WESTERN CAPE PROVINCIAL PARLIAMENT

ANNUAL PERFORMANCE PLAN
2014/15

FOREWORD

The Western Cape Provincial Parliament is established in terms of section 104 of the Constitution of the Republic of South Africa , 1996. The primary functions of the Provincial Parliament are set out in the Constitution and include law-making, holding the Executive to account and facilitating public involvement in its processes and work.

The key focus of the administration of the Western Cape Provincial Parliament is to support Members, the House and committees to fulfil their constitutional functions. Being an election year, 2014 will put additional pressure on resources as a large number of new Members are expected.

This Annual Performance Plan sets out the strategic objectives with programme performance indicators and targets.

I am confident that the administration will meet the set objectives and targets with the necessary support and resources.
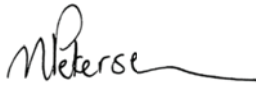
HON TR MAJOLA
SPEAKER
EXECUTIVE AUTHORITY OF THE WESTERN CAPE PROVINCIAL PARLIAMENT

OFFICIAL SIGN-OFF

It is hereby certified that this Annual Performance Plan:

- was developed by the management of the Western Cape Provincial Parliament under the guidance of the Speaker, Hon Thembekile Richard Majola;

- was prepared in line with the revised Strategic Plan of the Western Cape Provincial Parliament; and

- accurately reflects the performance targets which the Western Cape Provincial Parliament will endeavour to achieve given the resources made available in the budget for 2014/15.

Name	Rank	Signature
Genevieve Accom	Chief Treasury Officer	
Nicole Petersen	Chief Financial Officer	
Royston Hindley	Accounting Officer	

Approved by:

HON TR MAJOLA   Signature:

SPEAKER
EXECUTIVE AUTHORITY OF THE WESTERN CAPE PROVINCIAL PARLIAMENT

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WESTERN CAPE
PROVINCIAL PARLIAMENT

PART A
STRATEGIC OVERVIEW

PART A: STRATEGIC OVERVIEW

1. Vision

A modern parliament serving the people of the Western Cape in accordance with the principles of an open opportunity society, promoting excellence, individual choice, dignity and responsibility.

2. Mission

The Western Cape Provincial Parliament is an institution committed to providing quality procedural and administrative support to enable Members to fulfil their constitutional functions and to facilitate public involvement in its activities.

3. Values

In striving for service excellence and best practice the administration subscribes to the following values:

Transparency
As an institution that represents the interests of the people of the Western Cape, the Provincial Parliament will be transparent in its operations and records.

Integrity
The Provincial Parliament strives towards integrity in its processes, systems, conduct and dealings with all stakeholders, both internal and external.

Professionalism
The Provincial Parliament strives towards efficiency of operations, informed decision making and a general professional attitude by providing advice and services of a high quality.

Impartiality
The Provincial Parliament will seek to retain an impartial approach to conducting its business by being non-partisan.

Efficiency
The Provincial Parliament seeks to ensure that it renders an efficient service by utilising resources responsibly and cost effectively.

Accountability
The Provincial Parliament is committed to conduct its business in such a manner that it can report regularly, openly and comprehensively to stakeholders on all aspects of its activities.

Respect
In the pursuit of its business, the Provincial Parliament treats all people with respect and courtesy.

Equality
The Provincial Parliament seeks to serve the people of the Western Cape equally while entrenching equality in every process and activity.

4. Legislative and other mandates

4.1 Constitutional mandates

The core objectives of the Western Cape Provincial Parliament are based on the following constitutional mandates:

(i) The Constitution of the Republic of South Africa , 1996

The Provincial Parliament is established in terms of Chapter 6 of the Constitution of the Republic of South Africa, 1996 herein after referred to as the Constitution.

(a) Section 114 (1) of the Constitution confers the power to legislate on provincial legislatures.

The Standing Rules of the Western Cape Provincial Parliament (October 2012) clearly spells out the role of committees and the House in the legislative process.

(b) Section 114 (2) provides that legislatures must put mechanisms in place to ensure that:

- *all provincial executive organs of state are accountable to it; and*
- *to maintain oversight over the exercise of provincial executive authority in the province, including the implementation of legislation, and over any provincial organ of state.*

(c) Section 116 provides that legislatures may determine and control its internal arrangements, proceedings and procedures and make rules and orders concerning its business with due regard to representative and participatory democracy, accountability, transparency and public involvement.

The Provincial Parliament has structures in place which deal with its internal arrangements and proceedings as well as the Standing Rules.

The Standing Rules of the Western Cape Provincial Parliament provides for several mechanisms of oversight e.g. Questions to the Premier without notice, Questions for oral and written reply, Interpellations, etc. Similarly, the Rules make provision for the powers of committees to perform oversight.

(d) Section 115 provides inter alia for legislatures to summon any person to appear before it and to give evidence; require any person or provincial institution to report to it; and receive petitions, representations or submissions from any interested persons or institutions.

The Standing Rules provide for the power of the Provincial Parliament to summon persons to appear before it. The Western Cape Witnesses Act , 2006 (Act 2 of 2006), further expands on this power. In the same vein the Western Cape Provincial Parliament Petitions Act , 2006 (Act 3 of 2006) provides a framework for the receipt and processing of petitions.

(e) Section 117 elaborates on the privileges and immunities which Members of the Provincial Parliament enjoy. It further provides that salaries, allowances and benefits payable to Members of a provincial legislature are a direct charge against the Provincial Revenue Fund.

The powers and privileges of Members have been codified in the *Powers, Privileges and Immunities of Parliament and Provincial Legislatures Act , 2004 (Act 4 of 2004)* and are also captured in the *Western Cape Law on the Powers and Privileges of the Provincial Legislature , 1995 (Act 3 of 1995)* as amended.

(f) Section 118 places a responsibility on legislatures to facilitate public involvement in the legislative and other processes of the legislature and its committees and to conduct its business in an open manner subject to reasonable measures being taken.

The Provincial Parliament involves the public in its law-making, oversight and petitions process via educational and outreach programmes to actively participate in its activities.

The Provincial Parliament adheres to the principles of co-operative governance as set out in Chapter 3 of the Constitution.

(ii) The Constitution of the Western Cape , 1997

The Western Cape is the only province with its own Constitution. Subject to the national Constitution, it is the highest law in the Western Cape. It contains provisions on the powers and functions of the Western Cape Provincial Parliament.

4.2   Legislative mandates

i)   Western Cape Law on the Powers and Privileges of the Provincial Legislature Act , 1995 (Act 3 of 1995 as amended by Act 3 of 1998)

This Act deals with the appropriation and control of expenditure, the appointment of staff and the fixing of remuneration by the Speaker.

ii) The Powers, Privileges and Immunities of Parliament and Provincial Legislatures Act , 2004 (Act 4 of 2004)

This Act defines the powers, privileges and immunities of parliament and the provincial legislatures.

iii) Financial Management of Parliament Act , 2009 (Act 10 of 2009)

This Act regulates the financial management of parliament and provides financial norms and standards for provincial legislatures.

iv) The Public Finance Management Act , 1999 (Act 1 of 1999 as amended)

This Act promotes the objective of good financial management in order to maximise delivery through the efficient and effective use of limited resources and to modernise the system of financial management in the public sector.

v) Money Bills Amendment Procedure and Related Matters Act , 2009 (Act 9 of 2009)

This Act provides for a procedure to amend money bills before Parliament and for norms and standards for amending money bills before provincial legislatures.

vi) Western Cape Witnesses Act , 2006 (Act 2 of 2006)

This Act sets out the procedure for summonsing witnesses to appear before committees or the House.

vii) Western Cape Petitions Act , 2006 (Act 2 of 2006)

This Act provides for the public to petition the Western Cape Provincial Parliament as well as the processing of petitions in the legislature.

viii) Western Cape Provincial Parliament Standing Rules (October 2012)

The Standing Rules govern the proceedings and internal arrangements of the Provincial Parliament.

ix) Payment of Members of the Western Cape Provincial Legislature Law Act , 1994 (Act 3 of 1994 as amended)

This Act provides for the payment of remuneration and allowances to Members of the Western Cape Provincial Parliament.

x)   Independent Commission for the Remuneration of Public Office-bearers Act , 1997 (Act 92 of 1997 as amended)

This Act provides for the establishment of a commission to make recommendations concerning the salaries, allowances and benefits of public office-bearers, including those of Members of provincial legislatures.

xi)   Remuneration of Public Office-bearers Act , 1998 (Act 20 of 1998 as amended)

This Act provides a framework for the determination of salaries and allowances, including those of Members of provincial legislatures.

xii)   National Council of Provinces (Permanent Delegates Vacancies) Act , 1997 (Act 17 of 1997)

This Act makes provision for the filling of vacancies among the permanent delegates to the National Council of Provinces.

xiii)   Determination of Delegates (National Council of Provinces) Act , 1998 (Act 69 of 1998 as amended)

This Act provides for the determination of permanent and special delegates to the National Council of Provinces.

xiv)   Members of the Western Cape Provincial Parliament Code of Conduct Act , 2002

This Act gives effect to section 27 of the provincial Constitution, by providing for a Code of Conduct governing the conduct of Members of the Provincial Parliament. It is noted that the *Code of Conduct for Members,* 2003 emanates from this legislation.

xv) National Key Points Act , 1980 (Act 102 of 1980 as amended)

This Act provides for the identification of National Key Points and for the safeguarding of such places. To this end the act makes provision for security arrangements and standards in respect of National Key Points. The precincts of the Provincial Parliament had been declared a National Key Point.

xvi)   Mandating Procedures of Provinces Act , 2008 (Act 52 of 2008)

This Act provides for uniform procedures in terms of which provincial legislatures confer authority on their delegations to cast votes on their behalf in the National Council of Provinces, as required by section 65(2) of the Constitution.

xvii)   State Information Technology Agency Act , 1998 (Act 88 of 1998)

The Provincial Parliament does business with the Agency.

xviii)   Public Audit Act , 2004 (Act 25 of 2004)

This Act assigns the supreme auditing function of public sector institutions and accounting entities to the Auditor-General, which includes auditing provincial legislatures. Audit reports on all government departments and provincial organs of State prepared by the Auditor-General must be tabled in the provincial legislature. The Auditor-General is entitled to determine the relevant criteria, standards, guidelines and frameworks in respect of which provincial legislatures are audited.

xix) **Electoral Act , 1998 (Act 73 of 1998)**

This Act applies to elections for provincial legislatures.

4.3   Policy Mandates

None

4.4   Relevant Court Judgments

The following judgements have a significant, on-going impact on operations of the Western Cape Provincial Parliament:

- *Doctors for Life International v The Speaker of the National Assembly et al (CCT 12/05)*
- *Matatiele Municipality and others v President of the Republic of South Africa and others (CCT 73/05):*

Both judgments listed above dealt with the interpretation of s118 (1) (a) of the national Constitution and a provincial legislature's duty to facilitate public involvement in the legislative process of a provincial legislature.

