



cogta

Department:
Cooperative Governance and Traditional Affairs
PROVINCE OF KWAZULU-NATAL



Indicators to be gazetted

Back to Basics
Serving Our Communities Better!

Putting people first and engaging with communities	Delivering basic services	Good governance	Sound financial management	Building capabilities
--	---------------------------	-----------------	----------------------------	-----------------------

Documents on the Back to Basics can be found here: <http://www.cogta.gov.za/summit2014/>

BACK TO BASICS **Serving Our Communities Better!** TO BUILD A RESPONSIVE, CARING AND ACCOUNTABLE LOCAL GOVERNMENT

An acceptable level of performance means that municipalities must:

1. Put people and their concerns first and ensure constant contact with communities through effective public participation platforms. This is the essence of our 'back to basics' approach.
2. Create conditions for decent living by consistently delivering municipal services to the right quality and standard. This includes planning for and delivery of infrastructure and amenities, maintenance and upkeep, including the budgeting to do this. Ensure no failures in services and where there are, restore services with urgency.
3. Be well governed and demonstrate good governance and administration - cut wastage, spend public funds prudently, hire competent staff, ensure transparency and accountability.
4. Ensure sound financial management and accounting, and prudently manage resources so as to sustainably deliver services and bring development to communities.
5. Build and maintain sound institutional and administrative capabilities, administered and managed by dedicated and skilled personnel at all levels.

BACKGROUND

- Municipalities are now implementing the second phase of the B2B programme

What does the second phase entail?

A 10. plan focussing on building effective system and resilient institution of Local Government

- 1. Community engagement and local government accountability to citizens will be strengthened through innovative platforms such as the use of social media, and community radio stations. Ward councillors interface between the citizens they represent and the municipal officials
- 2. Develop hands on programmes for each municipality which has been receiving disclaimers audit opinions over 5 years, to reverse this trend;
- 3. Municipal revenue management will be improved through a clearly defined process of intervention;
- 4. Guide municipalities in the appointment of senior managers, and ensure appropriate skills;
- 5. Support and interventions will be provided to increase access to quality, reliable and sustainable basic levels of services.
- 6. The implementation of the recommendations of all forensic reports will be monitored;

Background 10 point plan continued

- 7. The Metropolitan B2B programme will prioritize issues that have immediate impact on the citizens, as well as enforcement mechanisms for service norms and standards, quicker response times and improvement of communication to citizens.
- 8. The role of district municipalities will be strengthened. The focus will be on the distribution of powers and functions between district and local municipalities, to foster regional integrated planning and the delivery of services, to establish a shared service model, and strong district support plans for weaker local municipalities;
- 9. The development of a spatial development strategy for various localities and spaces is another priority area. It includes the development of an infrastructure development implementation plan to underpin the spatial development programme; and
- 10 Provincial CoGTA Departments are essential partners in the implementation of the next phase of the B2B programme.
- In KZN an eleventh point focusing on communication was added. Municipalities may be doing good work in the management of its finances, in the delivery of services and so on, however if these achievements are not communicated they remain unknown.

BACKGROUND

Cabinet Lekgotla September 2016 resolution:

A single and coherent Municipal performance Tracking Tool be developed.

Tool must measure municipal performance on a core set of KPIs not exceeding a total of 30. Each with a range of performance thresholds and standards.

Tool to allow for both quantitative and qualitative information at municipal level.

A total of 35 indicators are submitted to assess all 5 B2B Pillars

All indicators have norms and standards as described in the B2B reporting tool

PROGRAMME IMPLEMENTATION

We developed and finalized a set of indicators as well as support plans as per the pillars of the Back-to Basics approach. These indicators and support plans measure whether municipalities are performing in terms of the 'basics', namely:

1. Putting people first
2. Delivering basic services
3. Good governance
4. Sound financial management
5. Building capacity

PROGRAMME IMPLEMENTATION

- The B2B approach ensure that all relevant departments coordinate their approach to local government service delivery in the B2B support plans, and increase their level of oversight of the proper performance of service delivery functions. This is achieved through the provincial task team.
- The implementation of the programme is monitored quarterly and therefore does not rely on audits to measure performance as these are done after the fact.
- Instead real-time monitoring systems have been put in place and require brisk responses to problems and challenges.
- Municipalities are given feedback on a quarterly basis of the B2B assessment.
- Collectively all spheres of government are actively involved.

Indicators to be gazetted

Pillar 1

1. Number of ward committee meetings held per month (per ward)

2. Number of ward committee reports submitted per ward

3. Number of sectoral reports submitted per ward committee per month

4. Number of wards where community meetings were held

Indicators to be gazetted

Pillar 2

5. Number of Households with access to water

6. Number of households with access to sanitation

7. Number of Households with access to electricity

8. No of houses provided

Indicators to be gazetted

Pillar 2

9. No of households with access to refuse removal

10. No of Km of roads maintained (Tarred/Gravelled)

11.No of beneficiaries on indigent register

12. Number of beneficiaries receiving free basic water

13. Number of beneficiaries receiving free basic electricity

14. Number of beneficiaries receiving free refuse removal

Indicators to be gazetted

Pillar 3

15. Number of Council meetings held

16. Number of EXCO meetings held

17. Number of Portfolio Committee meetings held

18. Number of Audit Committee meetings held

19. Number of Audit Committee reports submitted to Council

20. Number of MPAC meetings held

21. % of functional IGR structures(Mayors Forum, MM forums & district technical fora)

Indicators to be gazetted

Pillar 4

22. % Audit Queries resolved

23. % of MIG Expenditure

24. % Allocation to Free Basic Services Spent

25. % of operating budget spent

26. % of Repairs and Maintenance spent

27. Debtors Collection Rate %

Indicators to be gazetted

Pillar 4

28. Outstanding Debtors (>120 days)

29. Cash Backing of Conditional Grants

30. % of Irregular, Fruitless and Wasteful Expenditure incurred

31. % of Irregular, Fruitless and Wasteful Expenditure resolved

32. % Capital Budget Spent

Indicators to be gazetted

Pillar 5

33.No. of S54/56 posts filled

34. No of total vacant posts against approved organogram

35. % of budget spent on implementing workplace skill plan

Monitoring System

- The departmental monitoring system is aimed at providing early warning of municipalities in distress , to enable the MEC to fulfil her obligations to intervene and report where municipalities are under-performing.
- Each indicator has been allocated a weighing and scoring range to determine performance . The functionality scoring will be based on the relevant standards achieved together with the portfolio of evidence submitted.
- A municipal monitoring tool is critical for managing and documenting data collection. It contributes to the effectiveness of the performance monitoring system by assuring that comparable data will be collected, analysed, and consolidated on a quarterly basis.

Monitoring System

- The municipalities classed as challenged/ requiring intervention by the CMET are likely to fall into two groups: those that have some capacity to address their own issues; and those whose political and corporate leadership is so weak that they will require very significant external assistance, and/or the use of statutory powers to direct them to take certain actions.
- The basis for organising action in all cases will be the recovery plan. This will be the centerpiece of a poorly performing municipality's improvement planning process.
- It will identify the key actions and solutions that are necessary to deliver essential improvements to service delivery. It will need to tackle all the weaknesses identified in the CMET.
- It will address any problems of leadership and management, failings of financial and other corporate systems, and the shortcomings of core corporate services as well as specific service areas.



cogta

Department:
Cooperative Governance and Traditional Affairs
PROVINCE OF KWAZULU-NATAL



BACK TO BASICS: SERVING OUR COMMUNITIES BETTER

