



Local Municipality  
**Ndwedwe**  
Umkhandlu Kamasipala



# NDWEDWE LOCAL MUNICIPALITY ANNUAL PERFORMANCE REPORT FOR FINANCIAL YEAR ENDING 2019/2020



SUBMISSION TO AUDITOR  
GENERAL

## CORONAVIRUS

#COVID-19

Hotline: 0800 029 999

Precautions:

-  1 Wash your hands with soap for 20 seconds
-  2 Cough or sneeze into a tissue or your elbow
-  3 Avoid close contact with people who are sick



# Table of Contents

---

CHAPTER 1: MAYOR'S FOREWORD .....	4
1. OVERVIEW OF THE MUNICIPALITY .....	6
1.1 KEY FACTS .....	7
CHAPTER 2: GOVERNANCE .....	9
2.1 STRATEGIC PRIORITY: HUMANS RESOURCES AND ORGANISATIONAL DEVELOPMENT	9
2.2.1 STRATEGIC PRIORITY: SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT.	10
2.3 STRATEGIC PRIORITY: ECONOMIC DEVELOPMENT AND PLANNING .....	10
2.4 STRATEGIC PRIORITY: FINANCIAL VIABILITY AND MANAGEMENT .....	10
2.5 STRATEGIC PRIORITY: GOOD GOVERNANCE AND PUBLIC PARTICIPATION .....	11
2.6 MUNICIPAL POWERS AND FUNCTIONS.....	11
2.7 VISION.....	12
2.8 MISSION .....	12
2.9 VALUES.....	12
2.10 SUMMARY.....	13
3. PERFORMANCE MANAGEMENT SYSTEM PROCESSES .....	13
4. PERFORMANCE AND SUPPORTING INFORMATION.....	16
4.1 COMPARATIVE ANNUAL PERFORMANCE FOR 2018/2019 AND 2019/2020 FINANCIAL YEAR	16
5. CHALLENGES.....	17
6. ORGANISATIONAL PERFORMANCE .....	18
6.1 KPA 1: Municipal Institutional Development and Transformation.....	19
6.1.1 PERFORMANCE HIGHLIGHTS .....	20
6.1.2 CHALLENGES .....	20
6.1.3 MEASURES TAKEN TO IMPROVE PERFORMANCE.....	21
6.2 KPA 2: BASIC SERVICE DELIVERY.....	21
6.2.1 PERFORMANCE HIGHLIGHTS .....	22
6.2.2 CHALLENGES .....	Error! Bookmark not defined.
6.2.3 MEASURES TO IMPROVE PERFORMANCE .....	Error! Bookmark not defined.
6.3 KPA 3: LOCAL ECONOMIC DEVELOPMENT AND PLANNING .....	24
6.3.1 PERFORMANCE HIGHLIGHTS .....	25
6.3.2 CHALLENGES .....	26
6.3.3 MEASURES TAKEN TO IMPROVE PERFORMANCE.....	26
6.4 KPA 4: FINANCIAL VIABILITY AND MANAGEMENT .....	26
6.4.1 PERFORMANCE HIGHLIGHTS .....	27
6.4.2 CHALLENGES .....	28
6.4.3 MEASURES TAKEN TO IMPROVE PERFORMANCE .....	28

<b>6.5</b>	<b>KPA 5: GOOD GOVERNANCE AND PUBLIC PARTICIPATION .....</b>	<b>28</b>
6.5.1	PERFORMANCE HIGHLIGHTS .....	29
6.5.2	CHALLENGES .....	30
6.5.3	MEASURES TAKEN TO IMPROVE PERFORMANCE.....	30
<b>6.6</b>	<b>KPA 6: COMMUNITY AND SOCIAL DEVELOPMENT SERVICES.....</b>	<b>31</b>
6.6.1	PERFORMANCE HIGHLIGHTS .....	32
6.6.2	CHALLENGES .....	32
6.6.3	MEASURES TAKEN TO IMPROVE PERFORMANCE.....	33
<b>7</b>	<b>KEY AREAS TO NOTE .....</b>	<b>34</b>
7.1	IMPROVING PERFORMANCE .....	34
<b>8</b>	<b>DETERIORATING PERFORMANCE .....</b>	<b>34</b>
<b>9</b>	<b>ASSESSMENT OF THE PERFORMANCE OF EXTERNAL SERVICE PROVIDER .....</b>	<b>35</b>
	<b>ANNEXURES.....</b>	<b>37</b>

## CHAPTER 1: MAYOR'S FOREWORD

As the Mayor of the Ndwedwe Local Municipality, it is my privilege to present the Annual Report for the 2019/2020 financial year.

This Council started by identifying all bottlenecks and challenges which were proving to be an obstacle in fast tracking service delivery. This include

National Treasury and other government entities. However, through strategic intervention the monies (in particular MIG grant) will not be withdrawn. This will go a long way in assisting our Municipality to fast track service delivery to the people of Ndwedwe.

We are, however, entering this phase of tabling the Annual Report 2019/2020 with dampened spirits as the whole world is on its toes, trying to put in place mechanisms aimed at confronting and curbing the COVID-19 Coronavirus flu. As the municipality we also have rolled up our sleeves and quickly took precautions to assist the National Department of Health in its efforts to keep the citizens aware, informed, updated and safe. As well as, Ndwedwe Management has also developed a proposed COVID-19 Management Strategy. We wish to reiterate the call for calm and caution. We also wish for our vulnerable groups to stay safe throughout this pandemic outbreak and for families to adhere to safety tips and advice.

The strategic goals were aligned with Government Objectives, National Outcomes, National Development Plan, Back-to-Basics and with the Provincial Growth and Development Strategy, District Growth and Development Strategy and other strategic frameworks. As this Council, we are still steadfast in fast tracking service delivery in all Key Performance Areas. We remain assured that by the time we exit office, Ndwedwe citizens will beam with pride, pointing at tangible achievements and enjoying a much better life by having access to all basic services. Indeed, upon entering office, this Council started first and foremost by identifying all bottlenecks,



His Worship, Mayor NV Chili

stumble blocks, challenges and obstacles that hindered service delivery drive. We are herein joyful to announce that we are doing so well in our spending that we even managed to be granted extra funding in the MIG grant, which will go a long way in helping us rollout our plans for Ndwedwe. We therefore present to the Council this mSCOA-aligned IDP as per Treasury regulations that we adapt the IDP to the objectives and strategies for our provincial and national government. We continue noting steady growth in Ndwedwe Municipality which will enable us to enhance revenue streams and create job opportunities. The Bhamshela Shopping Centre precinct continues to grow with more retail tenants coming to the fore.

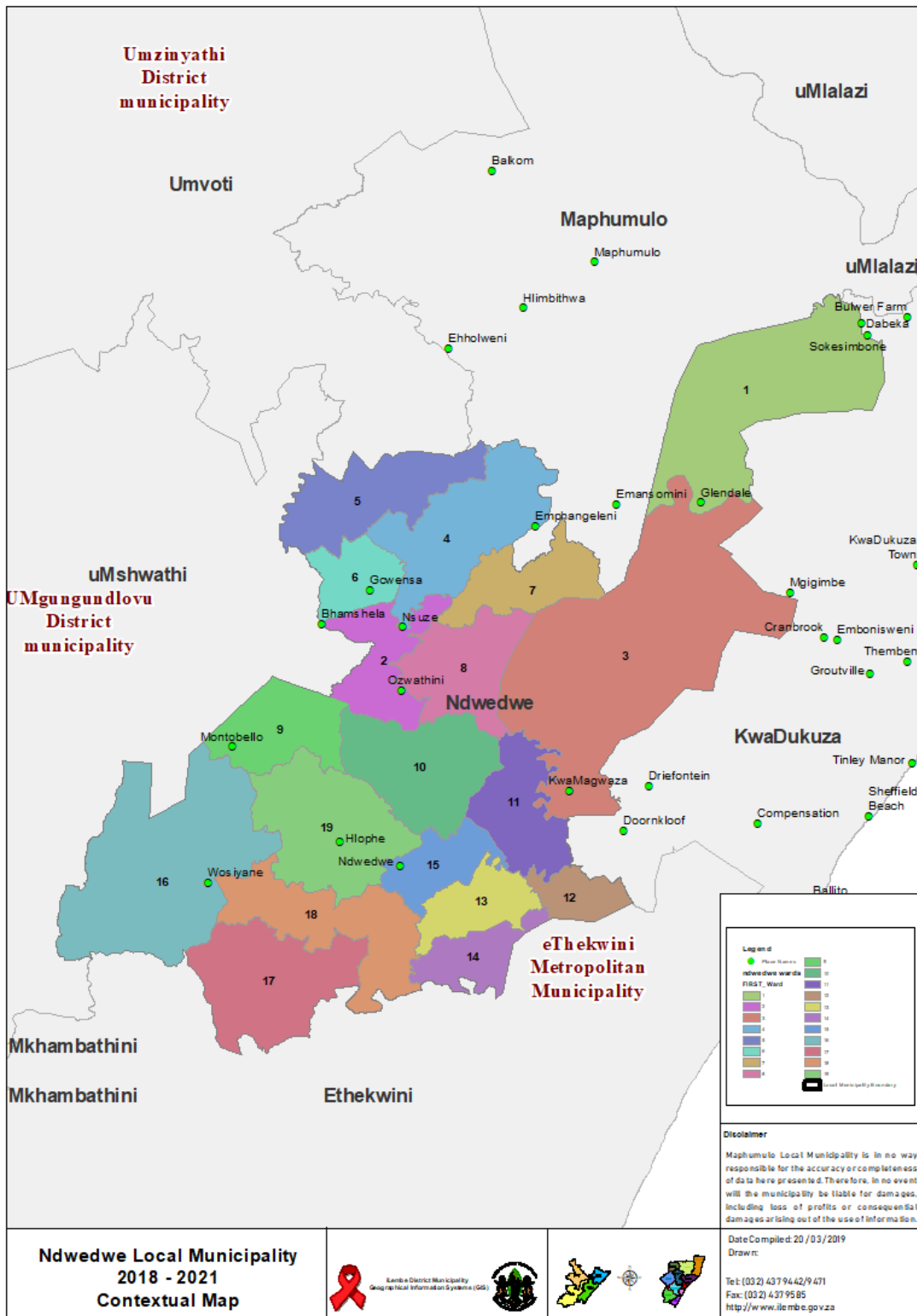
This creates job opportunities for our people and also enhances the confidence index of the residents of Ndwedwe. We remain grateful to the financial support from Growth Fund and EDTEA (Department of Economic Development, Tourism and Environmental Affairs) which saw this Shopping Centre being boosted to extend its reach, thus uplifting the economical profile of Ndwedwe.

