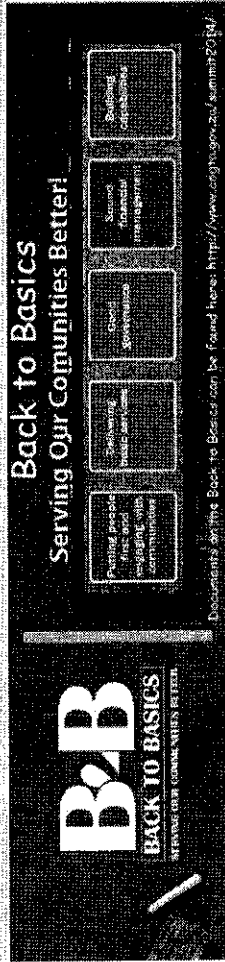


**LIMPOPO PROVINCE  
MUNICIPAL BACK TO BASICS ACTION PLAN**

**2018/2019**

**BLOUBERG LOCAL MUNICIPALITY**



**B&B**  
**BACK TO BASICS**  
SERVING OUR COMMUNITIES BETTER

**Back to Basics**  
Serving Our Communities Better!

- Practical services that are engaging with communities
- Efficient basic services
- Global experience
- Sound financial management
- Original capabilities

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



NO	Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility
1	<b>PUTTING PEOPLE FIRST</b>							
1.1.	Public Participation/ community engagement			Number of public participation meetings held (Imbizos)	4 public participation meetings held (Imbizos) at one per quarter All raised issues addressed	Hold 4 Public Participation meetings (1 each quarter) Address all issues raised by communities during public participation	30 June 2019 Ongoing	Corporate Services Corporate Services in collaboration with sector depts.
1.2.	Communication		Ineffective coordination of issues raised by communities during public participation Ineffective implementation of communication strategy	Number of issues raised Number of issued resolved Communication strategy in place	Communication strategy reviewed and implemented 4 communication event held at least one per quarter	To review the communication strategy Hold continuous communication events at 1 per quarter related activities as when required e.g. press statement and conferences radio interviews	31 December 2019 Ongoing	Mayor Office Mayor Offices
1.3.	Strengthening community representatives		Improper coordination of ward committee meeting and submission of reports	Number of functional ward committees Number of ward committee meetings held	Twenty two Functional ward committees established # ward committees meeting bi-monthly	Establish Ward committees in all Wards Held a meeting bi-monthly as per schedule	Ongoing Bi-monthly	Corporate Services Corporate Services

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NO	Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility
1.4.	Batho Pele Service Standards Framework for Local Government		Batho Pele committee not in place/ functional Batho Pele service standards not in place None implementation of Batho Pele events Functional Complaint management system not in place	Number of ward committee reports submitted to speakers office Batho Pele committee in place and functional Batho Pele service standards in place One Batho Pele event held Functional Complaint management system in place	# of reports submitted to the speaker's office Batho Pele committee in place and functional Batho Pele service standards in place 01 Batho Pele event held Functional Complaint management system in place	Submit reports to the speakers once per month Hold continuous Batho Pele committee meeting per quarterly Develop/review Batho Pele service standards Hold one batho pele event To implement the Complaint management system	Monthly Ongoing Ongoing Ongoing Ongoing	Corporate Services Corporate Services Corporate Services Corporate Services Corporate Services
1.5.	Customer Care			Number of complaints registered Number of complaints resolved What type of complaint management system used Other type of complaint management system used	Number of complaint registered and resolved All complaint registered addressed	To register all complaints received and resolved All complaint registered addressed	Ongoing Ongoing	Corporate Services Corporate Services
1.6.	Community satisfaction feedback		Community satisfaction survey was not conducted	Community satisfaction survey conducted	Community satisfaction survey conducted	To engage CDM and Statistics SA to assist on the methodology	31 March 2019	Corporate Services