The Constitutional Court held that in determining whether Legislatures have complied with their constitutional obligation in this regard the following factors will be taken into account:

- Have reasonable measures been taken to facilitate public involvement in the legislative process?
- What is the nature of the legislation under consideration?
- Was it imperative that the legislation be enacted urgently?

The Court further identified three crucial elements for the exercise of the right to participate in the law-making process, i.e. the dissemination of information concerning legislation under consideration, an invitation to participate in the process and consultation on the legislation.

- *Premier: Limpopo Province v Speaker: Limpopo Provincial Legislature and Others* ZACC 25 [2011] - The case interprets section 104 of the Constitution and further delineates the extent of provincial legislative power.

- *Ex parte President of the Republic of South Africa: In re Constitutionality of the Liquor Bill 2000 (1) SA 732 CC* - This judgment considers the domain of Schedule 5 exclusive provincial legislative competencies in the context of the Constitution's distribution of legislative power, most notably the extent to which national legislation may intrude on these exclusive provincial competencies.

- *Certification of the Constitution of the Western Cape 1997 [1997] ZACC 8 and Certification of the Amended Text of the Constitution of the Western Cape , 1997 [1997] ZACC 15* - In this judgment the Constitutional Court certified the Constitution of the Western Cape, which, *inter alia*, makes provision for the structure and functioning of the Provincial Parliament.

- *The Premier of the Province of the Western Cape and Another v Electoral Commission and Another 1999 (11) BCLR 1209 CC* - In this judgment the Constitutional Court held that a provincial legislature is entitled to determine the number of members in that provincial legislature. A provincial constitution may permit a province to provide for different legislative structures and procedures in order that provinces may establish its own distinctive legislatures.

- *Mario Gaspare Oriani-Ambrosini, MP v Maxwell Vuyisile Sisulu, Speaker of the National Assembly* ZACC 27 [2012]- The case determines that a legislature cannot restrict the power of a (private) Member of that legislature to introduce legislation into that legislature.

- *Stephen Segopotso Tongoane and Others v Minister for Agriculture and Land Affairs and Others CCT 100/09 [2010] ZACC 10* - The judgment confirms the principle that any Bill that substantially affects the interests of the provinces must be enacted in accordance with the procedure stipulated in section 76 of the Constitution of the Republic of South Africa, which allows for provincial input in the legislative process as it relates to that Bill.

- *Mosiuoa Lekota and Another v The Speaker, National Assembly and Another (Western Cape High Court) Case No: 14641/12* - The judgment was concerned, in the first instance, with restrictions placed on members' freedom of speech by the rules of a legislature and, in the second instance, with the limits of judicial oversight over legislatures.

- *Lindiwe Mazibuko, MP, Leader of the Opposition in the National Assembly v Max Vuyisile Sisulu, MP, Speaker of the National Assembly and Another [2013] ZACC 28* - In this case the Constitutional Court held that the rules of a legislature must give effect to the rights and obligations imposed by the Constitution, and must provide for vindication of members' constitutional rights in a legislature. The rules of a legislature may not thwart or frustrate members' constitutional entitlements.

- *The Speaker of the National Assembly v Patricia de Lille, MP and Another (Case No: 297/98)* - The court held that freedom of speech in a legislature may be limited by the rules and orders of a legislature; provided that the limitation has due regard to representative and participatory democracy, accountability and public involvement.

4.5   Planned Policy Initiatives

None

5. Update of Situational Analyses

5.1   Performance Environment

The Western Cape Provincial Parliament is the legislative authority of the Western Cape Province and is established in terms of Chapter 6 of the Constitution of the Republic of South Africa , 1996. Its main functions are to:
- pass laws falling within the category of affairs assigned to it;
- to oversee the functions of the Western Cape Provincial Government and ensure that it is accountable to Parliament and the public;
- to determine and control its internal affairs; and
- to ensure the participation of the public and local authorities in its proceedings and to ensure proper participation by the province in the activities of the National Council of Provinces (NCOP).

The Provincial Parliament consists of 42 Members, elected for a period of five years through a system of proportional representation. The political parties currently represented in the House are as follows:

Democratic Alliance	22
African National Congress	14
Congress of the People	3
Independent Democrats	2
African Christian Democratic Party	1

The Provincial Parliament holds the Western Cape Government accountable by means of several processes that include debates on legislation and government policy, discussion of matters of public importance, committee investigations and public hearings and written and oral questions and interpellations to Ministers and the Premier relating to their work and responsibilities.

The administration consists of three programmes in order to enable the House and its Members to perform their legislative functions. The administration participates in the various activities and provides the necessary administrative and procedural support to the above.

Programme 1: Administration promotes strategic management and corporate support services to the Provincial Parliament.

The executive support functions are located in this programme and it consists of eight sub-programmes namely Office of the Speaker, Office of the Secretary (incl. Communication and Information and Library), Finance, Supply Chain Management, Internal Control, Human Resources, Information Technology and Security and Facilities Management.

The absence of a formal monitoring and evaluation framework creates challenges to effectively and consistently evaluate approved programmes.   Through the Legislative Sector Support Programme the Sector has finalised the development of a Monitoring and Evaluation Framework.   The document is currently tabled before the Speaker's Forum for approval.   In the absence of this framework the Provincial Parliament has a standard operating procedure for monitoring and evaluation in place and continues to monitor organisational performance through meetings; implementing remedial steps where necessary to address poor performance and; validating actual performance with supporting evidence.

One of the priorities of the Provincial Parliament is to address the availability of the latest parliamentary information and therefore an upgraded website will be launched during 2014. This will ensure that all information on the website is current and that users are regularly informed about the activities of the Provincial Parliament. Further enhancements to the information technology helpdesk are planned to ensure that it conforms to the Information Technology Infrastructure Library standards. Information technology governance and more specifically disaster recovery is high on the agenda. The refreshing of the network infrastructure is also a priority.

The Provincial Parliament has regressed from having a "clean audit" opinion to one financial- and a material finding on the usefulness of performance information during the 2012/13 financial year. The Provincial Parliament strives towards achieving a "clean audit" outcome once again by introducing numerous control measures to improve compliance to financial and supply chain procedures and processes. Furthermore a number of monitoring and evaluation initiatives are being implemented to address the Auditor-General findings on performance information.

One key constraint is the shortage of accommodation.   Although the staff complement has grown no new accommodation space has become available within the legislature precinct. The Provincial Parliament has previously expressed its need for its own building. The limitation of not owning a building and sharing with other departments creates a challenge with regards to both accommodation and security needs. The Provincial Parliament has put various measures in place to deal with issues of security. This includes close circuit television cameras and more visible policing on the perimeter of the Legislature Building. In collaboration with the Department of Transport and Public Works, accommodation refurbishment has commenced on the ground floor (Visitor's Centre), fifth and sixth floor of the Legislature Building. It is envisaged that this accommodation refurbishment exercise will be finished by the end of the 2013/14 financial year.

During the 2013/14 financial year the Provincial Parliament finalised the skills assessment process for all staff, the results thereof will be used to identify individual staff training needs.

Programme 2: Facilities for Members and Political Parties has the financial resources to enable Members to fulfil their constitutional obligations. The human resources capacity for this programme is provided for in the Human Resources' sub-programme located in Programme 1: Administration. The Members' Affairs section within this programme has been rendering an increasingly comprehensive service to Members. For the past ten years the section facilitated the payment of Member's enabling allowances and for the last two years rolled-out the Members' Capacity Building Programmes.

The election poses some challenges to the Provincial Parliament relating both to the closure of term for some Members and the preparation and roll out of a comprehensive and professional orientation programme for newly elected Members.

Programme 3: Procedural Services provides procedural and related support to Members and consists of four sub-programmes namely, Plenary Support, Committee Support, Public Education and Outreach and Hansard and Language services.

The Plenary Support section oversees House proceedings and is responsible for the production of various House papers and records. The section also provides procedural advice to the Speaker and presiding officers.

The Committee Support section provides procedural, administrative and research support to the committees. In line with having effectively operating committees and the provision of relevant procedural and related support, the following strengths will ensure that the committees operate more effectively:

The staff capacity in the Committee Support section will be at 100% in total in the first quarter of the financial year. Most of the staff in the section have at least two to five years' experience/expertise in procedural and related support to committees in the law-making and oversight processes. This section can therefore move forward positively to support Members and committees in the new parliamentary term, which may have a positive impact on the law making and oversight processes. The finalisation of the Committee Standard Operating Procedure will further enhance support to standing committees.

The research unit in the Committee Support section, with a fully capacitated staff and revised and renewed standard operating procedures would also contribute positively towards the rendering of a more efficient research service to Members and committees.

The Public Education and Outreach section has experienced staffing problems which hampers the delivery against an annual programme. The lack of an approved Public Participation Strategy makes it difficult for the section to deliver against the constitutional mandate. Despite these constraints the section has met its targets in previous year and has harnessed support for its programme by key institutions of higher learning adopting the education programme as part of their curriculum. These include the Cape Peninsula University of Technology School of Journalism and the School of Social Development, University of Stellenbosch Ecology department; University of the Western Cape Political Science department. Several external programmes have also endorsed the Public Education and Outreach's education programme. These include United Nations Association of South Africa (Schools) and the Mail and Guardian Leadership Programme. A further achievement is the establishment of a partnership with the Western Cape Education Department under its Project Citizen programme. All of the above are indicative of the high quality of the education programme and the relevance thereof to different organisations and different audiences.

Petitions are also administered in this section. The section assists the Committee Support section with public hearings.

The Hansard and Language section manages the interpreting and translation services and provision of Hansard. In the past year, Hansard services have stabilised and there is a general satisfaction with turn-around times for the production of the Hansard. The provision of interpreting services has been consistent and always available for plenaries and provided to committees on request. With regard to translation of House Papers, this service has generally been maintained to a satisfactory level despite the shortage of internal capacity. The Provincial Parliament have leveraged on other staff members, who are not necessarily language practitioners but are very proficient in their respective languages, to ensure that key House papers are translated. The building of internal capacity for the provision of language services is receiving attention with the employment of a contracted language practitioner.

5.1.1 Performance Management

Performance Management in the Provincial Parliament is done on many levels and with the utilisation of different systems and tools. Organisational performance in terms of the Annual Performance Plan (APP) is tracked continuously through the sharing of a regularly updated project schedule that is monitored by the Office of the Secretary. The progress against the stipulated targets is captured in the Quarterly Performance Reports. These achievements of quarterly performance targets are validated on a quarterly basis with the supporting evidence.