Also, the expansion of Ndwedwe municipal buildings is in its final stages. All that is left is for office space allocation to take place and after that municipal employees will be able to discharge their duties more easily because they will not be overcrowded. But also, this will assist in ensuring we comply to occupational health stipulations.

Our partnership with the Department of Public Works is starting to bear fruits as we have been praised as the most active and functional Extended Public Works Programme (EPWP), a program that creates employment opportunities, targeting only local people involved in waste collection, tree felling, grass-cutting, bush clearing etc. EPWP also serve as foot soldiers in the Thuma-Mina Campaigns that we continue to use as a tool of reaching out to urgent needs of our people. We still aim to solidify our efforts and raise the bar around customer care, revenue enhancement and community education awareness campaigns for our people as we strive to do well and change lives through both Thuma-Mina and Operation Sukuma Sakhe (OSS) programs.

***His Worship, the Mayor Councillor: N V CHILI***

# 1.OVERVIEW OF THE MUNICIPALITY



Map 1: Ndwedwe Locality

Ndwedwe Local Municipality is one of the four local authorities within the ILembe District Municipality. It borders in the east onto the KwaDukuza Municipality and in the north on the Maphumulo Municipality. In the south Ndwedwe abuts the eThekweni Municipality and in the west the uMshwathi Municipality. In broad terms the municipality is situated parallel with and approximately 20 KM inland from the Kwa-Zulu Natal coast. While much of the north - eastern part of Ndwedwe forms part of the coastal flats mostly covered by KwaDukuza, the majority of the area consists of tribal authority land ranging from topographically fragmented to steep and dramatic.

Within the regional context, much of the Ndwedwe Municipality represents the former KwaZulu homeland consisting of traditional settlement areas which, while located in relative close proximity to major urban and economic developments (e.g. King Shaka International Airport and Dube TradePort), have remained substantially underdeveloped, disadvantaged and poor.

Ndwedwe Municipality is in the extent of 1153km<sup>2</sup> and accommodates a population of 140 820 people (Stats SA, 2011 Census). Overall settlement densities are approximately 145 people per km<sup>2</sup>. 68% of Ndwedwe consists of tribal authority land and the remainder is made up of commercial farm lands located in the north - east of the municipality.

## 1.1 KEY FACTS

<b>DESCRIPTION: NDWEDWE MUNICIPALITY (KZ 293) - LOCAL MUNICIPALITY FALLING WITHIN ILEMBE DISTRICT (DC 29)</b>		
<b>Extent of the Ndwedwe Municipal area (square kilometres)</b>		<b>1154</b>
<b>Population (Stats SA, 2011 Census)</b>	<b>140 820</b>	
<b>Population Density (people/km<sup>2</sup>)</b>	<b>115</b>	
<b>Population Group (%)</b>		
<b>Black African</b>	<b>133, 358</b>	<b>99%</b>
<b>Coloured</b>	<b>3</b>	<b>0%</b>
<b>Indian/Asian</b>	<b>7</b>	<b>0%</b>

White	957	1%		
Male Population (%)	67,423	51%		
Female Population (%)	66,903	49%		
Municipal Age profile	0 - 5	12%		
	6 - 17	29%		
	18 - 35	31%		
	36 - 50	13%		
	51 - 64	8%8		
	Over 65	7%		
Dependency Ratio (No. of people dependent on group)		56%	economically active	
HIV/AIDS status (% infected across District as per KZN Dept. of Health Statistics)		Across District	34.7%	
Education Levels	No Schooling	15%		
	Grade 12	1%		
Unemployment (out of labour force)	Unemployed	66%		
Income Levels (%) R0/HH			Households with no income	33%
	R1 - R801/HH	Households	41%	
	R801 - R1600/HH	Households	16%	
Financial Grant Dependency (as per DLGTA 2004)		100%		
Number of Municipal Wards	19			
Number of Councillors	37			
Number of Traditional Authority Areas	23			
Service Backlogs (% Households with no access)				
Water	46%			
Sanitation	86.4%			
Electricity	80%			
Refuse	99.4%			
Housing	70%			

FIGURE 1: DEMOGRAPHICS



## **CHAPTER 2: GOVERNANCE**

---

The strategic mission of Corporate Governance is to enable political office bearers to fulfil their constitutional functions and electoral mandate by:

- Providing professional, effective and efficient support services to the three principals in support of their obligations;
- Effectively planning and overall co-ordination and monitoring public participation process through activities of public hearings and Public meetings;
- Ensuring effective functioning of Ward Committees in the municipality;
- Monitoring and evaluation of programmes, reporting on actual performance against what was planned according to the IDP priorities and SDBIP;
- Liaising with other state departments and Local Municipalities in pursuance of goals and objectives enshrined in the constitution, section 41, Chapter Two, Co-operative Governance and intergovernmental relations Framework Act, 2005; and-
- Rendering support services, speech writing, protocol and ceremonial services, as well as communication services to the office of the Mayor, Deputy Mayor and Speaker and Municipal Manager and other Directorates within the municipality.

### **2.1 STRATEGIC PRIORITY: HUMANS RESOURCES AND ORGANISATIONAL DEVELOPMENT**

This responsibility vests with the Corporate Services Directorate which entails responsibilities appearing hereunder:

- Employment Equity
- Training and Development
- Management of Municipal Council Structures
- Human Resources Management
- Labour Relations
- Recruitment and selection
- Fleet Management
- Records Management

## **2.2.1 STRATEGIC PRIORITY: SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT**

This responsibility vests with the Technical Services directorate which entails responsibilities appearing hereunder:

- Sanitation Services
- Roads and transport Programmes
- Waste Management
- Projects maintenance
- Electricity and Electrification

## **2.3 STRATEGIC PRIORITY: ECONOMIC DEVELOPMENT AND PLANNING**

This responsibility vests with the Economic Development and Planning directorate which entails responsibilities appearing hereunder:

Economic Development

- Facilitation of Integrated Human Settlements
- Planning and Development
- Sports and Recreation
- Disaster Management
- Library services

## **2.4 STRATEGIC PRIORITY: FINANCIAL VIABILITY AND MANAGEMENT**

This responsibility vests with the Finance directorate which entails responsibilities appearing hereunder:

Municipal Budget and Treasury Services

- Expenditure and Revenue services
- Asset Management
- Overall Management of SCM (Supply Chain Management)

## **2.5 STRATEGIC PRIORITY: GOOD GOVERNANCE AND PUBLIC PARTICIPATION**

This responsibility vests with the Office of the Municipal Manager and entails which entails responsibilities appearing hereunder:

- Overall Management of the Municipality
- Sound Municipal Operational Systems
- Implementation of Council Resolutions
- Overall Municipal Administration
- Public Participation
- Special Programmes
- Integrated Development Plan
- Performance Management System

## **2.6 MUNICIPAL POWERS AND FUNCTIONS**

Hereunder are the powers and functions allocated to the Ndwedwe Local Municipality:

- Municipal Planning
- Local Tourism
- Local Amenities
- Cleansing
- Control of public nuisance
- Storm Water
- Local Sports Facilities
- Municipal Roads
- Fencing and Fences

The Ndwedwe Municipality is responsible to ensure proper management of human resources, organisational development, financial viability and management and good governance and public participation. It is imperative to ensure service delivery, infrastructure and economic development in the Ndwedwe Municipality's rural context.

## 2.7 VISION

The Municipality committed itself to the following vision and mission:

**“BY 2030 THE PEOPLE OF NDWEDWE WILL HAVE A PROSPEROUS AND VIBRANT ECONOMY, WHERE THEIR ASPIRATIONS ARE MET”**

## 2.8 MISSION

The mission statement promotes a quality and sustainable delivery of municipal services by:

- Involving communities in the development;
- Forging strategic alliances and partnerships between the municipality and government departments, non-governmental organisations, community-based organisations, private sector to ensure speedy and co-ordinated delivery.

## 2.9 VALUES

The operations of the Municipality will be underpinned by the following key values:

- Accessibility
- Good Governance
- People centre
- Transparency
- Customer satisfaction
- Accountability
- Courtesy
- Integrity
- Employee development
- Respect

## 2.10 SUMMARY

This section highlights the performance achievements, challenges and measures taken to improve municipal performance during the 2019/2020 financial year.

The annual performance report includes key performance areas (KPA) which forms part of the IDP 2020/21. These KPAs have been included in the municipal scorecard for 2019/2020 financial year. It also presents the year end performance results for 2019/2020. The report is based on the narrative form as per the National key performance areas as follows:

1. Municipal Institution Transformation and Development
2. Basic Service Delivery
3. Local Economic Development
4. Municipal Financial Viability and Management
5. Good Governance and Public Participation

## **3. PERFORMANCE MANAGEMENT SYSTEM PROCESSES**

The Organisational Performance Framework must be reviewed annually and adopted as per the Municipal Systems Act, 32 of 2000, Chapter 6 guidelines. The Ndwedwe Framework was reviewed and adopted by Council on 30 May 2020. Organisational Performance forms an integral part of the implementation of the Integrated Development Plan (IDP) operational plans that are monitored, and progress is reported annually against the targets set out as well as challenges experienced during the financial year.

