



**MID-YEAR PERFORMANCE
ASSESSMENT REPORT
2023/2024**

Section 72(1)(a)(ii) of the Municipal Finance Management Act 56 of 2003 stipulates that the accounting officer of a municipality must by 25 January of each year assess the performance of the municipality during the first half of the financial year, taking into account, the municipality's service delivery performance during the first half of the financial year, and the service delivery targets, and performance indicators set in the service delivery and budget implementation plan.

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ANNEXURES

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1. Purpose of Report

To submit to the Accounting Officer an assessment report on the Municipality's Performance for the period 01 July 2023 to 31 December 2023.

2. Constitutional and Policy Implications

In terms of Section 72(1) of the Local Government: Municipal Finance Management Act, 56 of 2003, the accounting officer of a municipality must, by 25 January of each financial year, assess the performance of the municipality during the first half of the financial year and submit a report on such an assessment to the Mayor of the municipality, the National Treasury and the relevant provincial treasury. The Mayor must in turn, comply with the provisions of Section 54, which includes submitting the report to Council by 31 January of each year.

3. Legal Implications

3.1 In terms of Section 72(1) of the MFMA, the accounting officer of a Municipality must by 25th of January of each year:

- (a) assess the performance of the municipality during the first half of the financial year, taking into account-
 - (i) the monthly statements referred to in section 71 for the first half of the financial year;
 - (ii) the municipality's service delivery performance during the first half of the financial year, and the service delivery targets and the performance indicators set in the service delivery and budget implementation plan;
 - (iii) the past year's annual report, and progress on resolving problems identified in the annual report; and
 - (iv) the performance of every municipal entity under the sole and shared control of the municipality, taking into account report in terms of section 88 from any such entity; and
- (b) submit a report on such assessment to-
 - (i) the Mayor of the municipality
 - (ii) the National Treasury; and
 - (iii) the relevant Provincial Treasury

3.2 Local Government: Municipal Systems Act, 2000 (Act 32 of 200) (Chapter 6 and sections 16 and 26 of Chapters 4 and 5, respectively), as read with the Local Government: Municipal Systems Amendment Act, 2003 (Act 44 of 2003) Thereafter, the mayor must, in terms of Section 54(1):

- (a) consider the report
- (b) check whether the municipality's approved budget is implemented in accordance with the service delivery and budget implementation plan;
- (c) consider and, if necessary, make any revisions to the service delivery and budget implementation plan, provided that the revisions to the service delivery targets and performance indicators in the plan may only be made with the approval of the council following approval of an adjustment budget;
- (d) issue any appropriate instructions to the accounting officer to ensure-

(i) that the budget is implemented in accordance with the service delivery and budget implementation plan; and

(ii) that spending of funds and revenue collection proceed in accordance with the budget;

(e) identify any financial problems facing the municipality, including any emerging or impending financial problems; and

(f) submit the report to the council by 31 January of each year

4. Performance Information

The six national key performance areas (NKPA) of achievement that underpin this report are as follows:

1. Basic Service Delivery (BSD)
2. Municipal Transformation and Institutional Development (MTID)
3. Local Economic Development (LED)
4. Municipal Financial Viability and Management (MFVM)
5. Good Governance and Public Participation (GGPP)
6. Spatial Planning and Environment Management (SPEM)

Each NKPA consists of key performance indicators (KPIs) with performance targets.

The table below illustrates organizational performance.

KPA	Annual Targets	Quarter 1					Quarter 2					Mid-Year				
		Not Applicable	Planned	Achieved	Not Achieved	%age Achieved	Not Applicable	Planned Targets	Achieved	Not Achieved	%age Achieved	Not Applicable	Planned Targets	Achieved	Not Achieved	%age Achieved
MTID	3	0	3	3	0	100%	0	3	3	0	100%	0	3	3	0	100%
BSD	13	5	8	3	5	38%	4	9	5	4	56%	4	9	5	4	56%
LED	11	5	6	4	2	67%	5	6	3	3	50%	2	9	5	4	56%
MFVM	9	1	8	2	6	25%	1	8	1	7	13%	1	8	1	7	13%
GGPP	17	4	13	9	4	69%	3	14	7	7	50%	3	14	7	7	50%
SPEM	7	2	5	4	1	80%	0	7	3	4	43%	0	7	3	4	43%
Total	60	17	43	25	18	56%	13	47	22	25	47%	10	50	24	26	48%

The table below illustrates performance levels per department.