On a Sectional level the APP targets, as well as day to day functional activities are contained in an operational plan against which managers' report to their relevant senior managers on a monthly basis. As indicated above, each Manager is responsible for maintaining the shared project schedule.

Individual performance is managed by a performance agreement on an electronic performance management system (HR Manage). Performance against the agreement is assessed quarterly.

The Provincial Parliament endeavours to optimise organisational and individual performance management so as to ensure the achievement of its organisational goals.

5.2   Organisational Environment

The filling of vacancies has accelerated over the last two years. However, with the demand for more and better services, increase in governance and compliance issues and the movement to Generally Recognised Accounting Practice (GRAP) the Provincial Parliament will require additional capacity.

The Provincial Parliament aims to improve its institutional stability by establishing clear guidelines for organisational development and the processes and methodologies followed in the establishment and amendment of the organisational structure.

Following the successful facilitation of the skills assessment process for employees, the Provincial Parliament aims to develop a comprehensive skills development programme aimed at addressing the development areas identified and capacitating its employees to fulfil their roles in the Provincial Parliament optimally.

5.2.1 Organisational Structure

OFFICE OF THE SPEAKER

PARLIAMENTARY TREASURY
Chief Treasury Officer

PARLIAMENTARY SERVICE
Secretary
Executive Personal Assistant
Service Officer
Corporate Legal Adviser
2 x Legal Adviser

CORPORATE SERVICES
Deputy Secretary
Office Administrator
Service Officer

PROCEDURAL SERVICES
Deputy Secretary
Office Administrator
Chief Parliamentary Officer
2 x Service Officer

Office of the Chief Financial Officer
Chief Financial Officer
Internal Control Officer
Office Administrator
Service Officer

Human Resources Management
Manager
Snr HR Officer
2 x HR Officer
2 x Member's Affairs Officer
HR Clerk

Security and Facilities Management
Manager
Snr Admin Officer
Admin Officer
2 x Admin Clerk
Registry Clerk
Driver/Service Officer
Switchboard Operator

Information and Communications Technology
Manager
Snr ICT Officer
ICT Officer
2 x ICT Assistant
ICT Assistant (Network)

Finance
Manager
Snr Accountant
2 x Accountant
3 x Accounts Clerk

Supply Chain Management
Manager
Snr SCM Officer
2 x SCM Officer
2 x SCM Clerk
Admin Officer

Communication and Information
Manager
New Media Officer
PR Officer
PR Assistant
Receptionist
Snr Librarian
Librarian

Public Education and Outreach
Manager
Snr PEO Officer
2 x PEO Officer
PEO Assistant

Language Services
Editor
Snr Language Practitioner
Language Practitioner

Committees
Manager
3 x Snr Committee Co-ordinator
9 x Committee Co-ordinator
NCOP Officer
3 x Committee Assistant
Snr Researcher
3 x Researcher

Plenaries
Manager
2 x Snr Parliamentary Officer
Parliamentary Officer
Clerk of the Papers

5.2.2 Employment and Vacancies by Programme, February 2014

Programme	Number of posts	Number of filled posts	Vacancy Rate	Number of posts additional to the establishment	Number of posts filled additional to the establishment
Programme 1	65	63	3.08%	4	2
Programme 3	35	30	11.43%	1	1
Total	**100**	**93**	**6.00%**	**5**	**3**

5.2.3 Employment and Vacancies by Salary Bands, February 2014

Salary Band	Number of posts	Number of posts filled	Vacancy Rate	Number of posts additional to the establishment	Number of posts filled additional to the establishment
Lower Skilled (Band B)	30	29	33.33%	1	0
Skilled and Highly skilled production (Band C)	50	47	6.00%	4	3
Highly skilled supervision (Band D)	17	15	11.76%	0	0
Senior Management (Band E)	3	2	33.33%	0	0
Total	**100**	**93**	**6.00%**	**5**	**3**

5.3 Description of the Strategic Planning Process

During the last regulatory audit the Provincial Parliament received a negative finding in terms of the measurability, relevance and consistency of planned and reported performance information. To address this, the Provincial Parliament's management team attended a monitoring and evaluation training course at a local university.

Furthermore, during the strategic planning session held on 18 and 19 September 2013, the Provincial Parliament invited the Auditor-General, Provincial Treasury and Enterprise Risk Management (Western Cape Government Department of the Premier) to provide inputs as to what is expected when developing key performance indicators. Taking into consideration the inputs provided by the Auditor-General and the Provincial Treasury, new key performance indicators were developed under the guidance of the Accounting Officer.

The Provincial Parliament submitted its second draft of its annual performance plan for 2014/15 to the Auditor-General for their inputs before submitting the final document to the Provincial Treasury during February 2014.

In addition to the above the following were, *inter alia*, taken into account in developing this plan:

- The constitutional mandate of Legislatures;
- The relevant guidelines from National and Provincial Treasury;
- Risk as per Risk Management Plan; and
- The revised Strategic Plan of the Provincial Parliament.

6. Strategic Outcome Orientated Goals of the Western Cape Provincial Parliament

Programme 1: Administration

Strategic outcome orientated Goal 2	Corporate support to Members and staff
Goal statement	To provide corporate support to Members and staff to perform their duties effectively.
Constitutional Mandate	Chapter 6 of the Constitution of the Republic of South Africa, 1996

Strategic outcome orientated Goal 4	Sound administration
Goal statement	To promote sound administration to ensure organisational efficiency
Constitutional Mandate	Chapter 6 of the Constitution of the Republic of South Africa, 1996

Programme 2: Facilities for Members and Political Parties

Strategic outcome orientated Goal 2	Corporate support to Members and staff
Goal statement	To provide corporate support to Members and Staff to perform their duties effectively.
Constitutional Mandate	Chapter 6 of the Constitution of the Republic of South Africa, 1996 with specific reference to S 117(3)

Programme 3: Parliamentary Services

Strategic outcome orientated Goal 1	Procedural and related support to the House and Committees
Goal statement	To provide procedural and related support to the House and Committees to conduct their business of making laws and performing oversight effectively.
Constitutional Mandate	Chapter 6 of the Constitution of the Republic of South Africa, 1996 with specific reference to S114 (1); S114 (2); S115; S116; S117; and S118

Strategic outcome orientated Goal 3	Optimal public participation
Goal statement	To promote optimal public participation in the legislative, committee and other processes of the Provincial Parliament.
Constitutional Mandate	Chapter 6 of the Constitution of the Republic of South Africa, 1996 with specific reference to S116; S117; and S118

7. Overview of the 2014 Budget and MTEF Estimates

7.1 Expenditure Estimates

Summary of payments and estimates:

Programme R'000	Outcome			Main appro-priation	Adjusted appro-priation	Revised estimate	Medium-term estimate			
	Audited 2010/11	Audited 2011/12	Audited 2012/13	2013/14	2013/14	2013/14	2014/15	% Change from Revised estimate 2013/14	2015/16	2016/17
1. Administration	30 158	30 139	39 028	44 254	44 908	44 732	47 174	5.46	49 651	51 993
2. Facilities for Members and Political Parties	29 399	32 496	35 532	37 891	37 891	37 057	39 355	6.20	41 175	41 276
3. Parliamentary Services	15 049	15 106	16 487	20 482	20 482	21 492	22 442	4.42	23 607	24 070
Total payments and estimates	74 606	77 741	91 047	102 627	103 281	103 281	108 971	5.51	114 433	117 339

Summary of payments and estimates by economic classification:

Economic classification R'000	Outcome			Main appro-priation	Adjusted appro-priation	Revised estimate	Medium-term estimate			
	Audited 2010/11	Audited 2011/12	Audited 2012/13	2013/14	2013/14	2013/14	2014/15	% Change from Revised estimate 2013/14	2015/16	2016/17
Current payments	44 597	46 717	56 654	68 020	67 770	67 456	72 554	7.56	76 414	78 708
Compensation of employees	24 443	27 120	32 033	43 052	40 464	39 939	46 879	17.38	50 114	52 858
Goods and services	20 152	19 596	24 621	24 968	27 306	27 517	25 675	(6.69)	26 300	25 850
Interest and rent on land	2	1								
Transfers and subsidies to	27 650	28 822	31 686	32 916	33 296	33 296	34 778	4.45	36 506	37 022
Departmental agencies and accounts	436	23	21	27	335	335	37	(88.96)	39	40
Foreign governments and international organisations	85	95	244	138	138	138	144	4.35	150	150
Non-profit institutions	25 022	27 430	30 113	31 425	31 571	31 571	33 313	5.52	34 985	35 500
Households	2 107	1 274	1 308	1 326	1 252	1 252	1 284	2.56	1 332	1 332
Payments for capital assets	2 237	2 186	2 612	1 691	2 160	2 474	1 639	(33.75)	1 513	1 609
Machinery and equipment	1 197	1 740	2 612	1 526	2 160	2 474	1 639	(33.75)	1 513	1 609
Software and other intangible assets	1 040	446		165						
Payments for financial assets	122	16	95		55	55		(100.00)		
Total economic classification	74 606	77 741	91 047	102 627	103 281	103 281	108 971	5.51	114 433	117 339

7.2 Relating Expenditure Trends to Strategic Goals

Relating Strategic Goals as a percentage of Total Budget:

Relating Budget to Strategic Goals - Total Budget:
R108,971,000
R'000

R19 448

R19 513

R2 929

R67 081

■ Strategic Goal 1: Procedural and related support to the House and Committees to conduct their business of making laws and performing oversight effectively (18%)

■ Strategic Goal 2: Corporate support to Members and Staff to perform their duties effectively (62%)

■ Strategic Goal 3: Promote optimal public participation in Parliamentary processes (3%)

■ Strategic Goal 4: Promote sound administration to ensure organisational efficiency (18%)

One of the primary goals of the Provincial Parliament is to provide procedural and related support to the House and Committees to conduct their business of making laws and performing oversight effectively.   In the 2014/15 financial year Plenary Support, Committee Support, including research and Hansard and Language Services will continue to provide members in the new Parliament with the requisite support services to enhance law-making and the oversight processes.

Another primary goal of the Provincial Parliament is to promote public participation in its legislative, committee and other parliamentary processes. The Public Education and Outreach section will compile an annual public education and outreach plan in the current financial year and give effect thereto in the 2014/15 financial year when the parliamentary programme is settled. This annual plan will focus on the education of citizens of the province on the workings of the Provincial Parliament and how to participate in its legislative and other processes.   These programmes will be rolled out to, *inter alia,* schools, universities and institutions focusing on the vulnerable groups in society. The section will strive to have a balance between rural and urban workshops.

Enabling facilities for Members and financial support to Political Parties will be reviewed so to ensure that Members and political parties have the appropriate resources to perform their constitutional obligations. Provision will be made for once-off gratuities in terms of the Proclamation to Members whose term of office has ended. In anticipation of post-election new Member induction emphasis will be placed on the orientation of newly elected Members on the facilities available and their roles and responsibilities regarding the House and Committees.