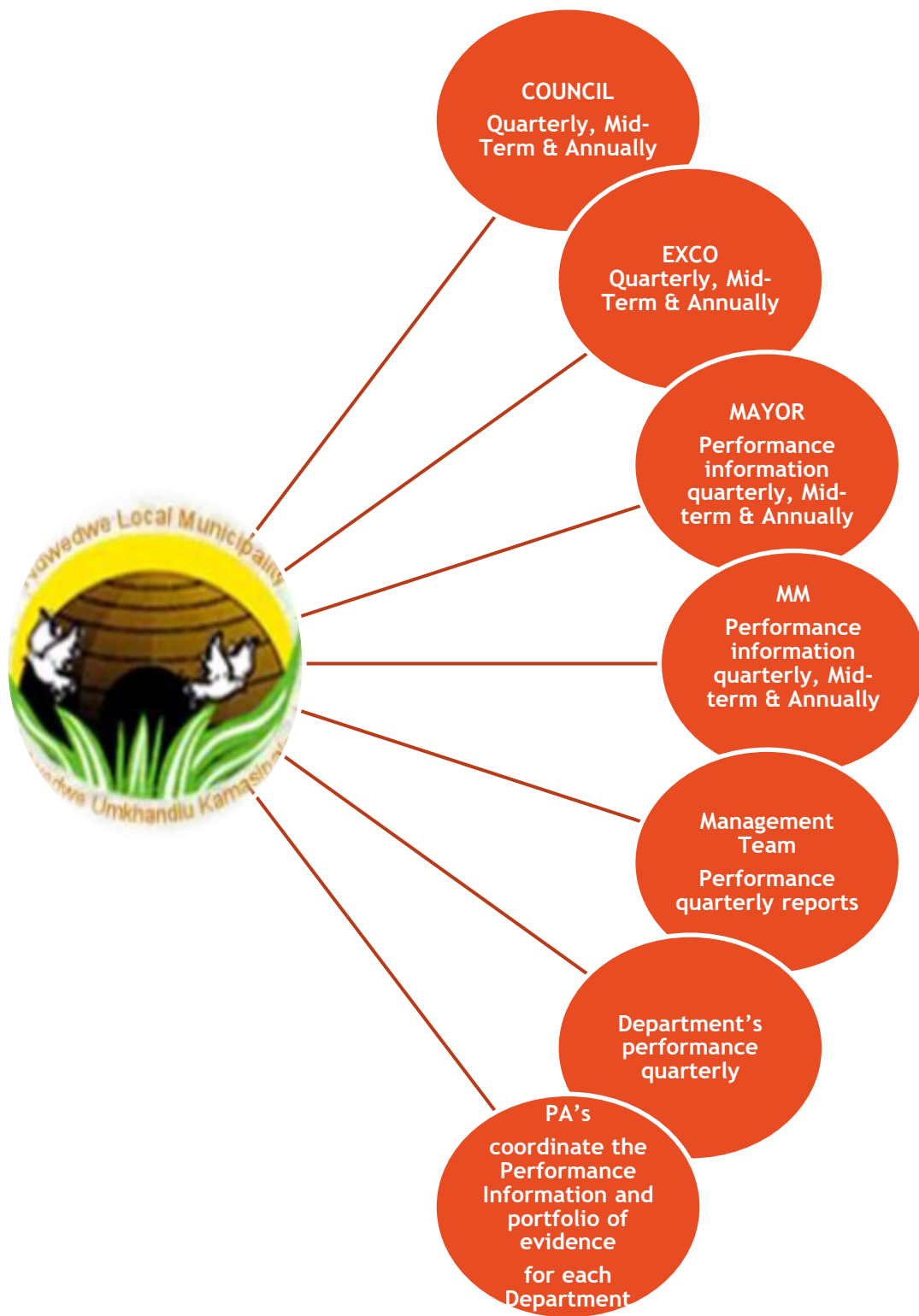
According to the Municipal Systems Act (MSA) of 2000, Section 38(a) mandates municipalities to establish performance management systems, and the Planning and Performance Management Regulations of 2001, describes the municipality's Performance Management System (PMS) as consisting of a framework that articulates and represents how the municipality's cycle and processes of performance planning,

monitoring, measurement, review, reporting and improvement will be conducted, organised and managed as well as to determine the roles of different stakeholders.

The performance management system is a tool that measures the implementation of an organisation's strategy. It also provides a mechanism to measure whether targets meets the strategic objectives that are set by municipalities and employees. In Ndwedwe municipality the PMS implementation and management process is carried out at phases namely:

- Phase 1: Planning
- Phase 2: Monitoring and managing performance information
- Phase 3: Performance measurement and analysis
- Phase 4: Performance review and improvement
- Phase 5: Performance report.

The Ndwedwe performance monitoring flow chart illustrated below.



The Municipal Systems Act of 2000, section 46 (2), requires the municipality to compile an Annual Performance Report that forms part of the Annual Report prepared in terms of the Municipal Finance Management Act. This report focuses on the Organisational Objectives, and the achievements thereof made by the Ndwedwe Local Municipality in the 2019/2020 financial year. It also provides feedback on the targets as set out in the approved Organisational Scorecard as well as the Service Delivery and Budget Implementation Plan used to monitor performance at an operational level.

## **4. PERFORMANCE AND SUPPORTING INFORMATION**

---

According to the Municipal systems act, the PMS implementation and monitoring system places responsibility on each department and individual employees to collect relevant data and information to support the monitoring process. Evidence of performance is gathered and presented to substantiate claims of meeting (or not meeting) performance standards. All portfolios are verified against the reported actual, as it confirms the status of targets met and not met.

The Organisational scorecard is a layered plan, with the top layer SDBIP dealing with consolidated service delivery targets and linking these targets to departmental Service Delivery and Budget Implementation Plans. The following table indicates the National Key Performance Areas (NKPA's) which includes the number of Key Performance Indicators (KPI's) on the Organisational scorecard and departmental Top layer Service Delivery and Budget Implementation Plans (SDBIP's).

### **4.1 COMPARATIVE ANNUAL PERFORMANCE FOR 2018/2019 AND 2019/2020 FINANCIAL YEAR**

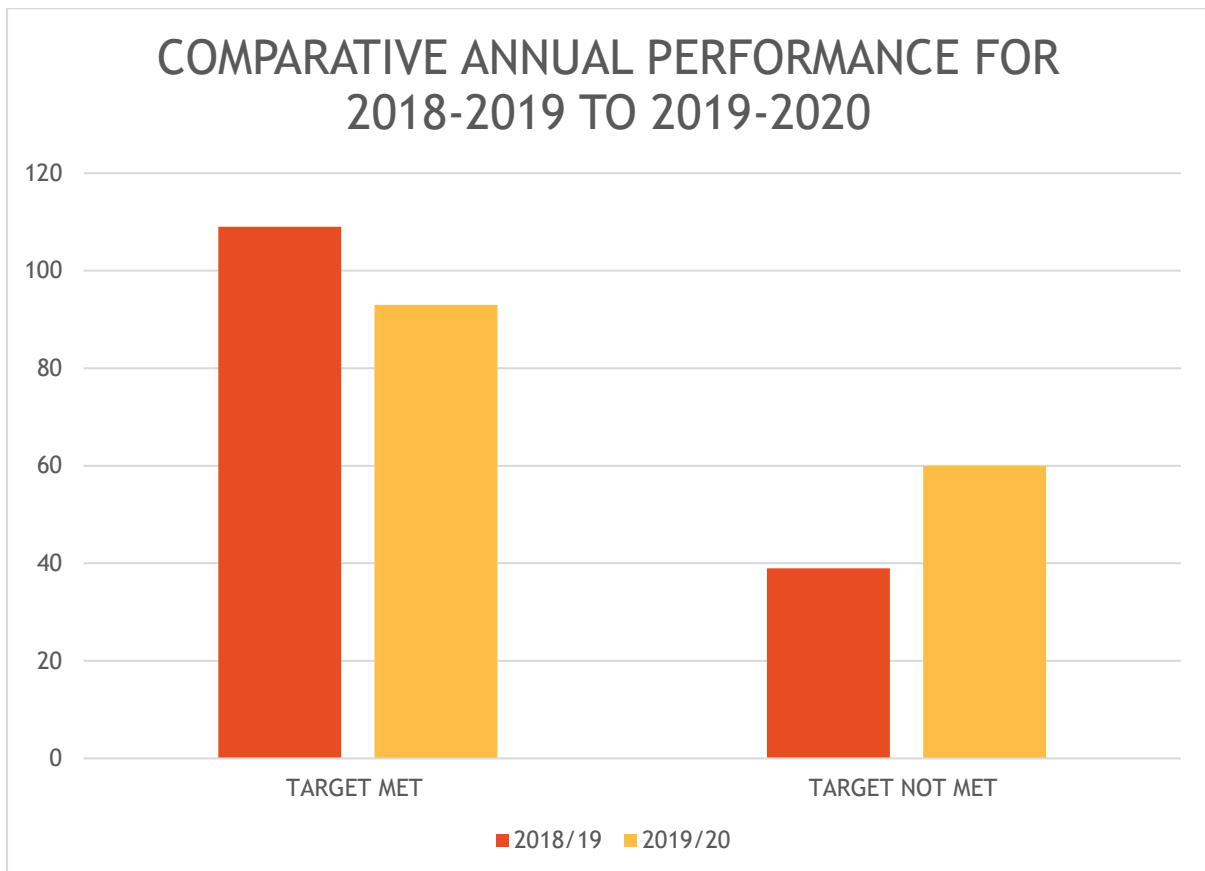
The annual performance reporting for Ndwedwe Local Municipality is in line with the six (6) National KPAs, focuses on Section 46 of the Municipal systems Act requirements.



The table below indicates the Ndwedwe municipality’s organisational annual performance reporting compared over the last two financial years for the 2018/2019 and 2019/2020.

FINANCIAL YEARS	TARGET MET	TARGET NOT MET	TOTAL KPI's
2018/19	109	39	148
2019/20	95	58	153

Table 1: Comparative Target Achievement Information



## 5. CHALLENGES

The COVID-19 pandemic has impacted all aspects of our society and government across all three spheres. COVID-19 has governments around the world operating in a context of radical uncertainty, and faced with difficult trade-offs given the health, economic and social challenges raised by the crisis.

The President’s decision on the 26<sup>th</sup> of March to direct 21 days national ‘lockdown’ has far-reaching implications not only for Ndwedwe Local Municipality but all

municipalities who are at the coalface of the delivery of essential services. All economic sectors were affected by the pandemic. Therefore, the 21-day lockdown period occurring in the last quarter of the financial year-end 2019/2020 of local government has impact negatively on major infrastructure projects and other departmental projects that have suffered a spin-off effect due to the lockdown restrictions. The projects that were not achieved will be prioritised by management and recommence in the 2020/2021 financial year.