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NO	Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility
1.7.	Community protest		Insufficient coordination of community feed back	Number of community protest against the municipality Number of issues raised and resolved	Reduction of community feedback Issues raised and resolved on protests	Respond to all issues raised during community protests To attend to all issues raised during the protest	Ongoing Ongoing	Corporate Services Municipal manager
2	<b>BASIC SERVICE DELIVERY</b>							
2.3.	MIG Expenditure		Lack of forward planning	Percentage of MIG expenditure reported	Percentage of MIG expenditure	Spend 100% of MIG Allocation	30 June 2019	Municipal Manager
	Electricity		High backlog on electricity connection	Number of households with new electricity connections	Increased number of hh with access to electricity	408 of electricity connection constructed and energised	30 June 2019	Technical Services
			Illegal electricity connection	Number of households with access to electricity	Number of illegal connection	Identify illegal connections and apply the law.	30 June 2019	Technical Services
				Number street light maintenance	Maintained street lights	# of street lights maintained and functional	30 June 2019	Technical Services
				Number of illegal connection identified	Reduction of number of illegal connections	Reduce number of illegal connections	30 June 2019	Technical Services
			Electricity losses	Percentage of electricity losses	% Reduction of electricity losses.	To audit the electricity loss and reduce the loss	30 June 2019	Technical Services
				Number of electricity interruptions reported and attended	# electricity disruptions reported and attended	Attend to reported electricity interruptions reported	On-going	Technical Services

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NO	Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility
2.5.	Free basics services		Ineffective implementation of indigent policy	Updated indigent register in place	Updated indigent register in place	Update indigent register regularly.	Ongoing	Budget & Treasury
				Number of beneficiaries registered to received Free Basics services	# of household provided with FBE	Provide FBE to indigent household	30 June 2019	Budget & Treasury
				Number of beneficiaries received Free Basic electricity	# of household provided with FBW	Provide FBW to indigent household	30 June 2019	Budget & Treasury
				Number of beneficiaries received Free Basic water	# of household provided with FBS	Provide FBS to indigent household	30 June 2019	Budget & Treasury
				Number of beneficiaries received Free Basic sanitation	# of household provided with FBWR	Provide FBWR to indigent households	30 June 2019	Budget & Treasury
2.6.	Roads and Storm water	6014km	Poor road infrastructure	Km of roads upgraded from gravel to tar	Road infrastructure Developed and maintained	Develop and maintain road infrastructure	30 June 2019	Technical Services
				Number of road km gravelled	Road infrastructure Developed and maintained	Develop and maintain road infrastructure	30 June 2019	Technical Services
				Number of road km bladed	Road infrastructure Developed and maintained	Develop and maintain road infrastructure	30 June 2019	Technical Services

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NO	Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility
				Number of roads km maintained	Road infrastructure Developed and maintained	Develop and maintain road infrastructure	30 June 2019	Technical Services
			Improper security for municipal infrastructure	Theft of infrastructure	Theft of infrastructure	Apply secure measure to protect such infrastructure	Ongoing	Technical Services
2.8.	Waste Management		None extension of waste collection to other merging locations	Number of household have access to waste collection once per week	Waste collection once per week from 12 787 households	Maintain collection of waste to 12 787 households once per week	Once per week	Community services
			Extension of waste collection to rural areas	Number of households with extended waste collection in rural areas	Waste collection in rural areas extended	provide extended waste to rural areas	Once per week	Community services
			None compliance with the implementation of waste management act	Number of license land fill site	Landfill site operated in line with waste management act	Operation in line with waste management act at land fill site	30 June 2019	Community services
2.10.	Human Settlements		Ineffective implementation of housing beneficiary list	Housing beneficiary list in place	Housing beneficiary list in place	Update housing beneficiary list regularly.	30 June 2019	ED & Planning
				Number of RDP houses backlog	Housing beneficiary list in place	ensure the existence of the Housing	30 June 2019	ED & Planning
				Number of RDP houses allocated	Housing beneficiary list in place	ensure the existence of the Housing	30 June 2019	ED & Planning