Department	Annual Targets	Quarter 1						Quarter 2						Mid-Year					
		Not Applicable	Planned Targets	Achieved	Not Achieved	%age Achieved	Not Applicable	Planned Targets	Achieved	Not Achieved	%age Achieved	Not Applicable	Planned Targets	Achieved	Not Achieved	%age Achieved			
Corporate Services	32	10	22	21	1	95.45%	11	21	20	1	95%	7	25	24	1	96%			
Financial Services	48	9	39	25	14	64.10%	15	33	23	10	70%	12	36	23	13	64%			
Community Services	32	8	24	22	2	91.67%	4	28	22	6	79%	2	30	23	7	77%			
Engineering Services	28	4	24	11	13	45.83%	4	24	11	13	46%	4	24	9	15	38%			
Planning and Development Services	25	10	12	8	4	66.67%	9	16	11	5	69%	6	19	10	9	53%			
Office of the Municipal Manager	30	8	22	12	10	54.55%	9	21	12	9	57%	7	23	12	11	52%			

Mid-Year Performance Assessment – Targets Achieved

KPI Code Ref.	Resp. Dept. Code	Programme / Project Description		Performance Measure					Mid-Year			
		Name	Location Ward No. / Institutional	Output Key Performance Indicator	Unit of Measure	Method of Calculation	Calculation Type (Cumulative / Non-Cumulative)	Target	Actual	Status of Achievement (Achieved / Not Achieved / Not Applicable)	Reasons for Deviation (Poor / Over-achievement)	Corrective Actions / Measures (must be time-bound)
1. Municipal Transformation and Institutional Development (MTID)												
MTID 1	CORPS 1.6	Property Management and Maintenance	Institutional	Percentage of municipal building maintenance requests reported by staff resolved by turnaround time	Percentage & Turnaround Time	(Total number of requests resolved within turnaround time / Total number of requests received)*100	Cumulative	100% within 7 working days from date of receipt of request	100 Percent of municipal buildings maintenance requests reported by Staff were resolved by turnaround time within 7 working days from date of receipt of request	Achieved	Not Applicable	Not Applicable

MTID 2	CORPS 1.10	Occupational, Health and Safety (OHS) Incidences	Institutional	Percentage of occupational, health and safety incidences attended to within turnaround time	Percentage & Turnaround Time	(Total number of incidences resolved within turnaround time / Total number of incidences received)*100	Cumulative	100% within 7 working days from date of receipt of incident	100 percent occupational, health and safety incidences occurred and attended to within turnaround time of 7 working days for 2023/2024 quarter 1 and quarter 2	Achieved	Not Applicable	Not Applicable
MTID 3	CORPS 1.19	Internet and Voice Over Internet Protocol (VOIP) Connection	Institutional	Percentage of Internet Connectivity Uptime within turnaround time (Service Provider SLA: 90% Uptime within business hours)	Percentage	As per IP Config Monitoring Tool	Cumulative	95 % as per signed SLA	95 percent Internet Connectivity Uptime within turnaround time in accordance with the Service Provider's Service Level Agreement within business hours for 2023/2024 quarter 1 and quarter 2	Achieved	Not Applicable	Not Applicable