## 6. ORGANISATIONAL PERFORMANCE

The annual performance reporting for Ndwedwe Local Municipality is in line with the six (6) National KPAs focuses on Section 46 of the Municipal systems Act requirements.

The Ndwedwe Local Municipality Annual performance was satisfactory, **62%** reported as achieved and **38%** reported as non-achieved. The figure below depicts the performance of Ndwedwe in relation to various business units. A more detailed look into each department is outlined under departmental results.

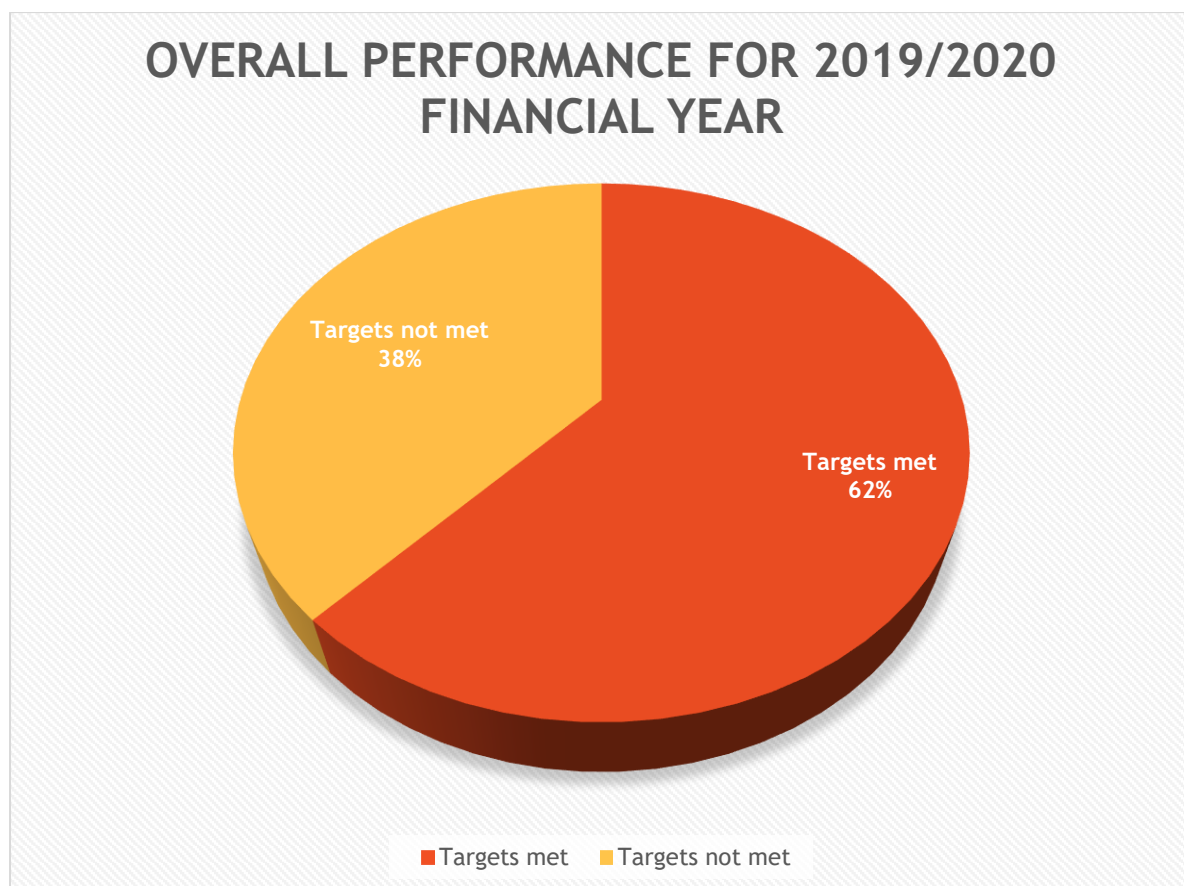


FIGURE 2: ANNUAL PERFORMANCE FOR 2019/2020 FY

Total targeted KPI's for Annual Performance for 2019/2020	Targets met	Targets not met
153	95	58
	62%	38%

TABLE 2: ANNUAL PERFORMANCE FOR 2019/2020 FY

BUSINESS UNITS	TARGET MET % FOR ANNUAL PERFORMANCE EXCLUDING NON-ACHIEVED
Office of the Municipal Manager department	69%
Corporate Services department	50%
Technical Services department	50%
Economic Development and Planning department	63%
Finance department	95%
Community Services department	50%

TABLE 3: PERFORMANCE PER DEPARTMENT

## 6.1 KPA 1: Municipal Institutional Development and Transformation

To improve, attract, develop and retain human capital and to facilitate institutional transformation and organisational development.

The table below indicates the total number of targets that have been met.

### 2018/2019

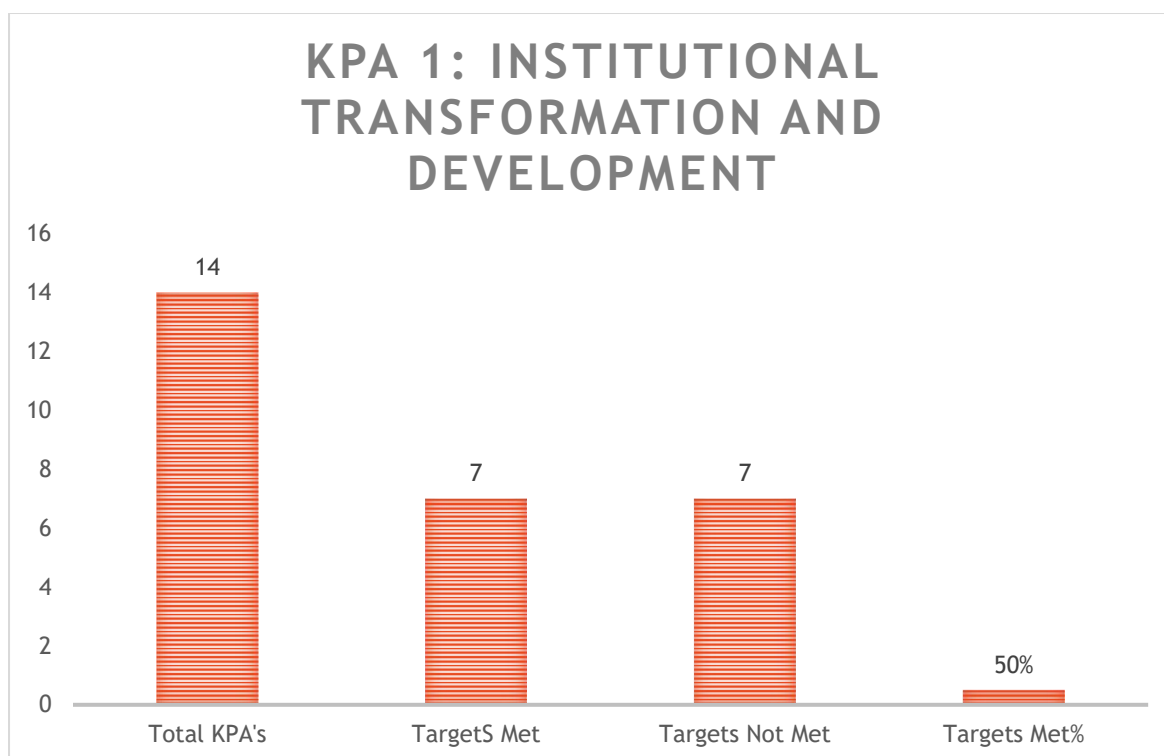
NATIONAL KPA's	TOTAL KPI's	TARGETS MET	TARGETS NOT MET	TOTAL TARGETS MET %
Institutional Transformation & Development	18-2(N/A)-16	11	5	69%

Table 4: KPA 1: Performance of targets

### 2019/2020

NATIONAL KPA's	TOTAL KPI's	TARGETS MET	TARGETS NOT MET	TOTAL TARGETS MET %
Institutional Transformation & Development	14	7	7	50%

The graph below illustrates the performance of the KPA 1.



Graph 1: Performance of the KPA 1

### 6.1.1 PERFORMANCE HIGHLIGHTS

- The project is reported as overachieved. 14 WSP skills training programmes implemented. follows: Q1 - 29-31 July 2019, 16 August 2019, 26-29 August 2019, 12 Sept 2019, 16-19 Sept 2019. Q2 - 17-18 October 2019, 28-31 October 2019, 5-7 November 2019, 12 November 2019, 19 November 2019, 25-26 November 2019 and 10 December. Q4- 20 May and 24 - 25 June 2020.
- 1% of budget spent on the municipality WSP.
- 12 ICT Backup reports.
- 12 Monthly C track system generated completed.
- 4 Corporate Services Staff meetings were held on 24 July 2019, 21 August, 26 August 2019 and 22 May 2020.
- The project is reported as overachieved. 15 Council meetings were held on 3 & 31 July 2019, 29 August, 11,30 October,28 November, 06 December 2019 and 8 January, 31 January, 27 February, 31 March, 8 May, 30 May, 15 June 2020 and 29 June 2020.
- The project is reported as overachieved. 106 SLA's were drafted.

### 6.1.2 CHALLENGES

- Ref CS-03-19/20: 6 Budgeted posts was filled however the target was not achieved. All posts were suspended due to Covid-19 lockdown restrictions.

- Ref CS-05-19/20: Conduct bi-annual municipal data recovery, the contracted services ended in May 2020.
- Ref CS-07-19/20: The system was suspended due to Covid-19 and Disaster management lockdown regulations.
- Ref CS-08-19/20: 7 Inservice trainees were appointed however no Interns were appointed due to the Covid-19 lockdown restrictions the target was not met.
- Ref CS-09-19/20: 8 EXCO meetings were held on 22 August, 26 September, 23 October, 26 November 2019 and 28 January, 27 February, 26 March, 30 May 2020
- Ref CS-13-19/20: 3 Trainings were conducted instead of 8, due to Covid-19 lockdown restrictions.
- Ref CS-14-19/20: 4 Policies were reviewed and developed instead of 6, due to Covid-19 lockdown restrictions.