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NO	Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility
3	<b>SOUND FINANCIAL MANAGEMENT</b>							
3.1	Audit Outcome		Poor audit opinions	AG opinion	AG opinion	Implement audit findings to obtain unqualified audit opinion	30 November 2018	Municipal Manager
			Delay in the submission for AFS and APR	Submission of AFS and APR within time frame	Submission of AFS and APR within time frame	submit AFS and APR within time frame	31 August 2018	Municipal Manager
			Insufficient implementation for audit action plan	Number of AG findings raised	None	Compile and implement AG action plan for all findings raised	30 June 2019	Municipal Manager
3.2	Irregular Expenditure		None compliance with management of MFMA section 32	Number of AG finding resolved What is the amount of irregular expenditure	complied with management of MFMA section 32	Comply with management of MFMA section 32 expenditure	31 June 2019	Municipal Manager
				Is the irregular expenditure investigated and reported to the MEC	Investigation and reporting of irregular expenditure.	Investigate and report irregular expenditure	On-going	Municipal Manager
3.3	Budget Credibility		Incredible budgets	Is the budget credible in terms of treasury assessment	Credible budget	Align budget with budgeting requirements	31 May 2019	Municipal Manager
			Incredible budget without cash backed	Is the budget cashed back with if yes with how much	Is the budget cashed back with if yes with how much	To ensure that the budget is cashed back	31 May 2019	Municipal Manager
3.4.	Spending on capital budget		Poor spending on capital	Spending on capital budget excluding Grants	100% spending on capital budget	Spending 100% capital budget	Ongoing	Budget and Treasury
3.5.	Revenue collection		Poor implementation of credit control policies resulted on poor revenue collection	Percentage of own revenue collected against the billing	100% of own revenue collected against the billing	Implementation of credit control policies	Ongoing	Budget and Treasury

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NO	Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility
3.6.	Personnel budget		Poor spending on personnel budget	Percentage of budget spent on personnel	100% spending of budget spent on personnel	Spending 100% personnel budget	Ongoing	Budget and Treasury
3.7.	Liquidity and cash balances.		Poor implementation of credit control policies	Payments to large creditors on a quarterly basis e.g. ESKOM	Paid Eskom invoices on a quarterly basis.	Make monthly payments to ESKOM	Ongoing	Budget and Treasury
3.8.	The extent to which debt is serviced.			Number of debt serviced	Number of debt serviced	Continue to service the DBSA loans up to 31 <sup>st</sup> March 2018	Ongoing	Budget and Treasury
				List and amount of services provider debt serviced	List and amount of services provider debt serviced	Ensure no defaulting on existing DBSA loans	Ongoing	Budget and Treasury
3.9.	Efficiency and functionality of supply chain management and political interference		None compliance with supply chain regulations on the constitution of the bid committees	Number of supply chain committees in place	Number of supply chain committees in place	Constitute proper supply chain committees.	Ongoing	Budget and Treasury
			Tenders not awarded within timeframes	Number of tenders awarded within 90 days	Number of tenders awarded within 90 days	To ensure that of tenders awarded within 90 days implement supply chain policies and regulations to the later	Ongoing	Budget and Treasury
<b>4</b>	<b>GOOD GOVERNANCE</b>							
4.1.	Council Stability		None adherence to corporate calendar	Council stability status	Adhere to council schedule and have at least one sitting per quarter	To ensure rules and order of council are followed to the later	Ongoing	Corporate Services
				Number of ordinary council meeting held	Council meeting held	Coordinate ordinary Council meetings	Quarterly	Corporate Services
				Number of special council meeting held	Special Council meeting	Coordinate Special Council	Ongoing	Corporate Services