2. Basic Service Delivery (BSD)												
BSD 1	COMMS 2.1	Disaster Prevention	All Wards in NDH & Emadlangeni	Number of lightning conductors installed by date	Number & Date	Simple Count	Non-Cumulative	install 45 (15 per LIM) lightning conductors by 31 December 2023	45 lightning installed in December 2023	Achieved	Not Applicable	Not Applicable
BSD 3	COMMS 2.6	Disaster Relief Intervention	All Wards in NDH & Emadlangeni	Percentage of disaster stricken households assisted with relief and recovery material	Percentage	(Number of disaster stricken households assisted with relief and recovery material / Total number of disaster stricken households)*100	Cumulative	100%	100%	Achieved	Not Applicable	Not Applicable
BSD 4	ENGS 2.1	Upgrade Emadlangeni Sanitation	Emadlangeni 1 & 3	Number of completed VIP units with GPS Co-ordinates and happy letters	Number	Simple count	Non cumulative	719 HHs	719 HHs	Achieved	nil	n/a
BSD 7	ENGS 2.4	Construction of Disaster Management Centre	Institutional	Percentage Construction of Disaster Management Centre	Percentage	Progress Project Rating Tool	Cumulative	10%	47%	Achieved	Project was requested by CoGTA to be completed by 31 March 2024, Contractor increased rate of progress on site	Nil
BSD 10	ENGS 2.9	WC/WDM Programme (Reduction Non-Revenue Water via Reduction of Real Losses)	All wards in Dannhauser & ward 2 in Emadlangeni	Percentage implementation of WC/WDM Programme	Percentage	Progress Project Rating Tool	Cumulative	25%	34%	Achieved	Good progress by the contractor	None

3. Local Economic Development (LED)													
LED	PDS	Activity	Wards	Number of Agricultural Development and Diversification	Number of jobs created through capital projects	Number	Simple Count	Non-cumulative	1	2	Achieved	Not Applicable	Not Applicable
LED 1	PDS 3.1	Agricultural Development and Diversification	All Wards in Dannhauser, Emadlangeni & Newcastle	Number of Agricultural Capacity Building Workshops conducted for RASET participating farmers	Number of jobs created through capital projects	Number	Simple Count	Non-cumulative	15	2	Achieved	Not Applicable	Not Applicable
LED 4	PDS 3.4	Informal Economy Support	Institutional	Number of Informal Traders supported with voucher	Number of jobs created through EPWP Grant	Number	Simple Count	Non-cumulative	45	45	Achieved	Not Applicable	Not Applicable
LED 8	COMMS 3.1	Employment of Community Care Givers (CCGs)	Identified wards within the 3 LMs	Number of Community Care Givers employed	Number of jobs created through EPWP Grant	Number	Simple count	Accumulative and non-accumulative	157	96	Achieved	Amajuba DM is planning to launch the AMAJUBA DM Disaster centre within the next 6 months. 24 subsequently additional workers have been employed to assist with the cleaning and maintenance of the building.	no corrective measures to be taken as EPWP employment encourages to expand the employment within the EPWP sector and massify job creation. This contributes towards attracting more in the following Fin year .
LED 10	ENGS 3.1	Job creation through the implementation of Environmental /Social and Infrastructure Projects & Expanded Public Works Programme(EPWP Incentive Programme)	All Wards in NDH & Emadlangeni	Number of jobs created through EPWP Grant	Number	Simple count	Simple count	Accumulative and non-accumulative	135	67	Achieved	over employed by 2 workers within the supply & Construction of Emadlangeni Sanitation (VIP) Programme to Fastrack the project implementation.	Not applicable as targets have been met during Quarter one.
LED 11	ENGS 3.2	EPWP worker training and development through the implementation of the Expanded Public Works Programme	All Wards in NDH & Emadlangeni	Number of jobs created through capital projects	Number	Simple count	Simple count	Accumulative	135	67	Achieved	over employed by 2 workers within the supply & Construction of Emadlangeni Sanitation (VIP) Programme to Fastrack the project implementation.	Not applicable as targets have been met during Quarter one.

GGPP	COMMS	Coordination and Implementation of Social Development Programmes	All wards within the ADM family of municipalities	Number of gender equity programmes conducted	Number	Simple count	Non-cumulative	4	4	Achieved	Not Applicable	Not Applicable
7	5.4											
9	5.6	Coordination and Implementation of Social Development Programmes	All wards within ADM family of municipalities	Number of programmes for people living with disability conducted	Number	Simple count	Non-cumulative	4	4	Achieved	Not Applicable	Not Applicable
10	5.7	Coordination and Implementation of Social Development Programmes	All wards within ADM family of municipalities	Number of children rights programmes conducted	Number	Simple Count	Non-cumulative	4	4	Achieved	Not Applicable	Not Applicable
11	5.8	Coordination and Implementation of Youth Development Programmes	Within the ADM Family of Municipalities	Number of youth programmes conducted	Number	Simple Count	Non-Cumulative	4	4	Achieved	Not Applicable	Not Applicable