### 6.1.3 MEASURES TAKEN TO IMPROVE PERFORMANCE

- Ref CS-03-19/20: - Management will ensure that all budgeted posts are filled in the new 2020/21 financial year.
- Ref CS-05-19/20: - The advertisement to appoint a new service provider has been done. To be appointed in the new financial year.
- Ref CS-07-19/20: - Management will ensure that the Biometric System will be implemented and that the report will be produced after the COVID-19 restrictions has been eased and uplifted.
- Ref CS-08-19/20: - Management will ensure that Inservice trainees and Interns target will be prioritised in the 2020/21 financial year.
- Ref CS-09-19/20: - Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref CS-13-19/20: - Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref CS-14-19/20: - Management will that all policies are reviewed and developed and prioritised in the 2020/21 financial year.

## 6.2 KPA 2: BASIC SERVICE DELIVERY

One of the core functions of the municipality is to ensure and facilitate the provision of sustainable infrastructure delivery in order to eradicate backlogs. The table below indicates the total number of targets that have been met.

2018/2019

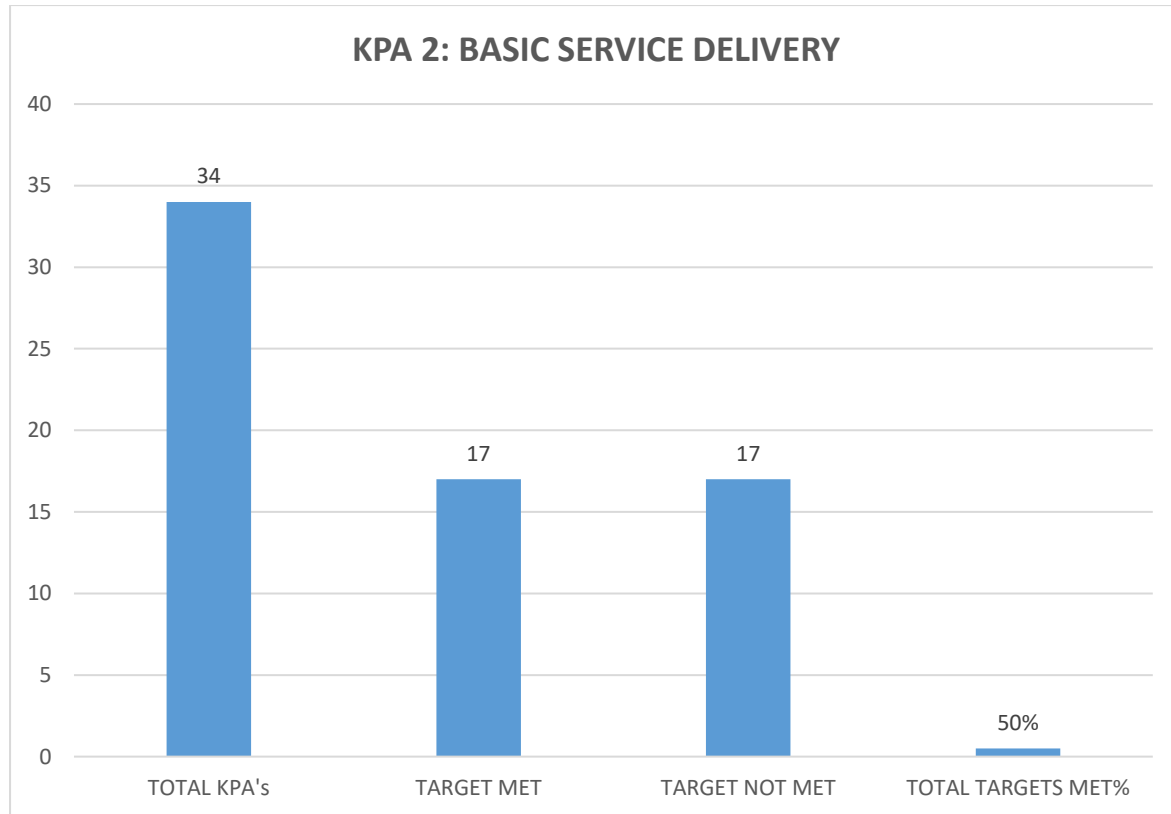
NATIONAL KPA's	TOTAL KPI's	TARGETS MET	TARGETS NOT MET	TOTAL TARGETS MET%
Basic Service Delivery	45-2(N/A)=43	26	17	60%

2019/2020

NATIONAL KPA's	TOTAL KPI's	TARGET MEET	TARGET NOT MET	TOTAL TARGETS MET%
Basic Service Delivery	34	17	17	50%

Table 5: KPA 2: Performance of targets

The graph below illustrates the performance of the KPA 2.



Graph 2: Performance of KPA 2

### 6.2.1 PERFORMANCE HIGHLIGHTS

To ensure and facilitate the provision of sustainable infrastructure in order to eradicate backlogs.

- Nambithane Access Road (5km construction) has been completed.
- Mwolokohlo to Sthupha Access Road (1,5km construction) has been completed.
- Water Fall Sportfield project construction has been completed.
- Zesuliwe Access Road of 7.46km construction has been completed.
- eMona Community Hall Construction has been completed.
- Construction of Nondwengu Hall & Crèche in Ward 10 has been completed.
- 120 connections completed of Electrification at Onyazini & Khenana/Nsuze in Ward 2.
- Construction of Technical Dept. Offices has been completed.
- Augmentation (Supply and installation of JOJO tanks) has been purchased and completed.
- Rehabilitation of Mthebeni road construction completed.
- Rehabilitation of Febe road construction has been completed.
- Ndwedwe Public Library renovations has been completed.
- Noorsburg Hall renovations has been completed.
- Esigedleni Hall renovations has been completed.
- Thafamasi Hall renovations has been completed.

- Bhamshela Thusong centre renovations project has been completed.
- EPWP - Waste management, 73 EPWP job opportunities created.

## 6.2.2 CHALLENGES

- Ref TS-02-19/20- KwaNovimba Access Road 3km construction not completed target not met due to project delayed due to COVID -19 Lockdown.
- Ref TS-03-19/20- Chamani Access Road 1km construction not completed target not met, Contractor terminated due to non-performance.
- Ref TS-06-19/20- 1.2km construction not completed target not met, Contractor terminated due to non-performance.
- Ref TS-08-19/20- Gudlintaba Access Road 1.75km construction not completed target not met, Project delayed due to COVID -19 Lockdown.
- Ref TS-10-19/20- Siyathokoza Hall & Crèche not completed target not met, Project delayed due to COVID -19 Lockdown.
- Ref TS-12-19/20- Mangangeni CDC construction not completed target not met, Project delayed due to COVID -19 Lockdown.
- Ref TS- 13-19/20- Mandlakazi Sport Field construction not completed target not met, Project delayed due to COVID -19 Lockdown.
- Ref TS-15-19/20- 140 Households have been connected. Electrification Mcathu Ward 8 construction not completed target not met. Project delayed due to COVID -19 Lockdown.
- Ref TS-16-19/20- Type 2 Electrification Ward 1-19 construction not completed target not met, Project delayed due to COVID -19 Lockdown.
- Ref TS-17-19/20- Nhlanguwini Sports construction not completed target not met, Project delayed due to COVID -19 Lockdown.
- Ref TS-20-19/20- Local Sports Facilities: Grass Cutting not completed target not met, Sport ground maintenance not done due to COVID -19 Lockdown.
- Ref TS-23-19/20- Johnny Makhathini Hall renovations not completed target not met, Project delayed due to COVID -19 Lockdown.
- Ref TS-25-19/20- Construction of Mary-Grey Sport Centre Phase 2 not completed target not met, Project delayed due to COVID -19 Lockdown.
- Ref TS-26-19/20- Wewe Hall renovations not completed target not met, Project delayed due to COVID -19 Lockdown.
- Ref TS-30-19/20- Rehabilitation of Noorsburg Access Road not completed target not met, Project delayed due to COVID -19 Lockdown.
- Ref TS-31-19/20- Rehabilitation of Nhlanguano Access Road Ward 4 not completed target not met, Project delayed due to COVID -19 Lockdown.
- Ref TS-32-19/20- Rehabilitation of Mthukutheli Cemetery Access Road Ward 15 not completed target not met, Project delayed due to COVID -19 Lockdown.

## 6.2.3 MEASURES TO IMPROVE PERFORMANCE

- Ref TS-02-19/20 - Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.
- Ref TS-03-19/20- Outstanding scope of work will be measured and new Service Provider to be appointed in Q1 2020-21 to complete the project.
- Ref TS-06-19/20- Outstanding scope of work will be measured and new Service Provider to be appointed in Q1 2020-21 to complete the project
- Ref TS-08-19/20- Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.

- Ref TS-10-19/20- Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.
- Ref TS-12-19/20-Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.
- Ref TS-13-19/20- Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.
- Ref TS-15-19/20- Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.
- Ref TS-16-19/20- Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.
- Ref TS-17-19/20- Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.
- Ref TS-20-19/20- Sport ground maintenance will commence in Q1 2020-21.
- Ref TS- 23-19/20- Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.
- Ref TS-25-19/20- Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.
- Ref TS-26-19/20- Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.
- Ref TS-30-19/20- Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.
- Ref TS-31-19/20- Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.
- Ref TS-32-19/20- Project will commence after Level 3 lockdown easing. However, management will ensure that the set target is prioritised in 2020/21 financial year.

### 6.3 KPA 3: LOCAL ECONOMIC DEVELOPMENT AND PLANNING

To develop a resilient economy that creates sustainable decent jobs and reduces poverty. To facilitate the provision of support necessary for the development of SMME's and cooperatives throughout the municipality continues to upscale agriculture development.

The table below indicates the total number of targets that have been met.