To give effect to its primary goal of the promotion of sound administrative support, to ensure organisational efficiency, the Provincial Parliament will continue investing in its staff by providing study assistance and training and development opportunities which is based on the Workplace Skills Plan. Additionally, the results of the skills

assessment finalised in the 2013/14 financial year, has provided the training needs of staff that will commence in 2014/15. Furthermore, the Provincial Parliament envisages enhancing corporate governance by collaborating with the Western Cape Government in respect of Risk Management.

In respect of Information and Communication, the Provincial Parliament will maintain its network and provide efficient e-mail and internet services to its clients. Information technology governance will be enhanced with the development and implementation of information technology governance policies and processes.

WESTERN CAPE
PROVINCIAL PARLIAMENT

PART B
STRATEGIC OBJECTIVES

8. Risk Management

We are entering the second year of Enterprise Risk Management of the Western Cape Government, Department of the Premier facilitating risk management within the Provincial Parliament. The relationship continues to grow and risk management within the Provincial Parliament is maturing.

The higher rated strategic risks are:

	Risks	Risk Treatment
1.	Lack of a formally documented Communication Strategy to regulate the access and flow of information to the public.	Development and approval of Communication Strategy; and the use of surveys through consultation procedures and workshops to measure the effectiveness of communication with Members and staff.
2.	Inadequate application of Generally Recognised Accounting Practice (GRAP) standards.	Implementation of a new accounting system and regular reporting on said implementation.
3.	Research that does not provide for the technical and content knowledge requirements of Members and Committees disables decision making and compromises legislative oversight.	Development of an organogram that will provide for a fully-fledged research section to cater for Members, Committees and the Provincial Parliament's needs.
4.	Inability to attract and retain human resources for the organisation resulting in under spending and underperformance.	Develop an internal mentoring and coaching programme upon recruitment and on an on-going basis as well as a retention strategy.
5.	Security breaches resulting in the leakage of sensitive information, loss of assets and safety concerns.	Develop a standard operating procedure for the Security Plan.
6.	Inability to ensure that Information Technology (IT) sustains and extends the organisational strategic objectives via effective leadership, structure and processes.	IT Manager is to review the current processes and procedures and draft a strategy for IT improvement within the Provincial Parliament based on the Control Objectives for Information Technology (CObIT) and Information Technology Infrastructure Library (ITIL) standards.
7.	Disruption of business systems resulting in the non-availability and loss of information.	Testing or simulation of the Disaster Recovery Plan.

9. Programme 1: Administration

The purpose of this Programme is the strategic management of the institution and to provide quality corporate support services to the Provincial Parliament.

Strategic Objectives for Programme 1: Administration

Strategic Outcome Orientated Goals	Sub-programmes	Strategic Objectives
Goal 4: To promote sound administration to ensure organisational efficiency	1.1 Office of the Speaker 1.2 Office of the Secretary (incl. Office of the Secretary; Communication and Information and Library)	• To provide effective strategic management (planning, security, monitoring and evaluation and reporting, risk and information management and legal services)
Goal 2: To provide corporate support to Members and staff to perform their duties effectively	1.3 Finance 1.4 Supply Chain Management 1.5 Internal Control	• To ensure a clean audit outcome through sound financial management, supply chain management and internal control services
	1.6 Human Resources	• To ensure effective utilisation of human resources by providing Human Resources Management, Human Resources Development and Organisational Development services in terms of the HR Strategy and within agreed timeframes
	1.7 Information Technology	• To provide appropriate information technology and services that will enable Provincial Parliament's stakeholders (Members and Administrative staff) to effectively and efficiently perform their duties
	1.8 Security and Facilities Management	• To provide effective household and logistical services by providing transport and accommodation; telephony; records management; facility coordination; mail and messenger services; catering; occupational health, safety and security as well as Sergeant-at-arms function in the House to the satisfaction of the Members and staff

Programme Performance Indicators, Annual and Quarterly targets per Sub-programme for 2014/15

9.1 Sub-programme: Office of the Speaker

The Speaker is the official representative of the Western Cape Provincial Parliament. In this regard this office forges closer working relations with other legislatures and legislative bodies locally, nationally and internationally.

The office is responsible for ensuring that the Provincial Parliament executes its constitutional mandate of law-making, oversight over the Executive and other provincial organs of state and facilitates public involvement in the legislative and other processes of the Provincial Parliament.

This office represents the interests of all Members in the legislature by ensuring that they have the necessary support and facilities to fulfil their constitutional functions.

It provides executive leadership to the management and administration and engages with senior management on policy and strategic matters.

The Speaker fulfils the function of the Executive Authority and is also the Treasury of the Provincial Parliament. The Speaker also presides over House Plenaries and chairs the Rules Committee meetings.

In summary the main purpose of the Office of the Speaker is as follows:

- to formulate and execute policy in respect of the administration and management of the Provincial Parliament;
- to perform functions in terms of relevant statutory provisions; and
- to render secretarial and office support services to presiding officers.

Sub-programme: Office of the Speaker

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Adjusted Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Compensation of Employees	2 416	2 531	4.76
Goods and Services	2 195	1 814	(17.36)
Payments for financial assets	4	-	(100.00)
TOTAL	**4 615**	**4 345**	**(5.85)**

Establishment		
Funded		Total funded positions as at 1 April 2014
Filled	Vacant	
5	0	5

9.2 Sub-programme: Office of the Secretary

The purpose of this Sub-programme is as follows:

- to formulate operational policies and establish norms and standards in compliance with relevant legislation and practices;
- to manage corporate and procedural support services;
- to provide legal support services to the Provincial Parliament; and
- to provide communication and information services.

Strategic Objective Title	Effective Strategic Management
Strategic Objective	To provide effective strategic management (planning; monitoring and evaluation and reporting, information management and legal services)
Baseline	Satisfaction level of Stakeholders: As per survey of April 2013: Questions on 10 units, 4 units total score was under 70% satisfactory levels.
	Monitoring and evaluation: Standard Operating Procedure Manual on M&E in place.
	Legal Services: No formal Performance Management Framework for legal services in place.
	Communication and Information: No Policy for the new Website in place.
	Library: Services satisfactorily level at 83.99% as per survey conducted during April 2013.

Strategic objective Performance indicator		Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1.	Audit outcome on Performance information	New PI	New PI	New PI	New PI	Clean audit outcome on Performance information	Clean audit outcome on Performance information	Clean audit outcome on Performance information

Risk management:

Risk: Unavailability of specific performance targets that have clear, unambiguous data definitions to ensure that data are collected consistently leading to material misstatements of predetermined objectives thus resulting in a negative audit outcome.

Mitigation: Developing indicators that clearly identify the nature and required level of performance for each target. Training on indicator development is provided to ensure that relevant persons receive the necessary training to develop SMART performance indicators.

Programme performance indicators and annual targets for 2014/15

	Programme Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Number of satisfaction surveys completed on support services rendered	1	-	1	1	1	1	1
2	Number of Monitoring and Evaluation Strategies developed and implemented by 31 December 2014	New PI	New PI	New PI	New PI	1		
3	Number of Performance Management Frameworks for Legal Services developed and implemented by 31 December 2014	New PI	New PI	New PI	New PI	1		
4	Number of Operational Implementation Plans compiled for the achievement of predetermined objectives	New PI	New PI	New PI	New PI	13	13	13
5	Number of monitoring and evaluation validations of performance information with evidence	New PI	New PI	New PI	4	4	4	4

Quarterly targets for 2014/15

	Performance indicator	Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1	Number of satisfaction surveys completed on support services rendered	Annually	1			1	
2	Number of Monitoring and Evaluation Strategies developed and implemented by 31 December 2014	Annually	1			1	
3	Number of Performance Management Frameworks for Legal Services developed and implemented by 31 December 2014	Annually	1			1	
4	Number of Operational Implementation Plans compiled for the achievement of predetermined objectives	Annually	13	13			
5	Number of monitoring and evaluation validations of performance information with evidence	Quarterly	4	1	1	1	1

9.2.1 Sub-programme: Office of the Secretary – (Communication and Information Services and Library)

Programme performance indicators and annual targets for 2014/15

	Programme Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Number of corporate identity training sessions conducted with staff, Members and support staff	New PI	New PI	New PI	New PI	4	4	4
2	Number of publications per annum	4	4	4	8	8	8	8
3	Number of Library publications produced per annum	New PI	New PI	New PI	30	30	30	30

Quarterly targets for 2014/15

	Performance indicator	Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1	Number of corporate identity training sessions conducted with staff, Members and support staff	Quarterly	4	2	2		
2	Number of publications per annum	Quarterly	8	2	2	2	2
3	Number of Library publications produced per annum	Quarterly	30	7	8	8	7

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Adjusted Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Compensation of Employees	11 467	12 714	10.87
Goods and Services	2 396	2 344	(2.17)
Transfers to:			
Households	13	15	15.38
Payments for capital assets:	48	30	(37.50)
TOTAL	**13 924**	**15 103**	**8.47**

Establishment			
Unfunded	Filled	Vacant	Total funded positions as at 1 April 2014
1	23	1	24

Additional contract positions funded		Total funded positions as at 1 April 2014
Filled	Vacant	
0	1	1

9.3 Sub-programme: Finance

The purpose of this Sub-programme is to render financial management services.

Strategic Objective Title	Clean Audit Outcome
Strategic Objective	To ensure a clean audit outcome through sound financial management, supply chain management and internal control services
Baseline	Unqualified audit with one financial finding.

Strategic objective Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
	2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1. Audit outcome on financial management	Clean audit outcome	Clean audit outcome	Unqualified audit with one financial finding	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome

Risk management:

Risk: Material misstatement; incomplete asset register or audit findings on financial transactions.

Mitigation: Tightening of control measures with regards to the checking of financial statements and transactions; capacitating sections to improve their planning, monitoring and reporting processes; adherence to internal financial procedures; as well as, applicable Acts and the Departmental Framework for the compilation of financial statements.