6. Spatial Planning and Environmental Management (SPEM)

SPEM	5	Food Quality Monitoring	All Wards in NDH & Emadlangeni	Number of food samples taken and analysed	Number	Simple count	Non-cumulative	20	20	Achieved	Not Applicable	Not Applicable
SPEM	6	Surveillance of Premises	All Wards in NDH & Emadlangeni	Number of Audit/Inspection reports produced	Number	Simple count	Non-cumulative	48	48	Achieved	Not Applicable	Not Applicable
SPEM	7	Health and Hygiene Education	All Wards in NDH & Emadlangeni	Number of health education sessions conducted	Number	Simple count	Non-cumulative	2	2	Achieved	Not Applicable	Not Applicable

Mid-Year Performance Assessment – Targets not Achieved

KPI Code Ref.	Resp. Dept. Code	Programme / Project Description		Performance Measure				Mid-Year				Corrective Actions / Measures (must be time-bound)
		Name	Location Ward No. / Institutional	Output Key Performance Indicator	Unit of Measure	Method of Calculation	Calculation Type (Cumulative / Non-Cumulative)	Target	Actual	Status of Achievement (Achieved / Not Achieved / Not Applicable)	Reasons for Deviation (Poor / Over-achievement)	
1. Municipal Transformation and Institutional Development (MTID)												
2. Basic Service Delivery (BSD)												
BSD 5	ENGS 2.2	Goedehoop Bulk Water and Sanitation Phase 2	Emadlangeni 2	Percentage implementation of Goedehoop Bulk Water and Sanitation Phase 2	Percentage	Progress Project Rating Tool	Cumulative	20%	12%	Not Achieved	Poor contractor performance	Contractor to be sent a poor progress letter, contractor to submit a revised program by end of Jan 2024,
BSD 8	ENGS 2.7	Refurbishment of Utrecht Water Treatment Plant	Emadlangeni 2	Percentage implementation of Utrecht Water Treatment Plant	Percentage	Progress Project Rating Tool	Cumulative	100%	57%	Not Achieved	Poor contractor performance, main contractor paying his subcontractors late	Contractor sent a poor progress letter, contractor to submit a revised program by end of Jan 2024, penalties to be considered should no extension of time claim be received. Biweekly progress meetings to be held

BSD 9	ENGS 2.8	Emergency Water Supply to Ramaphosa, Hilltop and Skobhareni	Dannhauser 2	Percentage implementation of Emergency Water Supply to Ramaphosa, Hilltop and Skobhareni	Percentage	Progress Project Rating Tool	Cumulative	30%	0%	Not Achieved	The first appointed contractor failed to submit relevant documentation required prior to commencing with works. The second appointed contractor withdrew from the contract prior to commencement with works. A new contractor has since been appointed and awaited the issuing of the works permit by DoL in order to commence with works on site	Work Permit has been issued by DoL, commencement date to be in January 2024
BSD 11	ENGS 2.10	COVID19 Intervention	All wards in Dannhauser & ward 2 in Emadlangeni	Percentage implementation of COVID 19 Intervention programme	Percentage	Progress Project Rating Tool	Cumulative	100%	34%	Not achieved	Poor contractor and consultant communication and performance. Consultant handling of diviations caused by him on the construction poor. Contractors following of instructions issued by contractor is poor. Design changes by the engineer and contractors slow pace on site has resulted in major delays in completing the first part of the project (project is in two parts)	Poor performance letter has been issued to the consultant. Contractor has been issued with a penalties letter. Biweekly meetings will be held to help improve progress.