#### 2018/2019

NATIONAL KPA's	TOTAL KPI's	TARGETS MET	TARGETS NOT MET	TOTAL TARGETS MET %
LOCAL ECONOMIC DEVELOPMENT	16-7(N/A)=9	7	2	78%

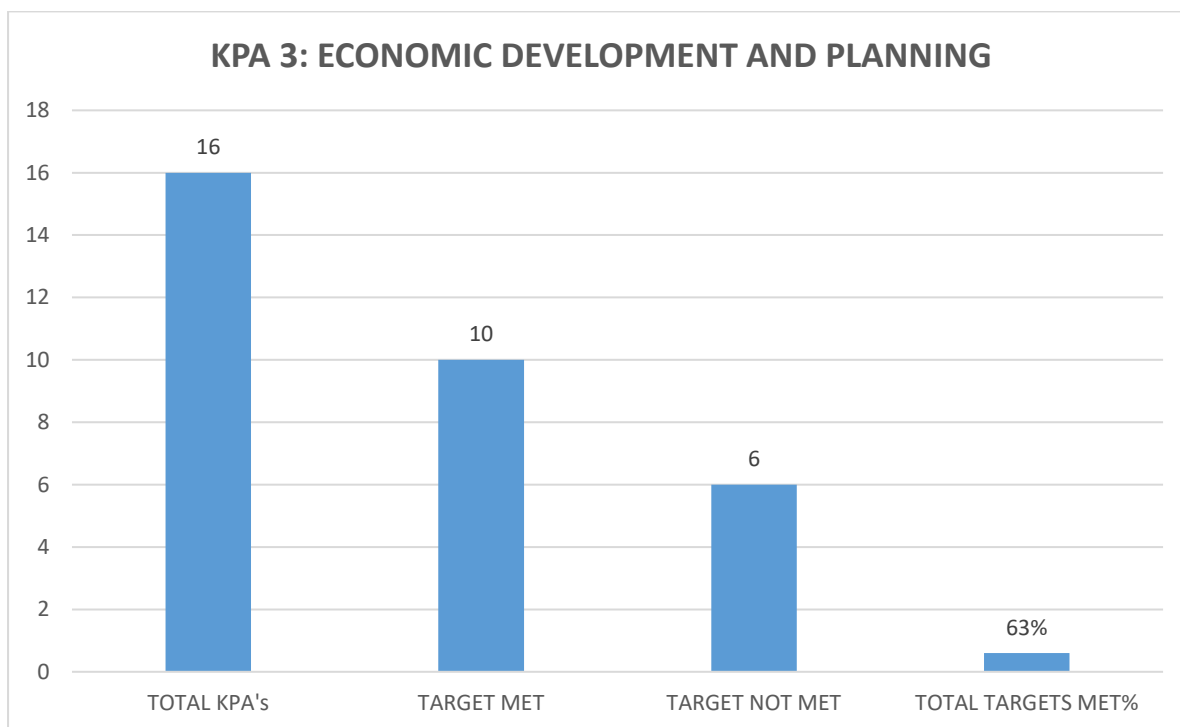
#### 2019/2020

NATIONAL KPA's	TOTAL KPI's	TARGETS MET	TARGETS NOT MET	TOTAL TARGETS MET%
Local Economic Development	16	10	6	63%

Table 6: KPA 3: Performance of targets



The graph below illustrates the performance of the KPA 3.



Graph 3: Performance of KPA 3

### 6.3.1 PERFORMANCE HIGHLIGHTS

- Ndwedwe Land Use Management System target met, 2<sup>nd</sup> draft document produced.
- Makhuluseni cooperative support target has been met. 1 Functional community garden (Borehole, Fencing Installation and Seedlings support).
- Overachieved. 12 SMMEs supported with land preparation and harrowing.
- 10 Cooperatives/SMMEs supported with seeds and seedlings and information. Name of Cooperatives assisted: Zama Ngxabi, Farm Gal, Mdanyane, Nokuthula, Ndlala Beyduda, Zongen, Uthando, Yeslusandla, Xanyana and X Cele.
- Mini Factories Access Roads, 20 Metre Access roads construction completed.
- Hosting of Local Agricultural Indaba was held on 28 August 2019.
- Hosting of Ndwedwe Home coming Festival was held on 27 December 2019.
- Maskandi Festival was held on 26 October 2019.
- Cannabis farmer programme, Cannabis farmers programme hosted.
- 5 Cooperatives assisted for Tractor and Harrowing ploughing programme for land preparation.

### 6.3.2 CHALLENGES

- Ref EDP-01-19/20 - Ndwedwe Town Development Project target has not been achieved. The detail submission Pack to Surveyor General was not completed due to due to Covid-19 lockdown restrictions.
- Ref EDP-06-19/20 - 1 Housing Forum was held on the 11 March 2020 instead of 2 meetings. Due to Covid-19 lockdown restrictions.
- Ref EDP-07-19/20- 1 LED Forum was held on the 18 February 2020 instead of 2 meetings. Due to Covid-19 lockdown restrictions.
- Ref EDP-08-19/20- Emerging Subcontractors support programme (capacity building for Grade 1-3), The target was not met due to Covid-19 lockdown restrictions.
- Ref EDP-15-19/20- LED Strategy target was not met, there was delays in appointment due to COVID -19 Lockdown.
- Ref EDP-16-19/20- Tourism Strategy target not met, there was delays in appointment due to COVID -19 Lockdown.

### 6.3.3 MEASURES TAKEN TO IMPROVE PERFORMANCE

- Ref EDP-01-19/20 - Ndwedwe Town Development project will be submitted in the 2020/21 financial year.
- Ref EDP-06-19/20 - Management will ensure that the Housing forum meeting be held in the 2020/21 financial year.
- Ref EDP-07-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref EDP-08-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref EDP-15-19/20- Management will ensure that the set target is prioritised in the first quarter of 2020/21 financial year.
- Ref EDP-16-19/20- Management will ensure that the set target is prioritised in the first quarter of 2020/21 financial year.

## 6.4 KPA 4: FINANCIAL VIABILITY AND MANAGEMENT

The finance department continuously ensures that effective and efficient municipal financial management is crucial. By improvement of cash flow liquidity and promotion of sound financial management.

The table below indicates the total number of targets that have been met.

2018/2019

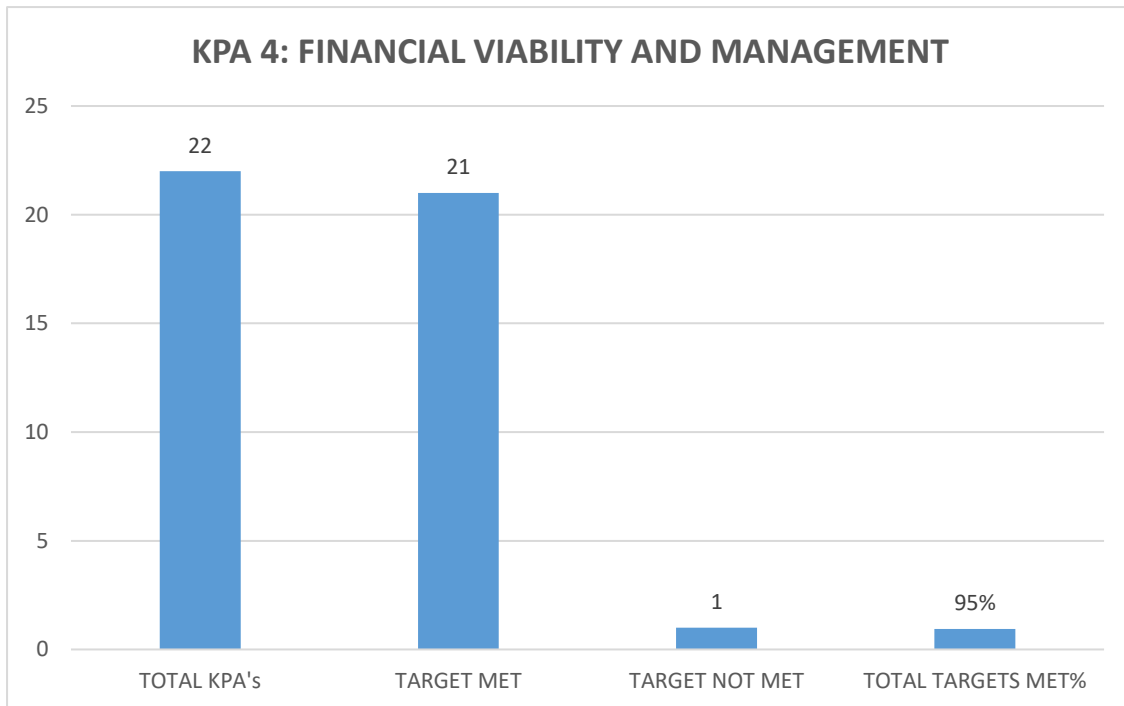
<b>NATIONAL KPA's</b>	<b>TOTAL KPI's</b>	<b>TARGETS MET</b>	<b>TARGETS NOT MET</b>	<b>TOTAL TARGETS MET</b>
<b>Financial Viability and Management</b>	<b>25-3(N/A)=22</b>	<b>22</b>	<b>0</b>	<b>100%</b>

2019/2020

NATIONAL KPA's	TOTAL KPI's	TARGETS MET	TARGETS NOT MET	TOTAL TARGETS MET%
Financial Viability and Management	22	21	1	95%

Table 7: KPA 4: Performance of targets

The graph below illustrates the performance of the KPA 4.



Graph 4: Performance of KPA 4

### 6.4.1 PERFORMANCE HIGHLIGHTS

- 12 transactional MSCOA Report completed.
- Number of Sections 71 MFMA reports. 12 MFMA Reports submitted.
- Number of Sections 72 MFMA reports. 1 MFMA report submitted to Council by 31 January 2020
- Adjusted Budget adopted by the Council as at 29 February 2020
- Final Budget adopted by the Council on 30 May 2020
- The Valuation Roll is achieved.
- Percentage of revenue collected by 30 June 2020 is 76% collected.
- Adopted 11 Finance policies.
- 4 Quarterly reports generated.
- 4 Quarterly reports submitted to Council Portfolio committee for appointment of Local service providers.
- The municipality Valuation roll is achieved.
- 12 Debtors reconciliation reports submitted
- 12 Property Rates Reconciliations reports submitted
- 12 Bank Rates Reconciliations submitted
- 12 monthly Investments reports completed.

- 12 Monthly Grant registers completed.
- Payment of Invoice 30 days from submission completed.
- Last day of each month for 3rd parties completed.
- 2 Quarterly report prepared and submitted.
- 1 Quarterly SCM report submitted to Council
- AFS submitted and unqualified audit was maintained.
- 60 days' cash on hand by 30 June 2020

#### 6.4.2 CHALLENGES

- Ref F-06-19/20: Revenue Enhancement Strategy workshop was not held therefore the strategy was not approved and adopted by Council due to Covid-19 lockdown restrictions.