Programme performance indicators and annual targets for 2014/15

	Programme Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Number of verifiable Annual Financial Statements submitted by the statutory due date	1	1	1	1	1	1	1
2	Number of Finalised Estimate of Provincial Revenue and Expenditure submitted by the required due date	1	1	1	1	1	1	1
3	Number of Financial Manuals reviewed by 31 March 2015	New PI	New PI	New PI	1	1	1	1
4	Number of Verifiable Interim financial statements submitted by the required due date	1	1	3	4	4	4	4
5	Number of quarterly In-Year-Monitoring (IYM) Narrative reports to track expenditure and identify early warning signals	New PI	4	-	4	4	4	4
6	Percentage of payments processed to creditors within 30 calendar days of receipt of invoice **Baseline:** Numerator: 1997 (Number of payments processed within 30 calendar days) Denominator: 2004 (Total number of payments for the period)	New PI	New PI	99%	99%	100%	100%	100%

Quarterly targets for 2014/15

	Performance indicator	Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1	Number of verifiable Annual Financial Statements submitted by the statutory due date	Annually	1				1
2	Number of Finalised Estimate of Provincial Revenue and Expenditure submitted by the required due date	Annually	1				1
3	Number of Financial Manuals reviewed	Annually	1				1
4	Number of Verifiable Interim financial statements submitted by the required due date	Quarterly	4	1	1	1	1
5	Number of quarterly In-Year-Monitoring (IYM) Narrative reports to track expenditure and identify early warning signals	Quarterly	4	1	1	1	1
6	Percentage of payments processed to creditors within 30 calendar days of receipt of invoice	Quarterly	100%	100%	100%	100%	100%

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Adjusted Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Compensation of Employees	2 715	2 890	6.45
Goods and Services	40	57	42.50
Transfers to:			
Households	3	6	100.00
TOTAL	**2 758**	**2 953**	**7.07**

Establishment		
Filled	Vacant	Total funded positions as at 1 April 2014
7	0	7

9.4 Sub-programme: Supply Chain Management

The purpose of this Sub-programme is to render supply chain management services.

Strategic Objective Title	Clean Audit Outcome
Strategic Objective	To ensure a clean audit outcome through sound financial management, supply chain management and internal control services
Baseline	Unqualified audit with one financial finding.

Strategic objective Performance indicator		Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2010/11	2011/12	2012/13
1.	Audit outcome on financial management	Clean audit outcome	Clean audit outcome	Unqualified audit with one financial finding	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome

Risk management:

Risk: Material misstatement; incomplete asset register or audit findings with regards financial transactions.

Mitigation: Tightening the control measures with regards to the checking of financial statements and transactions; capacitating sections to improve their planning, monitoring and reporting processes; adherence to internal financial procedures; as well as, applicable Acts and the Departmental Framework for the compilation of financial statements.

Programme performance indicators and annual targets for 2014/15

Programme Performance indicator		Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Review and update Accounting Officer's System by 31 December 2014	Review and update AO System	Review and update AO System	Review and update AO System	Review and update AO System	Review and update AO System	Review and update AO System	Review and update AO System
2	Development and implementation of Procurement Service Delivery Standards by 30 September 2014	New PI	New PI	New PI	New PI	Develop and implement Procurement Service Delivery Standards		
3	Number of Procurement Plan for 2015/16 developed by 30 September 2014	1	1	1	1	1	1	1
4	Reviewed Supply Chain Management Manual by 31 March 2015	New PI	New PI	New PI	Review SCM Manual	Review SCM Manual	Review SCM Manual	Review SCM Manual
5	Percentage of assets reconciling to the Asset Register **Baseline:** Numerator: 5868 (Number of assets reconciling to the asset register) Denominator: 5993 (Total number of assets on the asset register)	New PI	New PI	New PI	99%	100%	100%	100%

Quarterly targets for 2014/15

	Performance indicator	Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1	Review Accounting Officer's System	Annually	Review and update AO System			Review and update AO System	
2	Development and implementation of Procurement Service Delivery Standards	Annually	Develop and implement Procurement Service Delivery Standards	Develop Procurement Service Delivery Standards	Implement Procurement Service Delivery Standards		
3	Number of Procurement Plan for 2015/16 developed by 30 September 2014	Annually	1		1		
4	Reviewed Supply Chain Management Manual by 31 March 2015	Annually	Review SCM Manual			Review SCM Manual	
5	Percentage reconciling of Asset Register to actual assets	Bi-annual	100%		100%		100%

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Adjusted Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Compensation of Employees	2 837	2 985	5.22
Goods and Services	526	644	22.43
Transfers to:			
Households	3	6	100.00
TOTAL	**3 366**	**3 635**	**7.99**

Establishment		
Filled	Vacant	Total funded positions as at 1 April 2014
7	0	7

9.5 Sub-programme: Internal Control

The purpose of this Sub-programme is to identify systematic weaknesses and recommend corrective measures to combat irregularities and to facilitate risk management services.

Strategic Objective Title	Clean Audit Outcome
Strategic Objective	To ensure a clean audit outcome through sound financial management, supply chain management and internal control services
Baseline	Unqualified audit with one financial finding.

Strategic objective Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
	2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1. Audit outcome on financial management	Clean audit outcome	Clean audit outcome	Unqualified audit with one financial finding	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome

Risk management:

Risk: Non-compliance to internal financial procedures, Provincial Parliament Treasury Directives and applicable Acts.

Mitigation: Identifying areas with control deficiencies and following up on the implementation of recommendations.

Programme performance indicators and annual targets for 2014/15

Programme Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
	2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1 Number of progress reports against Financial Management Improvement Plan	New PI	New PI	2	2	2	2	2
2 Number of Inspection reports issued identifying control gaps in process	4	2	3	3	3	3	3
3 Number of follow up inspection reports reflecting progress on implementation of recommendations	4	3	3	3	3	3	3
4 Percentage of payment vouchers subjected to post audit **Baseline:** Numerator: 2004 (Number of payments post audited) Denominator: 2004 (Total number of payments for the period)	100%	100%	100%	100%	100%	100%	100%

Quarterly targets for 2014/15

Performance indicator	Reporting Period	Annual target 2014/15	Quarterly targets			
			1st	2nd	3rd	4th
1 Number of progress reports against Financial Management Improvement Plan	Quarterly	2			1	1
2 Number of Inspection reports issued identifying control gaps in process	Quarterly	3		1	1	1
3 Number of follow up inspection reports reflecting progress on implementation of recommendations	Quarterly	3		1	1	1
4 Percentage of payment vouchers subjected to post audit	Quarterly	100%	100%	100%	100%	100%

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Adjusted Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Compensation of Employees	456	585	28.29
Goods and Services	3 123	3 162	1.25
Transfers to:			
Households	1	1	0.00
TOTAL	**3 580**	**3 748**	**4.69**

Establishment		
Filled	Vacant	Total funded positions as at 1 April 2014
1	0	1

Additional contract positions funded		Total funded positions as at 1 April 2014
Filled	Vacant	
1	0	1

9.6 Sub-programme: Human Resources

The purpose of this Sub-programme is to render human resource and Members' facilities management services.

Strategic Objective Title	Effective utilisation of Human Resources
Strategic Objective	To ensure effective utilisation of Human Resources by providing Human Resources Management, Human Resources Development and Organisational Development services in terms of the Human Resources Strategy and within agreed timeframes
Baseline	As at 31 March 2013: 12% vacancy rate; 17% turnover rate; and 136 training needs identified and 136 skills programmes and other short courses provided.

Strategic objective Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
	2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1. • A stable organisation - as a result of the OD framework implementation; • a fully staffed organisation – due to the HR delegations; and • HR Management and HR development services adding value to the operations of the WCPP as it addresses areas determined by the Skills Assessment	New PI	New PI	New PI	New PI	Develop and implement Human Resources Delegations by 31 December 2014; OD Guidelines and Framework approved and implemented; Skills Development in terms of Skills Assessment Implemented.		

Risk management:

Risk: Resignations due to better remuneration offers from the Legislative Sector.

Mitigation: Aligned remuneration to median of relevant market and employed alternative retention strategies.

Programme performance indicators and annual targets for 2014/15

Programme Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
	2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1 Operationalised Human Resources Delegations by 31 December 2014	New PI	New PI	New PI	New PI	Human Resources Delegations operationalised		
2 Develop and implementation of Organisational Design Guidelines/Framework	New PI	New PI	New PI	New PI	OD Guidelines Framework developed and implemented	Impact Evaluation	
3 Percentage of planned career and skills development interventions based on Skills Assessment implemented **Baseline:** Planned skills development interventions were NOT based on skills assessments 0 out of 136	New PI	New PI	New PI	New PI	80%	90%	90%

Quarterly targets for 2014/15

Performance indicator		Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1	Operationalised Resources Delegations by 31 December 2014	Annually	Human Resources Delegations operationalised			Human Resources Delegations operationalised	
2	Develop and implementation of Organisational Design Guidelines/Framework.	Annually	OD Guidelines Framework developed and implemented		OD Guidelines Framework developed and implemented		
3	Percentage of planned career and skills development interventions based on Skills Assessment implemented	Quarterly	80%	70%	80%	80%	80%

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Adjusted Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Compensation of Employees	3 376	4 495	33.15
Goods and Services	1 344	1 180	(12.20)
Transfers to:			
Households	13	15	15.39
TOTAL	**4 733**	**5 690**	**20.22**

Establishment		
Filled	Vacant	Total funded positions as at 1 April 2014
7	0	7

Additional contract positions funded		Total funded positions as at 1 April 2014
Filled	Vacant	
1	0	1

9.7 Sub-programme: Information Technology

The purpose of this Sub-programme is to render administrative and user support services and enhance and maintain information technology infrastructure.

Strategic Objective Title	Increasing Provincial Parliament's productivity and efficiency through the use of technology and adding value in the application of technology
Strategic Objective	To provide appropriate information technology and services that will enable the Provincial Parliament's stakeholders (Members and administrative staff) to effectively and efficiently perform their duties
Baseline	Some information technology policies in place but inconsistent application of these policies, processes and procedures.

	Strategic objective Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Upward change in the Capability Maturity level year-on-year based on the Control Objectives for Information Technology (CObIT) Maturity Model	Not Available	Not Available	Not Available	1 – Initial/ad hoc	2 – Repeatable but intuitive	2,5 – Some defined processes in place	3 – Defined processes

Risk management:

Risk: Competent and sufficient resource capacity to implement the Programme Objectives.

Mitigation: Structure and train current resources and acquire additional resources and align activities to the organisational goals to ensure success.