3. Local Economic Development (LED)												
LED 2	PDS 3.2	Agricultural Development and Diversification	All Wards in Dannhauser, Emadlangeni & Newcastle	Number of Grain Projects implemented and monitored	Number	Simple Count	Non-cumulative	6 (2 Dannhauser, 2 Emadlangeni)	5	Not Achieved	One of the identified beneficiaries were not ready to plant, and requested to return the Yellow-maize inputs.	Thorough due diligence to be conducted when identifying beneficiaries
LED 3	PDS 3.3	Agricultural Development and Diversification	All Wards in Dannhauser, Emadlangeni & Newcastle	Number of Vegetables Production Projects implemented in a given period	Number	Simple Count	Non-cumulative	3 (1 Newcastle, 1 Dannhauser, 1 Emadlangeni)	0	Not Achieved	The order for the purchase of seedlings was only issued on the 5th of Dec 2023. The terms of reference were presented to BSC on the 22nd of August 2023	SCM needs to speed up the process of purchasing inputs
LED 5	PDS 3.6	Climate Change Job Creation Programme	Dannhauser 4 (KwaShongwe) & 6 (Ruthland)	Number of jobs created through Climate Change Programme	Number	Simple Count	Non-cumulative	21 by 31 July 2023	0	Not Achieved	Planning and Development Services is awaiting the list of beneficiaries from the office of the honourable Speaker.	Have requested ADM Municipal Manager to engage the relevant office to speed up the recruitment of beneficiaries.
LED 6	PDS 3.7	District Tourism Events	Institutional	Number of tourism events funded and co-ordinated	Number	Simple Count	Non-cumulative	2	1	Not Achieved		

4. Municipal Financial Viability and Management (MFVM)												
MFVM	FINS	Monitoring of revenue collection	Institutional	Percentage collection rate (Norm: 95%)	Percentage	(Gross Debtors Opening Balance+Billed Revenue-Gross Debtors Closing Balance-Bad Debts Written Off / Billed Revenue)*100	Cumulative	>=60%	41%	Not Achieved	GBV Debt, No Indigent Registers	Letters of Demand, cutting of water to schools, dealing with municipality, community service to provide indigent register
MFVM 1	FINS 4.4											
MFVM 3	FINS 4.8	Debtors Management	Institutional	Net Debtors Days (Norm: 30 days)	Days	((Gross Debtors - Bad Debt Provision) / Billed Revenue))*365	Cumulative	Not Applicable		Not Achieved	most customers not paying	demand letters, cutting off
MFVM 5	FINS 4.10	Liquidity Management	Institutional	Current Ratio (Norm: 1.5 to 2.1)	Ratio	Current Assets / Current Liabilities	Cumulative	1.5	0.93	Not Achieved	High unspent conditional grants and uThukela debt	The municipality to ensure all bid committees sit timeously to ensure that capital grants are spent during the year.
MFVM 6	FINS 4.11	Payment of creditors	Institutional	Creditors Payment Period (Norm: 30 days)	Days	Trade Creditors Outstanding / Credit Purchases (Operating and Capital)*365	Cumulative	<=30 days	41 days	Not achieved	Low cash reserves due to non-paying customers.	An incentive scheme has been implemented to encourage customers to pay long outstanding debt.

MFVM 7	FINS 4.13	Compliance monitoring - Finance Department	Institutional	Percentage of Unauthorised, Irregular, & Fruitless, & Wasteful Expenditure (Norm: 0%)	Percentage	(Irregular, Fruitless and Wasteful and Unauthorised Expenditure) / Total Operating Expenditure * 100 The net amount after condonement should be used in this calculation	Cumulative	0% Unauthorised, 2% Irregular, 0% Fruitless and Wasteful	Not Applicable	Not Reported	Not Applicable	Not Applicable
MFVM 8	ENGS 4.1	Percentage of MIG spent	Institutional	Percentage of MIG spent for the period under review	Percentage	(Amount of grant spent / total grant received)*100	Cumulative	60%	36%	Not Achieved	poor performance from service providers	Appointment of 2 additional service providers to fast track expenditure
MFVM 9	ENGS 4.2	Percentage of WSIG spent	Institutional	Percentage of WSIG spent for the period under review	Percentage	(Amount of grant spent / total grant received)*100	Cumulative	60%	33%	Not Achieved	poor performance of service providers	appointment of an additional service provider, to fast track expenditure
5. Good Governance and Public Participation (GGPP)												
GGPP 1	FINS 5.8	Customer care	Institutional	Percentage of customer billing queries resolved within turnaround time	Percentage & Turnaround time	(Number of customer billing queries resolved within turnaround time / Total number of customer billing queries received)*100	Cumulative	Resolve 100% customer billing queries within 5 days of receipt	Resolve 100% customer billing queries	Not Achieved	Management oversight to reflect date by which query is received and resolved so that turnaround time can be determined	Going forward, Management will reflect date by which query is received and resolved so that turnaround time can be determined