#### 6.4.3 MEASURES TAKEN TO IMPROVE PERFORMANCE

- Ref F-06-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.

### 6.5 KPA 5: GOOD GOVERNANCE AND PUBLIC PARTICIPATION

To promote good governance and public participation by conducting annual assessments for ward committees, conduction of municipal employees for section 57 and conducting of Municipal Izimbizo's.

The table below indicates the total number of targets that have been met.

2018/2019

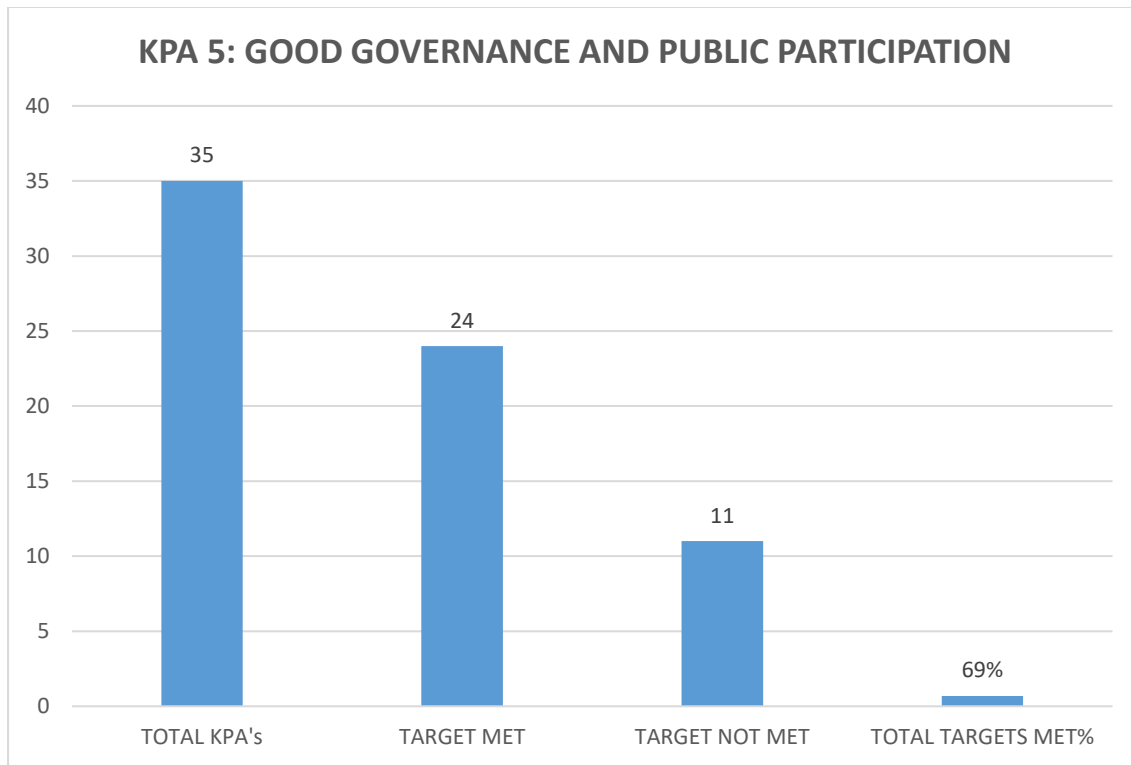
NATIONAL KPA's	TOTAL KPI's	TARGETS MET	TARGETS NOT MET	TOTAL TARGETS MET
Good Governance and Public Participation	62- 16(N/A)=46	33	13	72%

2019/2020

NATIONAL KPA's	TOTAL KPI's	TARGETS MET	TARGETS NOT MET	TOTAL TARGETS MET%
Good Governance and Public Participation	35	24	11	69%

Table 8: KPA 5: Performance of targets

The graph below illustrates the performance of the KPA 5.



Graph 5: Performance of KPA 5

### 6.5.1 PERFORMANCE HIGHLIGHTS

- 4 Internal Audit reports completed and submitted.
- The Final Annual Report was adopted and approved by Council on 31 March 2020.
- The Oversight Report was adopted and approved by Council on 31 March 2020.
- IDP/Budget/PMS Process plan for 2019/20 has been adopted by Council on the 29 August 2019.
- 1 Izimbizo was held on 7 December 2019
- 4 Mayoral/ IDP Izimbizo held.
- 1 Ward Committee Training was conducted 10 December 2019.
- 20 Media Slots conducted.
- Overachieved. 4 Risk meetings were held (1 October 2019, 10 June, 19 June and 30 June 2020).
- 2021 Risk register was developed and tabled to the Risk committee on the 30 June 2020. Risk Management, 2020/2021 Risk register was developed and tabled to the RMC on the 30 June 2020
- 2021 Risk register was developed and tabled to the Risk committee on the 30 June 2020. Risk Mngt Framework and Strategy was tabled to the RCM on the 30 June 2020
- Risk Management framework and Strategy completed and tabled to the RCM on the 30 June 2020
- 1 Enterprise Risk Management workshop held on 17 and 18 October 2019.
- Youth Welding/Plumbing Skills Programme, 30 Youth were assisted.
- Nongoma Royal Reed Dance, Achieved, 500 youth participated.
- Grade 9 and Grade 10 Career Guidance programme, 1 Career guidance programme held.
- Youth Arts and Culture events (was Festival), Arts and Culture Festival hosted.

- 1 Examination Prayer hosted
- 40 Youth trained in youth farming programme.
- 20 Youth assisted in the Art Work Programme.
- 2 Youth Council Advisory meetings held.
- 1 Youth Campaign hosted.
- 1 Women in Sport Symposium and sports day held.
- 1 Disability sport day hosted.

### 6.5.2 CHALLENGES

- Ref MM-08-19/20 - Ward Committees Quarterly Meeting, the training program was not convened due to Covid-19 lockdown restrictions.
- Ref MM-10-19/20- 1 Risk register report from July 2019 to March 2020 was not achieved. No dedicated official appointed for Risk Management.
- Ref MM-16-19/20- The Anti-Fraud and Corruption Strategy and Policy was not met due to Covid-19 lockdown restrictions. Strategy could not be workshopped with all stakeholders.
- Ref MM-22-19/20- Youth Sewing and Garment making skills programme was not held, due to budget limitation the project target was not met.
- Ref MM-24-19/20- The Licence programme for Code 10 for youth to be trained was not completed due to Covid-19 lockdown restrictions.
- Ref MM-27-19/20- Job Readiness Programme, due to budget limitation the project was not met.
- Ref MM-29-19/20- Youth in business seminar, due to the limitation of dates and clashing of meetings the targets was not met.
- Ref MM-30-19/20- 16 Sports development programmes, the sports development programs were not held due to Covid-19 lockdown restrictions.
- Ref MM-31-19/20- SALGA Games was not held target not met.
- Ref MM-34-19/20- ECD's sport day event not held.
- Ref MM-35-19/20- Ndwedwe SAFA Awards event not held.

### 6.5.3 MEASURES TAKEN TO IMPROVE PERFORMANCE

- Ref MM-08-19/20 - Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref MM-10-19/20- Ref MM-16-19/20- A Risk Manager will be appointed by Q1 of 2020/2021 FY. Thereafter Risk Registers will be monitored on a quarterly basis.
- Ref MM-16-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref MM-22-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref MM-24-19/20- Management will ensure that the set target is prioritised and completed in quarter 1 of the 2020/21 financial year.
- Ref MM-27-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref MM-29-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref MM-30-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.

- Ref MM-31-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref MM-34-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref MM-35-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.

## 6.6 KPA 6: COMMUNITY AND SOCIAL DEVELOPMENT SERVICES

To facilitate the provision of infrastructure throughout the municipality.

The table below indicates the total number of targets that have been met.

### 2018/2019

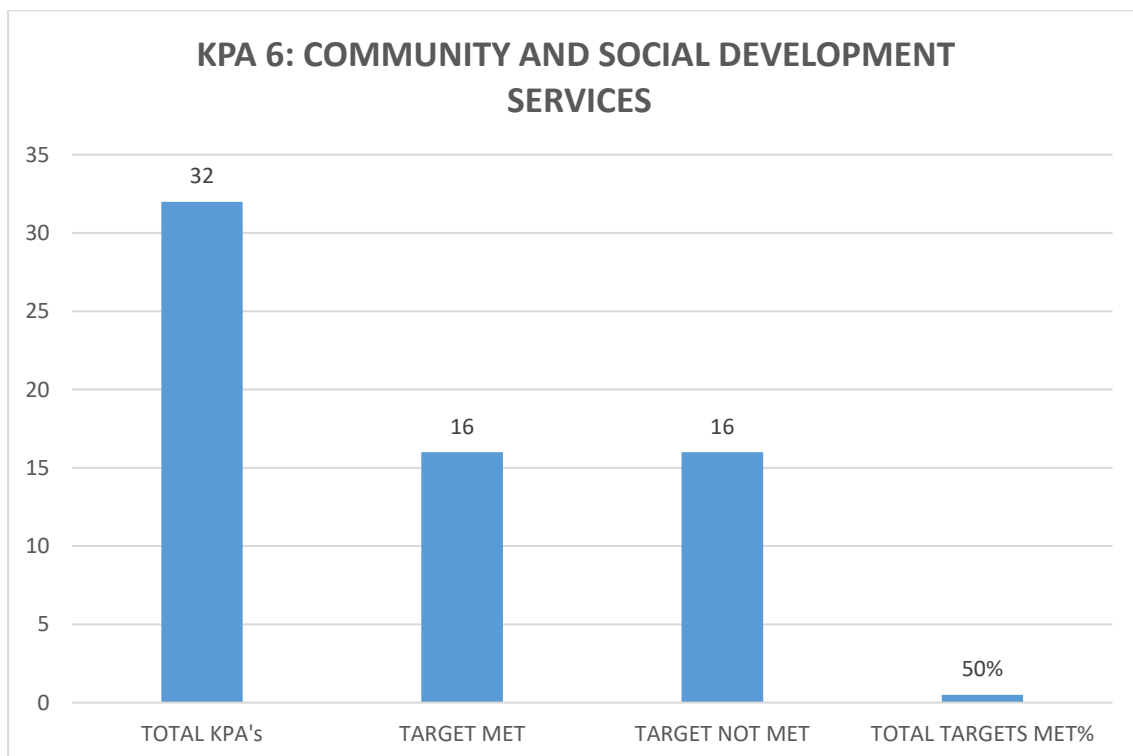
NATIONAL KPA's	TOTAL KPI's	TARGETS MET	TARGETS NOT MET	TOTAL TARGETS MET
Community and Social Development Services	15-3(N/A)=12	10	2	83%

### 2019/2020

NATIONAL KPA's	TOTAL KPI's	TARGETS MET	TARGETS NOT MET	TOTAL TARGETS MET%
Community and Social Development Services	32	16	16	50%

Table 9: KPA 6: Performance of targets

The graph below illustrates the performance of the KPA 6.