Programme performance indicators and annual targets for 2014/15

	Programme Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Percentage of new and returning Members provided with the required technology, as per the Member's Facility Guide **Baseline:** Numerator: 32 Members Denominator: 32 Members	New PI	New PI	New PI	New PI	100%		
2	Number of feasibility studies conducted on the establishment of an off-site recovery site by 30 September 2014	New PI	New PI	New PI	New PI	1		
3	Number of Infrastructure Standard Operating Procedures implemented by 30 September 2014	New PI	New PI	New PI	New PI	4		
4	Number of Helpdesks upgraded to conform to Information Technology Infrastructure Library (ITIL) standards	New PI	New PI	New PI	New PI	1		

Programme Performance indicator		Audited/Actual performance			Estimated performance	Medium-term targets		
		2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
5	Number of feasibility studies conducted for the implementation of Enterprise Resource Planning (ERP) system by 30 September 2014	New PI	New PI	New PI	New PI	1		
6	Number of Project Management best practise competencies implemented by 31 December 2014	New PI	New PI	New PI	New PI	1		
7	Number of IT Governance Frameworks implemented by 31 December 2014	New PI	New PI	New PI	New PI	1		

Quarterly targets for 2013/14

Performance indicator		Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1	Percentage of new and returning Members provided with the required technology, as per the Member's Facility Guide	Annually	100%		100%		
2	Number of feasibility studies conducted on the establishment of an off-site recovery site	Annually	1		1		
3	Number of Infrastructure Standard Operating Procedures implemented	Quarterly	4		2		2
4	Number of Helpdesks upgraded to conform to Information Technology Infrastructure Library (ITIL) standards	Quarterly	1			1	
5	Number of feasibility studies conducted for the implementation of ERP system	Quarterly	1		1		
6	Number of Project Management best practise competencies implemented	Quarterly	1			1	
7	Number of IT Governance Framework implemented	Quarterly	1			1	

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Adjusted Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Compensation of Employees	1 540	2 681	74.10
Goods and Services	3 763	3 193	(15.15)
Transfers to:			
Households	53	5	(90.57)
Payments for capital assets	874	644	(26.32)
TOTAL	**6 230**	**6 523**	**4.70**

Establishment		
Funded		Total funded positions as at 1 April 2014
Filled	Vacant	
6	0	6

Contract positions funded		Total funded positions as at 1 April 2014
Filled	Vacant	
1	0	1

9.8 Sub-programme: Security and Facilities Management

The purpose of this Sub-programme is to provide household, security and logistical services, including the facilitation of occupational health and safety.

Strategic Objective Title	Effective household and logistical services
Strategic Objective	To provide effective household and logistical services by providing transport and accommodation; telephony; records management; facility coordination; mail and messenger services; catering; occupational health, safety and security as well as Sergeant-at-arms function in the House to the satisfaction of the Members and staff
Baseline	Results of satisfaction survey are 60.26%.

Sub-programme:

Strategic objective Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
	2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1 Increase in the overall satisfaction rating for Security and Facilities management Baseline: 60.26% as per satisfaction survey: April 2013	New PI	New PI	New PI	New PI	Increase in the overall satisfaction rating	Increase in the overall satisfaction rating	Increase in the overall satisfaction rating

Risk management:

Risk: Household and logistical requests and complaints are not reported or responded to timeously.

Mitigation: Standard operating procedure to be put in place to outline processes and timeframes to address above risk.

Programme performance indicators and annual targets for 2014/15

Programme Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
	2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1 Review Accommodation Plan (include needs assessment of Members)	New PI	New PI	New PI	New PI	Review Accom-modation Plan	Review Accom-modation Plan	Review Accom-modation Plan
2 Number of security initiatives implemented as per Security Plan	New PI	New PI	New PI	New PI	2	2	2
3 Number of Sections utilising the approved File Plan in collaboration with the Enterprise Content Management System	New PI	New PI	New PI	New PI	4	4	2
4 Number of standard operating procedure manuals developed	New PI	New PI	New PI	New PI	3	2	2
5 Number of Health and Safety inspections to identify risk and monitor the implementation of remedial measures	New PI	New PI	New PI	4	4	4	4

Quarterly targets for 2014/15

	Performance indicator	Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1	Review Accommodation Plan (include needs assessment of Members)	Annually	Review Accommodation Plan		Review Accommodation Plan		
2	Number of security initiatives implemented as per Security Plan	Bi-annual	2		1		1
3	Number of Sections utilising the approved File Plan in collaboration with the Enterprise Content Management System	Quarterly	4	1	1	1	1
4	Number of standard operating procedure manuals developed	Quarterly	3	1 (Transport)	1 (Security)		1 (Catering)
5	Number of Health and Safety inspections to identify risk and monitor the implementation of remedial measures	Quarterly	4	1	1	1	1

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Compensation of Employees	2 692	2 618	(2.75)
Goods and Services	1 383	1 550	12.07
Transfers to:			
Households	3	7	133.33
Provincial Departmental Agencies	335	37	(88.96)
Payments for capital assets:	1 238	965	(22.05)
Payments for financial assets:	51	-	(100.00)
TOTAL	**5 702**	**5 177**	**(9.21)**

Establishment		
Filled	Vacant	Total funded positions as at 1 April 2014
7	1	8

9.9 Reconciling Performance Targets with the Budget and MTEF

Payments and estimates – Programme 1: Administration

Sub-programme R'000	Outcome			Main appro-priation	Adjusted appro-priation	Revised estimate	Medium-term estimate			
	Audited 2010/11	Audited 2011/12	Audited 2012/13	2013/14	2013/14	2013/14	2014/15	% Change from Revised estimate 2013/14	2015/16	2016/17
1. Office of the Speaker	2 691	2 250	3 657	4 106	4 615	4 615	4 345	(5.85)	4 396	4 689
2. Office of the Secretary	9 136	7 789	10 508	14 482	13 924	13 924	15 103	8.47	16 377	17 270
Office of the Secretary	6 147	4 784	6 493	9 857	9 063	9 063	10 085	11.28	11 137	11 740
Information and Communication	2 116	1 993	2 891	3 371	3 615	3 615	3 689	2.05	3 865	4 070
Library	873	1 012	1 124	1 254	1 246	1 246	1 329	6.66	1 375	1 460
3. Finance	1 585	1 751	2 253	2 672	2 758	2 758	2 953	7.07	3 140	3 318
4. Supply Chain Management	1 691	1 740	2 955	3 362	3 366	3 190	3 635	13.95	3 836	4 044
5. Internal Control	1 589	1 928	3 006	3 024	3 580	3 580	3 748	4.69	3 774	3 803
6. Human Resources	2 289	3 723	4 290	5 018	4 733	4 733	5 690	20.22	6 018	6 235
7. Information Technology	5 419	6 549	7 332	6 582	6 230	6 230	6 523	4.70	6 660	6 993
8. Security and Facilities Management	5 758	4 409	5 027	5 008	5 702	5 702	5 177	(9.21)	5 450	5 641
Total payments and estimates	30 158	30 139	39 028	44 254	44 908	44 732	47 174	5.46	49 651	51 993

Payments and estimates by economic classification

Economic classification R'000	Outcome			Main appro-priation	Adjusted appro-priation	Revised estimate	Medium-term estimate			
	Audited 2010/11	Audited 2011/12	Audited 2012/13	2013/14	2013/14	2013/14	2014/15	% Change from Revised estimate 2013/14	2015/16	2016/17
Current payments	26 396	27 837	36 296	42 510	42 269	41 779	45 443	8.77	48 044	50 289
Compensation of employees	16 834	17 093	22 082	28 683	27 499	27 067	31 499	16.37	33 616	35 415
Goods and services	9 560	10 743	14 214	13 827	14 770	14 712	13 944	(5.22)	14 428	14 874
Interest and rent on land	2	1								
Transfers and subsidies to	1 414	102	35	53	424	424	92	(78.30)	94	95
Departmental agencies and accounts	436	23	21	27	335	335	37	(88.96)	39	40
Households	978	79	14	26	89	89	55	(38.20)	55	55
Payments for capital assets	2 237	2 186	2 612	1 691	2 160	2 474	1 639	(33.75)	1 513	1 609
Machinery and equipment	1 197	1 740	2 612	1 526	2 160	2 474	1 639	(33.75)	1 513	1 609
Software and other intangible assets	1 040	446		165						
Payments for financial assets	111	14	85		55	55		(100.00)		
Total economic classification	30 158	30 139	39 028	44 254	44 908	44 732	47 174	5.46	49 651	51 993

Performance and Expenditure Trends

The annual average nominal growth of 5.46 per cent within the programme based on the 2013/14 revised estimate of R44,732 million to 2016/17 of R51,993 million is mainly inflationary adjustments across the period.

The increase of 16.37 per cent in 2014/15 under compensation of employees from the 2013/14 revised estimate relates to the provision of improvement of conditions of service as well as provision made for performance notch increases over the Medium Term Expenditure Framework (MTEF). Provision was made for contract posts in certain critical operational areas of the Provincial Parliament in order to reinforce and ensure effective and efficient operations and improve overall performance of the Provincial Parliament.

The decrease of 5.22 per cent in the goods and services budget in 2014/15 is mainly due to the finalisation of once off expenditure projects for which additional funding was allocated during 2013/14.

There has been an 88.96 per cent decrease in departmental agencies and accounts from the 2013/14 revised estimate to 2014/15, mainly due to the purchase of additional pool vehicles from Government Motor Transport in the 2013/14 financial year.

Provision has also been made for the payment of incentive rewards to qualifying staff of the Provincial Parliament under households.

The capital expenditure budget for 2014/15 decreased by 33.75 per cent from the 2013/14 revised estimate as most of the projects were finalised in the 2013/14 financial year.

10. Programme 2 – Facilities for Members and Political Parties

The purpose of this Programme is to provide enabling facilities and benefits to Members and Political Parties.

Strategic Outcome Orientated Goals	Sub-programmes	Strategic Objectives
Goal 2: To provide corporate support to Members and staff to perform their duties effectively	2.1 Facilities and Benefits to Members 2.2 Political Parties Support Services	• To ensure effective Members enabling services by providing an enabling allowance; secretarial and constituency allowances and training and development to the satisfaction of the Members and within agreed timeframes

Programme Performance Indicators, Annual and Quarterly targets per Sub-programme for 2014/15

10.1 Sub-programme: Facilities and Benefits for Members

The purpose of this sub-programme is to manage the payment of:

- Membership fees to parliamentary and related associations;
- State contributions to the medical aid of continuation Members; and
- Enabling allowances to compensate Members for expenses relating to official travel, accommodation and telecommunication.

Strategic Objective Title	Effective Member's enabling services
Strategic Objective	To ensure effective Member's enabling services by providing an enabling allowance; secretarial and constituency allowances and training and development to the satisfaction of the Members and within agreed timeframes
Baseline	Member's claims are paid within 7days after receipt of required documentation 4 out every 10 (40%) of claims are complete, correct and can be processed.

Strategic objective Performance indicator		Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Percentage of claims that are complete and correct **Baseline:** 4 out every 10 (40%) of claims are complete, correct and can be processed	New PI	New PI	New PI	40%	60%	80%	90%

Risk management:

Risk: Members not adhering to the Standard Operating Procedure (SOP) and Guide to Member's Facilities.

Mitigation: Training for Members and Party support staff.