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NO	Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility
4.2.	Performance Audit Committee		None adherence to meeting schedule	Appointed Audit and Performance committee in place	Adherence to committee schedule	To ensure effectiveness of the Performance audit committee, hold meetings as per schedule and submit report to council	Ongoing	Municipal Manager's Office
				Number of ordinary audit and Performance committee meetings held	Adherence to committee schedule	To ensure effectiveness of the Performance audit committee, hold meetings as per schedule and submit report to council	Quarterly	Municipal Manager
				Number of special audit and Performance committee meetings held	Adherence to committee schedule	Ensure effectiveness of the Performance audit committee, hold meetings as per schedule and submit report to council	Ongoing	Municipal Manager
4.3.	MPAC		MPAC not adhere to annual work plan and none implementation of MPAC resolution by council	Functionality of MPAC	Functionality of MPAC	Ensure effective functionality of MPAC, hold	Quarterly	Corporate Services
				Functionality of MPAC	Functionality of MPAC	Ensure effective functionality of MPAC, hold	Quarterly	Corporate Services
				Number of MPAC meetings held	Functionality of MPAC	Ensure effective functionality of MPAC, hold	Quarterly	Corporate Services
				Number of investigation conducted by MPAC	Functionality of MPAC	Ensure effective functionality of MPAC, hold	Quarterly	Corporate Services

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NO	Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility
4.4.	Anti-Fraud and Corruption policies and committee		Anti-Fraud and Corruption committee not in place and none implementation of Anti-Fraud and Corruption policies	Anti-Fraud and Corruption policies and committee in place Number of fraud and corruption cases reported Number of fraud and corruption reported cases investigated	Anti-Fraud and Corruption policies and committee in place Anti-Fraud and Corruption policies and committee in place Anti-Fraud and Corruption policies and committee in place	Ensure effective implementation of the Risk Committee Ensure effective implementation of the Risk Committee Ensure effective implementation of the Risk Committee	Ongoing Ongoing Ongoing	Municipal Manager Municipal Manager Municipal Manager
4.5.	IGR structures		IGR structures not adhere to annual action plan and implementation of resolution	Number of IGR structures in place Number of IGR meeting held	Adhere to IGR annual action plan and resolution 04 IGR Meetings held	Attend all IGR meetings as per invitation Coordinate IGR Meetings quarterly	N/A Quarterly	Municipal Manager Municipal Manager
4.6.	Traditional Council		None participation by traditional leaders in municipal council	Number of traditional leaders participated in council meetings	Traditional leaders participated in council meetings	Ensure that all traditional leaders attend council	Quarterly	M E C for Local Government
5	<b>BUILDING CAPABLE INSTITUTIONS AND ADMINISTRATIONS</b>							
5.2.	Vacancies		None filling of critical posts	Number of funded posts filled in the organogram Number of funded posts vacant against those in the organogram	Number of posts vacant against the total employees Reduced vacancy ratio	To fill 53 vacant posts Reduce vacancy ratio	30 June 2019 30 June 2019	Corporate Services
			None compliance with the MSA regulation on the appointment of section 54A and 56 Managers	Number of section 54A Manager post filled	Complied with the MSA regulation on the appointment of	Comply with the MSA regulation on the appointment of	Ongoing	Council

NO	Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility
					section 54A and 56 Managers	section 54A and 56 Managers		
				Number of section 54A Manager post vacant	Complied with the MSA regulation on the appointment of section 54A and 56 Managers	Comply with the MSA regulation on the appointment of section 54A and 56 Managers	Ongoing	Council
				Number of section 56 Manager posts filled	Complied with the MSA regulation on the appointment of section 54A and 56 Managers	Comply with the MSA regulation on the appointment of section 54A and 56 Managers	Ongoing	Council
				Number of section 56 Manager posts vacant	Complied with the MSA regulation on the appointment of section 54A and 56 Managers	Comply with the MSA regulation on the appointment of section 54A and 56 Managers	Ongoing	Council
5.3.	Competency		None compliance with the MSA regulation on the appointment of section 54A and 56 Managers	Section 54A&56 Managers appointed have minimum MFMA/ MSA competency requirements	Section 54A&56 Managers appointed have minimum MFMA/ MSA competency requirements	Ensure that all section 57 managers have the minimum MFMA/ MSA competency requirements	Ongoing	Corporate Services
5.4.	Technical Capacity		None filling of critical posts e.g technical skills	Number of employees in the technical department with technical skills e.g. engineers, and technicians	Employees in the technical department with technical skills appointed e.g. engineers, and technicians	Ensure appointment of technically skilled	Ongoing	Corporate Services
			Ineffective implementation of WSP	Number of municipal officials trained in line with WSP	Municipal officials trained in line with WSP	Ensure that all employees are trained in line with the WSP	30 June 2019	Corporate Services