Graph 6: Performance of KPA 6

### 6.6.1 PERFORMANCE HIGHLIGHTS

- Refurbishments have been completed however no occupancy by Anchor departments.
- 912 Municipal waste collected.
- 100% of Households access to waste collected.
- The Finalised Disaster Management Plan was submitted to DDMC.
- 4 Disaster Awareness campaigns were held.
- 1 Men's Dialogue held in 30 July 2019
- 1 Women's day Commemoration Dialogue held on 22 August 2019
- Umkhosi Womhlanga was held on 6 -8 September 2019. 490 Maidens participated
- 1 Safety prayer was hosted.
- 1 Christmas program held on the 20 December 2019
- 16 Days of Activism was held on 22 October and 3 December 2019
- 1 Disability Game was hosted.
- Ndwedwe Aids Day events held on 28 November 2019
- Dress a child uniform campaign target was met, each ward Councillor distributed the uniforms to schools.
- The Golden Games target was held on 17 July 2019.
- The Women Empowerment program was implemented in a form of multi-cultural women artist development.

### 6.6.2 CHALLENGES

- Ref COM-05-19/20 - The meeting was not convened due to Covid-19 lockdown restrictions.
- Ref COM-06-19/20- The meeting was not convened due to Covid-19 lockdown restrictions.
- Ref COM-08-19/20- The meeting was not convened due to Covid-19 lockdown restrictions.
- Ref COM-09-19/20- The meeting was not convened due to Covid-19 lockdown restrictions.
- Ref COM-10-19/20- The meeting was not convened due to Covid-19 lockdown restrictions.
- Ref COM-13-19/20- Due to budget constraints the project target was not met.
- Ref COM-16-19/20- The program was not convened due to Covid-19 lockdown restrictions.
- Ref COM-19-19/20- The program was not convened due to Covid-19 lockdown and restrictions, as it was scheduled to be held end of March 2020.
- Ref COM-20-19/20- The event was not convened due to Covid-19 lockdown restrictions.



- Ref COM-21-19/20- Due to the staff protests the Disability Safety awareness program did not take place. The program was rescheduled to take place in Q3.
- Ref COM-23-19/20- The program was not convened due to Covid-19 lockdown restrictions.
- Ref COM-25-19/20- The Social Ills awareness was not convened due to Covid-19 lockdown restrictions.
- Ref COM-28-19/20- The program was not convened due to Covid-19 lockdown and restrictions, as it was scheduled to be held end of March 2020.
- Ref COM-29-19/20- Disability and Senior Citizens Forum meetings held meetings on Disability- 9 September 2019, Senior Citizens-19 September 2019 however target was not met due to Covid-19 lockdown restrictions.
- Ref COM-30-19/20- Civil Society Forum meetings. 29 July 2019 & 18 November 2019 however target was not met due to Covid-19 lockdown restrictions.
- Ref COM-31-19/20- Due to the unavailability of sectors departments the session was postponed.

### **6.6.3 MEASURES TAKEN TO IMPROVE PERFORMANCE**

- Ref COM-05-19/20 - Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-06-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-08-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-09-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-10-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-13-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-16-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-19-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-20-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-21-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-23-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-25-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-28-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-29-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.

- Ref COM-30-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.
- Ref COM-31-19/20- Management will ensure that the set target is prioritised in the 2020/21 financial year.

## **7 KEY AREAS TO NOTE**

---

### **7.1 IMPROVING PERFORMANCE**

This section highlights key areas for improving of performance, even in the cases where the targets have been met or exceeded. These will include, inter alia:

- To improve the cash flow liquidity and promotion of sound financial management;
- The supply chain management continues to implement the framework policy and adherence to the approved policy;
- Restructuring as a possible solution for an inappropriate structure;
- Process and systems improvement strategies to remedy poor systems and processes;
- Training and sourcing additional capacity where skills and capacity shortages are identified;
- Change management and diversity management education programmes to address organisational culture;
- Review of the IDP where Councillors will address shortcomings in the strategy;
- Development of appropriate departmental business plans and operational plans to guide performance in each department.

## **8 DETERIORATING PERFORMANCE**

---

This section highlights key areas for deterioration of performance, even in the cases where the targets have been missed. In order to improve performance, the Ndwedwe Local Municipality throughout the performance management phases will analyse poor performance, through coaching sessions from top to lower levels of the administration and appropriate response strategies will be developed.

Poor performance in municipalities is often characterised by disclaimers and adverse opinions from the Auditor General and community protests for inadequate service

delivery. The worst measure that is taken for worst performing municipalities is the Section 139 intervention by the MEC for Local Government in the province.

## 9 ASSESSMENT OF THE PERFORMANCE OF EXTERNAL SERVICE PROVIDER

All service providers performance is monitored and reviewed on a monthly and quarterly basis, however as defined in the Systems Act Section 76 the service providers performing the core functions of the Ndwedwe Local Municipality are rated below in table.

Performance Analysis and rating criteria for contractor performance rating purposes, the following rating criteria is used:

PERFORMANCE WEIGHTING		
1	POOR	Performance did not meet most contractual requirements and contains serious problem(s) for which correction actions were ineffective.
2	SATISFACTORY	Performance did not meet some contractual requirements, contractors actions appear only marginally effective or were not fully implemented.
3	GOOD	Contractual performance of contractor contains some minor problems for which corrective action taken by the contractor appear or were satisfactory
4	VERY GOOD	Performs meets contractual requirements some minor problems for which corrective action taken by the contractor were effective
5	EXCELLENT	Performance meets contractual requirements with few minor problems for which corrective actions by contractor were highly effective.

The performance ratings of service providers performing the core function of the municipality are as follows:

<i>Assessment Key</i>	
<b>Good (G)</b>	<i>The service has been provided at acceptable standards and within the time frames stipulated in the SLA/Contract</i>

<b>Satisfactory (S)</b>	<i>The service has been provided at acceptable standards and outside of the timeframes stipulated in the SLA/Contract</i>
<b>Poor (P)</b>	<i>The service has been provided below acceptable standards</i>

Bid Number	Name of external Service Provider	Date Contract Awarded	Service provided in terms of the SLA	Value of project	Comparison with previous year 2018/2019		Current Financial Year 2019/2020		Assessment of Service Providers Performance		
					Target	Actual	Target	Actual	G	S	P
NDWB 13/18/19	Quiet Storm Trading	12/07/2019	Nambithane Access Road	3 360 032.81					G		
NDWB 14/18/19	Umzulu Trading Enterprise	12/07/2019	KwaNovimba Access Road	2 711 286.21					G		
NDWB28/17/18	NLM Xaba trading and projects	19/12/2018	Siyathokoza Hall & Crèche ward 14	4 916 489.50					G		
NDWB 04/18/19	Mela Okuhle Trading	19/12/2018	Mona Hall & Crèche ward 15	4 730 999.39					G		
NDWB 24/17/18	A1 Electrical	04/04/2018	Electrification in Ward 08	8 927 032.81					G		
NDWB 05/18/19	Vistha Trading Jv Lithuba Lam	20/02/2019	Construction of Technical Dept. Offices	9 680 086,31					G		
NDWB 06/18/19	Proz Consultants	19 /12/2018	Construction of Waterfall sportfiled	6 352 046.97					G		
NDWB 23/17/18	Shantis Electrical (PTY)LTD	04/04/2018	Electrification in Ward 2	3 545 303.95					G		
NDWB 15/17/18	Golden Empire 58CC	22/01/2018	Nondwengu Hall & Crèche	4 774 405.50					G		
NDWB 23/18/19	Zingezethu trading and Project	26/06/2019	Mwolokohlo to Sthupha Access Road	2175452.13					G		
NDWB 23/18/19	Sukumasakhe 968 Trading	29/06/2020	Zesuliwe Access Road completion certificate	7508552.67					G		
NDWB 14/19/2020	Esethu isipho construction and trading	23/03/2020	Mangangeni CDC	5154829.00					G		
NDWB 20/18/19	Schize trading (PTY)LTD	22/07/2019	Rehabilitation of Mthebeni road	528039.75					G		
NDWB 19/18/19	Havilah commercial project	22/07/2019	Rehabilitation of Febe road	540256.50					G		
NDWB 07/19/2020	Sim & Lukho development construction	05/03/2020	Johnny Makhathini	1044969.40					G		

			Hall Renovations								
NDWB 21/18/19	Havilah commercial project	22/07/19	Mary-Grey Sport Centre Phase 2	505106.70						<b>G</b>	
NDWB 18/18/19	Hlase enterprise & construction	22/07/2019	Bhamshela Thusong centre renovations	988369.50						<b>G</b>	

## ANNEXURES

---

1. ORGANISATIONAL SCORECARD MUNICIPAL MANAGER TOP LAYER SDBIP
2. CORPORATE SERVICES - DEPARTMENTAL SDBIP
3. TECHNICAL SERVICES - DEPARTMENTAL SDBIP
4. ECONOMIC DEVELOPMENT AND PLANNING - DEPARTMENTAL SDBIP
5. GOOD GOVERNANCE AND PUBLIC PARTICIPATION - DEPARTMENTAL SDBIP
6. MUNICIPAL FINANCIAL VIABILITY AND MANAGEMENT - DEPARTMENTAL SDBIP
7. COMMUNITY SERVICES - DEPARTMENTAL SDBIP
8. 2019/2020 FINANCIAL YEAR PERFORMANCE MANAGEMENT FRAMEWORK TOOLS
9. RESOLUTION BY COUNCIL ADOPTING 2019/2020 TOOLS