GGPP	COMMS	Coordination and Implementation of Social Development Programmes	All wards within the ADM family of municipalities	Number of senior citizens programmes conducted	Number	Simple count	Non-cumulative	4	3	Not Achieved	Senior Citizens Christmas party was planned for the 23 December 23, due to procurement challenges the program has been postponed for January 2024	The citizens Christmas party will be in Quarter 3
GGPP 12	COMMS 5.9	Coordination and Implementation of Social Development Programmes	Within the ADM Family of Municipalities	Number of sports development programmes conducted	Number	Simple count	Non-cumulative	2	1	Not Achieved	Financial Constraints	Department needs to allocate enough budget for SALGA games and not rely on Local municipalities and DSAC
GGPP 14	ENGS 5.2	Customer Care Management	Institutional	Number of customer care satisfaction surveys conducted by date	Number	Simple count	Non-Cumulative	1	0	Not Achieved	Shortage of staff	Introduce the survey to walk in customers at the call centre
GGPP 16	ENGS 5.4	Compliance to acceptable drinking water quality standards	All Wards in NDH & Emadlangeni	Percentage of compliant water quality provided to communities as required by National Department of Water and Sanitation	Percentage	IRIS drawn reports	Cumulative	99.99%	Not Calculated	Not achieved	sampler didn't have a laptop (faulty) to upload and submit analysis to DWS	commence with the procurement process for a new laptop
GGPP 17	ENGS 5.5	Compliance to acceptable waste water quality standards	All Wards in NDH & Emadlangeni	Percentage of compliant wastewater quality discharged to the natural environment as required by National Department of Water and Sanitation	Percentage	IRIS drawn reports	Cumulative	80%	Not Calculated	Not achieved	sampler didn't have a laptop (faulty) to upload and submit analysis to DWS	commence with the procurement process for a new laptop

GGPP 15	ENGS 5.3	Customer Care Management	Institutional	Percentage of complaints received and responded within turn around-time	Number & Turnaround Time	Simple count	Non-Cumulative	95% resolved within set turnaround time per SoP	Achieved	Nil	nil
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6. Spatial Planning and Environmental Management (SPEM)

SPEM 1	PDS 6.1	Processing of Air Emission Licences	Institutional	Percentage of complete Air Emission Licence application requests processed within turnaround time	Percentage & Turnaround Time	(Total number of complete Air Emission Licences application requests processed within turnaround time / Total number of complete Air Emission Licences application requests received)*100	Cumulative	100% within 60 days upon receipt of complete application	Not achieved	Lack of capacity	Appointment of staff in Environmental Unit
SPEM 2	PDS 6.3	Monitoring of ambient air using air quality equipment	Newcastle	Percentage of compliant air quality laboratory results	Percentage	(Number of compliant samples / Total number of samples taken)*100	Cumulative	80% of data captured per station per month is compliant	Not achieved	Lack of capacity	
SPEM 3	PDS 6.5	Evaluation of Development Applications	Institutional	Percentage of complete development application requests processed within turnaround time	Percentage & Turnaround Time	(Total number of complete development applications requests processed within turnaround time / Total number of complete development applications received)*100	Cumulative	100% within 30 days upon receipt of development complete application	Not Achieved	no application complete but current and still within the 30 days.	
SPEM 4	COMMS 6.1	Water Quality Monitoring	All Wards in NDH & Emadlangeni	Number of water samples taken and analysed	Number	Simple count	Non-cumulative	50	Not Achieved	Financial Constraints	Not Applicable

5. Concluding Remarks

There is a need to implement mitigatory measures/corrective actions with an intention of improving performance during the remainder of the financial year.

Report submitted in terms of Section 72(1) of the MFMA.