Programme performance indicators and annual targets for 2014/15

Programme Performance indicator		Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Guide to Member's Facilities revised and implemented by 30 June 2014	Guide to Member's Facilities revised and implemented	Guide to Member's Facilities revised and implemented	Guide to Member's Facilities revised and implemented	Guide to Member's Facilities revised and implemented	Guide to Member's Facilities revised and implemented	Guide to Member's Facilities revised and implemented	Guide to Member's Facilities revised and implemented
2	Develop Standard Operating Procedure (SOP) for the Guide to Member's Facilities by 30 June 2014 Baseline: No SOP existed before	New PI	New PI	New PI	New PI	SOP developed		
3	Comprehensive Orientation Plan for Members implemented and assessed by 31 March 2015	New PI	New PI	New PI	Orientation programme for new and returning Members	Orientation Plan implemented and assessed		
4	Number of working days after receipt of required documents in terms of the Member's Facilities Guide to process claims	7	7	7	7	7	7	7

Quarterly targets for 2013/14

Performance indicator		Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1	Guide to Member's Facilities revised and implemented by 30 June 2014	Annually	Guide to Member's Facilities revised and implemented	Guide to Member's Facilities revised and implemented			
2	Develop Standard Operating Procedure (SOP) for the Guide to Member's Facilities by 30 June 2014 Baseline: No SOP existed before	Annually	SOP developed	SOP developed			
3	Comprehensive Orientation Plan for Members implemented and programme assessed by 31 March 2015	Quarterly	Orientation Plan implemented and assessed		Orientation Plan implemented		Orientation Programme assessed
4	Number of working days after receipt of required documents in terms of the Member's Facilities Guide to process claims	Quarterly	7	7	7	7	7

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Goods and Services	5 034	4 698	(6.67)
Transfers to:			
Foreign organisations	138	144	4.35
Households	1 148	1 200	4.53
TOTAL	**6 320**	**6 042**	**(4.39)**

10.2 Sub-programme: Political Parties Support Services

The purpose of the Sub-programme is the management of payment to:

- Constituency allowances to enable Political Parties represented in the Provincial Parliament to establish and maintain infrastructure in constituencies to serve the interests of constituents;
- Secretarial allowances to enable Political Parties represented in the Provincial Parliament to establish and maintain their own administrative infrastructure within the precincts of the Provincial Parliament; and
- Conditional allowances to enable Members to arrange programmes within their constituencies in the interest of oversight, law-making and public participation in the Western Cape Provincial Parliament.

Programme performance indicators and annual targets for 2014/15

	Programme Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Number of working days after receipt of required documents in terms of the Member's Facilities Guide to process transfer payments	7	7	7	7	7	7	7

Quarterly targets for 2014/15

	Performance indicator	Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1.	Number of working days after receipt of required documents in terms of the Member's Facilities Guide to process transfer payments	Quarterly	7	7	7	7	7

Economic Classification	Adjusted Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Transfers to:			
Non-Profit Organisations	31 571	33 313	5.52
TOTAL	**31 571**	**33 313**	**5.52**

10.3 Reconciling Performance Targets with the Budget and MTEF

Payments and estimates – Programme 2: Facilities for Members and Political Parties

Sub-programme R'000	Outcome			Main appro-priation	Adjusted appro-priation	Revised estimate	Medium-term estimate			
								% Change from Revised estimate		
	Audited 2010/11	Audited 2011/12	Audited 2012/13	2013/14	2013/14	2013/14	2014/15	2013/14	2015/16	2016/17
1. Facilities and Benefits to Members	4 377	5 066	5 419	6 466	6 320	5 486	6 042	10.13	6 190	5 776
Allowances	3 101	3 710	3 849	4 922	4 922	4 088	4 588	12.23	4 682	4 268
Contributions	1 276	1 356	1 570	1 544	1 398	1 398	1 454	4.01	1 508	1 508
2. Political Parties Support Service	25 022	27 430	30 113	31 425	31 571	31 571	33 313	5.52	34 985	35 500
Secretarial Allowances	5 700	7 000	8 807	8 777	9 072	9 072	9 576	5.56	10 061	10 478
Constituency Allowances	19 322	20 430	21 306	22 648	22 499	22 499	23 737	5.50	24 924	25 022
Total payments and estimates	29 399	32 496	35 532	37 891	37 891	37 057	39 355	6.20	41 175	41 276

Payments and estimates by economic classification

Economic classification R'000	Outcome			Main appro-priation	Adjusted appro-priation	Revised estimate	Medium-term estimate			
								% Change from Revised estimate		
	Audited 2010/11	Audited 2011/12	Audited 2012/13	2013/14	2013/14	2013/14	2014/15	2013/14	2015/16	2016/17
Current payments	3 193	3 808	3 937	5 034	5 034	4 200	4 698	11.86	4 792	4 378
Goods and services	3 193	3 808	3 937	5 034	5 034	4 200	4 698	11.86	4 792	4 378
Transfers and subsidies to	26 206	28 688	31 595	32 857	32 857	32 857	34 657	5.48	36 383	36 898
Foreign governments and international organisations	85	95	244	138	138	138	144	4.35	150	150
Non-profit institutions	25 022	27 430	30 113	31 425	31 571	31 571	33 313	5.52	34 985	35 500
Households	1 099	1 163	1 238	1 294	1 148	1 148	1 200	4.53	1 248	1 248
Total economic classification	29 399	32 496	35 532	37 891	37 891	37 057	39 355	6.20	41 175	41 276

Performance and expenditure trends

The increase of 6.20 per cent (R2,298 million) in 2014/15 from the 2013/14 revised estimate of R37,057 to R39,355 million in 2014/15 is to provide for inflationary increases of the Member's enabling allowances as well as transfers to political parties.

There is an 5.48 per cent increase (R1,800 million) from R32,857 million in 2013/14 revised estimate to R34,657 million in 2014/15 in the transfer payments to provide for inflationary increases in the secretarial and constituency allowances, the payment of medical contributions in respect of continuation Members and the payment of subscription fees to the Commonwealth Parliamentary Association.

Provision has also been made for Members' programmes within their constituencies via an increase in the secretarial allowances in the interest of oversight, law-making and public participation within the Provincial Parliament.

11. Programme 3 – Parliamentary Services

The purpose of this Programme is to provide quality procedural and related support to the House and committees and to facilitate public participation.

Strategic Outcome Orientated Goals	Sub-programmes	Strategic Objectives
Strategic Goal 1: To provide procedural and related support to the House and Committees to conduct their business of making laws and performing oversight effectively.	3.1 Plenary Support 3.2 Committee Support 3.4 Hansard and Language Services	• To provide relevant procedural and related support to Plenary and Committees in the law-making and oversight processes
Strategic goal 3: To promote optimal public participation in Parliamentary processes.	3.3 Public Education and Outreach	• To facilitate public education and outreach programmes by: Providing support to committees in the law-making and oversight processes; Facilitating public education programmes; Facilitating public outreach; and Developing legislative education programmes and materials for stakeholders

Programme Performance Indicators, Annual and Quarterly targets per Sub-programme for 2014/15

11.1 Sub-programme: Plenary Support

The purpose of this Sub-programme is to provide procedural advice and administrative support for the sittings of the House.

Strategic Objective Title	Effective Operating House and Committees
Strategic Objective	To provide relevant procedural and related support to Plenary and Committees in the law-making and oversight processes
Baseline	Services to be provided in accordance with approved parliamentary programme
	No formal Standard Operating Procedure in place for Plenary Support.

	Strategic objective Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1.	Percentage Plenary and Committee procedural and related support for all programmed Sittings and Committee meetings **Baseline: 2012/13** Reflected under individual Sub-programmes: Plenary; Committees and Hansard and Language Services	New PI	New PI	New Pi	100%	100%	100%	100%

Risk Management:

Risk: Parliamentary programme not settled timeously and no clear government legislative programme

Mitigation: Experienced staff and regular engagement with Committee Support section and Programming Authority.

Programme performance indicators and annual targets for 2014/15

	Programme Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Percentage of procedural support services provided to all plenaries programmed as per approved parliamentary programme **Baseline: 2012/2013** Numerator:　27 (Number of procedural support services provided) Denominator: 27　(Number of procedural support services required)	New PI	New PI	New PI	100%	100%	100%	100%
2	Percentage of procedural advice provided to Presiding Officers and Members on request **Baseline: 2012/2013** Numerator: 69 (Number of procedural advice provided) Denominator: 69 (Number of procedural advice required)	New PI	New PI	New PI	100%	100%	100%	100%
3	Number of working days taken after a Sitting to communicate House Resolutions to third parties	New PI	New PI	New PI	21	15	15	15

Quarterly targets for 2014/15

	Performance indicator	Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1	Percentage of procedural support services provided to all plenaries programmed as per approved parliamentary programme	Quarterly	100%	100%	100%	100%	100%
2	Percentage of procedural advice provided to Presiding Officers and Members on request	Quarterly	100%	100%	100%	100%	100%
3	Number of working days taken after a Sitting to communicate House Resolutions to third parties	Quarterly	15	15	15	15	15

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Adjusted Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Compensation of Employees	2 336	2 469	5.69
Goods and Services	407	371	(8.85)
Transfers to:			
Households	2	4	100.00
TOTAL	**2 745**	**2 844**	**3.61**

Establishment		
Filled	**Vacant**	**Total funded positions as at 1 April 2014**
5	0	5

11.2 Sub-programme: Committee Support

The purpose of this Sub-programme is to provide:
- procedural advice and administrative support to the Committees; and
- relevant parliamentary research support to Members, Committees, senior management and presiding officers.

Strategic Objective Title	Effective Operating House and Committees
Strategic Objective	To provide relevant procedural and related support to Plenary and Committees in the law-making and oversight processes
Baseline	Services to be provided in accordance with approved parliamentary programme
	Standard Operating Procedure in place

Strategic objective Performance indicator		Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1.	Percentage Plenary and Committee procedural and related support for all programmed Sittings and Committee meetings **Baseline:** Numerator: 230 (2012/13) (Number of committee support provided) Denominator: 230 (Number of committee meetings as per approved parliamentary programme) **Baseline:** Numerator: 27 (2012/13) (Number of research services provided) Denominator: 27 (Number of research requests received)	New PI	New PI	New Pi	100%	100%	100%	100%

Risk management:

Risk: The impact of elections on parliamentary and committee programmes;
The potential staff turnover due to lack of formalised retention strategy;
Inadequate continuous procedural training available to cement the procedural knowledge base; and
Capacity constraints during peak parliamentary periods e.g. Annual report analysis.

Mitigation: More experienced staff and a slowing down in the staff turnover rate;
Implementing of a Standard Operating Procedure and a supplementary Guideline document that outlines and clarifies administrative and political roles and responsibilities as well as procedural guidelines and best practice; and
Continuous planning and organising and evaluation of work plans amongst senior staff to ensure compliance to policies, best practice adopted and resources are used optimally.

