%	10%	14%	10%	10%	10%	10%	Quarterly List of Interpreting Requests. Quarterly report on platforms used –(Intranet; Ignite; Corporate Message; Next week in Tshwane.)
Communication Grid	Number of Grid communication framework developed and approved by EXCO	5	0	1	4	1	0	0	0	Approved Communication Grid for 2018/19

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KPA	Performance Indicator	Weight	Cumulative Baseline (with effect from 01.07.2018)	Year-end Target	5-Year Target (2017/2021)	Quarterly Roll Out of year-end target				Evidence Reference
						Q1	Q2	Q3	Q4	
Proactively execute strategic marketing campaigns that promote Vision 3D programmes to the City of Tshwane stakeholders, employees and residents	Number of tourism and recreation events, projects or programmes supported or implemented	5	New KPI	3 campaigns	09 campaigns	1	1	1	0	Approved list or plans of tourism and recreation events, projects and programmes to be supported and Quarterly report and campaign evidence (designs or and pictures of campaign mediums and or radio schedules)
	Number of marketing campaigns implemented to support projects and programmes towards service delivery and caring for residents	5	New KPI	2 campaigns	06 campaigns	0	1	1	0	Approved plan and Quarterly report and campaign evidence/ designs or and pictures of campaign mediums and or radio schedules)
	Number of marketing campaigns implemented that supports projects and programmes towards a safe and responsive city	5	New KPI	6 campaigns	18 campaigns	2	2	2	0	Quarterly report and campaign evidence/ designs or and pictures of campaign mediums and or radio schedules)
Proactively manage and promote the city's brand	Implementation of 'I am Tshwane' education and awareness campaign	5	0	1 campaign	4 campaign	N/A	1	N/A	N/A	Quarterly report and campaign evidence/ designs or and pictures of campaign mediums and or radio schedules)
	Number of brand promotion interventions held/conducted	5	2	4	16	2	N/A	2	N/A	Quarterly report and campaign evidence/ designs or and pictures of campaign mediums and or radio schedules)
Stakeholder Management	% of employees sentiments about internal communication on the city's projects and programmes	9	New KPI	70%	90%	70%	70%	70%	70%	List of events for the relevant quarter and

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KPA	Performance Indicator	Weight	Cumulative Baseline (with effect from 01.07.2018)	Year-end Target	5-Year Target (2017/2021)	Quarterly Roll Out of year-end target				Evidence Reference
						Q1	Q2	Q3	Q4	
										Status report indicating internal client's rating with the clients rating sheet attached
Events management	Number of strategic internal / external workshops conducted	4	2	2	08	0	1	0	1	Approved events strategy document, Programme, invitation, attendance register and pictures
Job inclusive economic growth	Number of new income earning opportunities facilitated by the City.	4	0	90	250	10	20	20	40	Confirmation letter by GH: community and social development
Build a good image of the City and manage reputational risk	% timeous response to media queries within 3 days from receipts	1	New KPI	100%	100%	100%	100%	100%	100%	Certification from Group Communication and Marketing
	Nr of Articles produced/contributed by the department to profiling the good stories and promoting the image of the City	2	New KPI	4	16	1	1	1	1	Proof of published articles (Publication on intranet, internet and /or newspapers)
SUB-TOTAL FOR CORE DELIVERY PROGRAMMES		80								
SUB TOTAL FOR CORE MANAGEMENT COMPETENCIES		20								
TOTAL		100								

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ANNEXURE B PERSONAL DEVELOPMENT PLAN

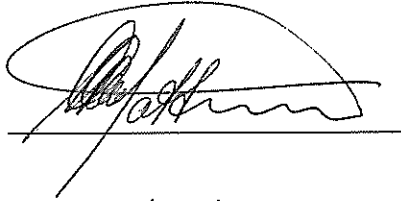
Learning and Development Need	Type of Development	Time-frame	Who is responsible	Further comments
Provide a specific description of the desired change (e.g. skills to be gained, knowledge acquired, topics themes/content covered) Performance Management	E.g. Course, workshop, conference, self-development (researcher, reading, etc.) Workshop / week-long course	E.g. Within a specific performance cycle. (July – June) July 2018 – June 2019	E.g. Incumbent or his/her Manager. Also specify the accredited Service Provider Group Head	E.g. Resource requirements, additional notes. A suitable course will be identified through the TLMA.

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4 ACCEPTANCE OF PLAN

PERFORMANCE PLAN FOR Mr Hilgard Matthews: July 2018 to June 2019

Signed and accepted by
Mr Hilgard Matthews



Date:

27/07/18

Signed by the incumbent's immediate supervisor:
Dr Moeketsi Mosola



Date:

27/07/18

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