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NO	Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility
5.5.	Local Labour Forum (LLF)		LLF not adhere to annual work plan	Number of LLF meeting held	Adhere to annual work plan	Hold 12 LLF meeting per year (1 every month)	Monthly	Corporate Services
5.5.	Realistic and affordable municipal organograms	IDP/Budget aligned	None alignment of organisation structure with IDP/Budget	Organizational structure approved by council Aligned with IDP/Budget	Organizational structure approved by council Aligned with IDP/Budget	Develop and approve the organisational structure by 31 <sup>st</sup> May 2019	31 May 2019	Corporate Services
5.6.	Annual report	Annual report compiled annually	Incredible municipal annual reports	Number of annual report compiled, adopted and submitted within the timeframe	Annual report compiled, adopted and submitted within the timeframe	Approve the annual report by 31 <sup>st</sup> March 2019	31 March 2019	Municipal Manager
5.7.	MPAC oversight report	Oversight report compiled by MPAC on annual basis	Incredible MPAC reports	Number of oversight compiled, adopted and submitted within the timeframe	Credible oversight compiled, adopted and submitted within the timeframe	Compile credible oversight report and submit to relevant authorities by 31 March 2019	31 March 2019	MPAC
6	<b>LOCAL ECONOMIC DEVELOPMENT</b>							
6.1.	LED strategy		None implementation of LED strategy in full	LED strategy approve by Council	Improve local economic development	Blouberg Development Strategy Vision 2040 strategy developed and approved	30 June 2019	ED & Planning
6.2.	LED strategy		Improper reporting of beneficiaries and none upscaling of all municipal projects	Number of job opportunity created through LED strategy	Increased job opportunities	Create # opportunities through LED strategy	30 June 2019	ED & Planning
6.3.	EPWP		Improper reporting of beneficiaries and none upscaling of EPWP to all municipal projects	Number of EPWP job opportunity created	Increased job opportunities	Create opportunities for 200 EPWP jobs	30 June 2019	Municipal Manager Technical Services

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NO	Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility
6.4.	CWP		Improper reporting of beneficiaries and none upscaling of CWP all municipal wards	Number of CWP work opportunity created	CWP upscale in all wards and increase work opportunities	To create opportunities CWP works	30 June 2019	ED & Planning
7	<b>SPATIAL PLANNING</b>							
Key focus area	Baseline/ Status	Challenges/Weakness	KPI for reporting	Expected Output	Recommended Actions	Timeframes	Responsibility	
7.1.	SPLUMA	Delay in the appointment of SPLUMA tribunal members	Number of SPLUMA tribunal members appointed	SPLUMA tribunal members appointed	Ensure appointment of members of SPLUMA Tribunal	30 June 2019	Municipal Manager ED & Planning	
7.2.	SPLUMA	None sitting of SPLUMA tribunal	Number of SPLUMA tribunal sittings held	SPLUMA tribunal sittings held	Conduct SPLUMA tribunal sittings	30 June 2019	ED & Planning	
7.3.	SPLUMA	Delay in the processing of land development applications	Number of land development applications adjudicated by the tribunal	Land development application adjudicated by the tribunal	Process Land development applications	30 June 2019	ED & Planning	
7.5.	SPLUMA		Number of SPLUMA By-laws approved by council	SPLUMA By-laws approved by council	Develop SPLUMA by-laws	30 June 2019	ED & Planning	
7.6.	SPLUMA		Number of SPLUMA By-laws approved by council and gazetted	SPLUMA By-laws approved by council and gazetted	Ensure gazetted of SPLUMA by-laws	30 June 2019	ED & Planning	

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31-07-2019

**MACHABA JUNIAS**  
**MUNICIPAL MANAGER**

**DATE**