Programme performance indicators and annual targets for 2014/15

	Programme Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Percentage of committee support provided, in accordance with the approved Standard Operating Procedure for Committees (SOP), to all programmed committee meetings as per approved parliamentary programme * Services are demand driven **Baseline:** Numerator: 230 (2012/13) (Number of committee support provided) Denominator: 230 (Number of committee meetings as per approved parliamentary programme)	New PI	New PI	New PI	100%	100%	100%	100%
2	Percentage of requested research services provided to Committees, senior management and presiding officers in accordance with the approved Standard Operating Procedure for Committees (SOP) * Services are demand driven **Baseline:** Numerator: 27 (2012/13) (Number of research services provided Denominator: 27 (Number of research requests received)	New PI	New PI	New PI	100%	100%	100%	100%

Quarterly targets for 2014/15

	Performance indicator	Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1	Percentage of committee support provided, in accordance with the approved Standard Operating Procedure for Committees (SOP), to all programmed committee meetings as per approved parliamentary programme	Quarterly	100%	100%	100%	100%	100%
2	Percentage of requested research services provided to Committees, senior management and presiding officers in accordance with the approved Standard Operating Procedure for Committees (SOP)	Quarterly	100%	100%	100%	100%	100%

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Adjusted Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Compensation of Employees	7 897	9 152	15.89
Goods and Services	2 817	3 221	14.34
Transfers to:			
Households	9	20	88.88
TOTAL	**10 723**	**12 393**	**15.57**

Establishment		
Filled	Vacant	Total funded positions as at 1 April 2014
20	1	21

11.3 Sub-programme: Public Education and Outreach

The purpose of this sub-programme is to facilitate public participation and public education.

Strategic Objective Title	Facilitate public education and outreach programmes

Objective Statement	To facilitate public education and outreach programmes by:
	    Providing support to committees in the law-making and oversight processes;
	    Facilitating public education programmes;
	    Facilitating public outreach; and
	    Developing legislative education programmes and materials for stakeholders

Baseline	2012/13: 42 2013/14: 48 Average of 45 education initiatives 2013/14 2 petitions received and processed

Strategic objective Performance indicator		Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1.	Percentage increase in the planned education initiatives to improve public participation in the legislative and other processes of the legislature **Baseline:** Average of 45 education initiatives 2012/13: 42 2013/14: 48 **Demand driven Baseline:** Numerator: 2 petitions processed Denominator: 2 petitions received	New PI	New PI	New Pi	10%	10%	10%	10%

Risk management:

Risk: The lack of suitably qualified staff in the Section to present education workshops in all three languages of the Province;
The fluidity of the parliamentary and committee programmes does not provide sufficient time for preparing for public hearings; and
The lack of formalisation of the public participation strategy at a policy making level.

Mitigation: Organogram proposals to be submitted;
Regular synergy meetings to take place with the committee Section around the Committee programme; and
The Legislative Sector at an advanced stage of developing the Sector Public Participation Strategy.

Programme performance indicators and annual targets for 2014/15

	Programme Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Annual education programme on the law-making, oversight and public participation and petitions processes developed by 31 March 2015	New PI	Annual education programme developed	Annual education programme developed	Annual education programme developed	Annual education programme developed	Annual education programme developed	Annual education programme developed
2	Number of existing education material reviewed	-	-	-	2	2	2	2
3	Number of new education material developed	-	2	6	2	2	2	2
4	Number of educational workshops rolled out as per Quarterly Implementation Plan.	40	45	42	48	50	55	60
5	Percentage of petitions processed in accordance with relevant legislation **Demand driven Baseline:** Numerator: 2 petitions processed Denominator: 2 petitions received	-	-	100%	100%	100%	100%	100%

Quarterly targets for 2014/15

	Performance indicator	Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1	Annual education programme on the law-making, oversight and public participation and petitions processes developed by 31 March 2015	Annually	Annual education programme developed				Education programme developed
2	Number of existing education material reviewed	Bi-annual	2	1		1	
3	Number of new education material developed	Bi-annual	2		1		1
4	Number of educational workshops rolled out as per Quarterly Implementation Plan	Quarterly	50	12	13	13	12
5	Percentage of petitions processed in accordance with relevant legislation	Quarterly	100%	100%	100%	100%	100%

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Adjusted Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Compensation of Employees	1 734	2 307	33.05
Goods and Services	602	619	2.82
Transfers to:			
Households	3	3	0.00
TOTAL	**2 339**	**2 929**	**25.22**

Establishment		
Filled	Vacant	Total funded positions as at 1 April 2014
4	1	5

11.4 Sub-programme: Hansard and Language Services

The purpose of this Sub-programme is to manage the provision of verbatim reports of the House proceedings and to provide interpreting and translation services.

Strategic Objective Title	Effective Operating House and Committees
Strategic Objective	To provide relevant procedural and related support to Plenary and Committees in the law-making and oversight processes
Baseline	Hansard: Support Standards agreed to and set out in Service Level Agreement with external service provider
	Language Services: Standards set out in Western Cape Language Act, Act 13 of 1998. Draft Western Cape Provincial Parliament's Language Policy not adopted yet.

Strategic objective Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
	2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1. Percentage Plenary and Committee procedural and related support for all programmed Sittings and Committee meetings **Demand driven Baseline:** Numerator: 4 types of Official House Papers translated into all official languages (Minutes; Order paper; Question Paper and Hansard books) Denominator: Total of 5 types of Official House Papers (Minutes; Order papers; Question papers; ATCs and Hansard books) **Baseline for interpreting services for House Sittings – 2012/2013** Numerator: 27 Denominator: 27 **Baseline for interpreting services requested for Committee meetings** Numerator: 66 (Number of interpreting services provided) Denominator: 66 (Number of interpreting services requested)	New PI	New PI	New PI	100%	100%	100%	100%

Risk management:

Key Risks: Hansard services: The non-availability of a Hansard service;
Interpreting: The availability of outsourced interpreters with experience to render a service and the poor quality of interpreting service;
Translations: Not having a full capacity in the Language Service unit and the poor quality of translation services; and
Human resources: Availability of experienced translators representing all three official languages of the province.

Mitigation:
Hansard services: Provide a fully-fledged Hansard service through a fixed term contract monitored via a Service Level Agreement;
Interpreting: The Language section maintains a database of interpreters and they have a process in place to ensure that an experienced interpreter is able to render the service as and when required; and
Translations: Proposals to review the organogram have been submitted.   External vetting of the quality of translation services are done twice a year.

Programme performance indicators and annual targets for 2014/15

	Programme Performance indicator	Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	2011/12	2012/13		2014/15	2015/16	2016/17
1	Number of facilitated external vetting of interpreting services rendered to the House, Committees and administration to maintain agreed standards	New PI	2	-	2	2	2	2
2	Number of facilitated external vetting of translations services rendered to the House, Committees and administration to maintain quality required by stakeholders	New PI	2	-	2	2	2	2
3	Percentage availability of official House Papers translated in all official languages **Demand driven Baseline:** Numerator: 4 types of Official House Papers translated into all official languages (Minutes; Order paper; Question Paper and Hansard books) Denominator: Total of 5 types of Official House Papers (Minutes; Order papers; Question papers; ATCs and Hansard books)	New PI	New PI	New PI	80%	90%	95%	100%

Programme Performance indicator		Audited/Actual performance			Estimated performance 2013/14	Medium-term targets		
		2010/11	Estimated performance 2013/14	2012/13		2014/15	2015/16	2016/17
4	Percentage availability of interpreting services for the House and Committees when required **Demand driven Baseline:** Interpreting services rendered to all House Sittings and all committee meetings where requested **Baseline for interpreting services for House Sittings – 2012/2013** Numerator: 27 Denominator: 27 **Baseline for interpreting services requested for Committee meetings** Numerator: 66 (Number of interpreting services provided) Denominator: 66 (Number of interpreting services requested)	New PI	New PI	New PI	100%	100%	100%	100%
5	Number of contact meetings held with Service Provider to ensure that Hansard services provided are as per service level agreement and that deviations are addressed	New PI	New PI	New PI	New PI	12	12	12

Quarterly targets for 2014/15

Performance indicator		Reporting Period	Annual target 2014/15	Quarterly targets			
				1st	2nd	3rd	4th
1	Number of facilitated external vetting of interpreting services rendered to the House, Committees and administration to maintain agreed standards	Bi-annual	2		1		1
2	Number of facilitated external vetting of translations services rendered to the House, Committees and administration to maintain quality required by stakeholders	Bi-annual	2	1		1	
3	Percentage availability of official House Papers translated in all official languages	Quarterly	90%	90%	90%	90%	90%
4	Percentage availability of interpreting services for the House and Committees when required	Quarterly	100%	100%	100%	100%	100%
5	Number of contact meetings held with Service Provider to ensure that Hansard services provided are as per service level agreement and that deviations are addressed	Monthly	12	3	3	3	3

Summary of payments and estimates by economic classification and establishment information

Economic Classification	Adjusted Appropriation 2013/14	Estimate 2014/15	% Change from Adjusted Appropriation
	R'000	R'000	%
Current Payments:			
Compensation of Employees	998	1 452	45.49
Goods and Services	3 676	2 822	(23.23)
Transfers to:			
Households	1	2	100.00
TOTAL	**4 675**	**4 276**	**(8.53)**

Establishment		
Filled	Vacant	Total funded positions as at 1 April 2014
2	1	3

Additional contract positions funded		Total funded positions as at 1 April 2014
Filled	Vacant	
1	0	1

11.5 Reconciling Performance Targets with the Budget and MTEF

Payments and estimates – Programme 3: Parliamentary Services

Sub-programme R'000	Outcome			Main appro-priation 2013/14	Adjusted appro-priation 2013/14	Revised estimate 2013/14	Medium-term estimate			
	Audited 2010/11	Audited 2011/12	Audited 2012/13				2014/15	% Change from Revised estimate 2013/14	2015/16	2016/17
1. Plenary Support	2 109	2 302	2 457	2 627	2 745	2 745	2 844	3.61	3 001	3 156
2. Committee Support	7 066	8 885	9 331	11 334	10 723	10 630	12 393	16.59	13 053	13 670
Committees	4 976	6 836	6 144	8 454	8 212	8 119	9 621	18.50	10 129	10 718
Standing Committees	2 090	2 049	3 187	2 880	2 511	2 511	2 772	10.39	2 924	2 952
3. Public Education and Outreach	2 420	1 588	1 939	2 833	2 339	2 339	2 929	25.22	3 085	3 253
4. Hansard and Language Services	3 454	2 331	2 760	3 688	4 675	5 778	4 276	(26.00)	4 468	3 991
Total payments and estimates	15 049	15 106	16 487	20 482	20 482	21 492	22 442	4.42	23 607	24 070

Payments and estimates by economic classification – Programme 3: Parliamentary Services

Economic classification R'000	Outcome			Main appro-priation 2013/14	Adjusted appro-priation 2013/14	Revised estimate 2013/14	Medium-term estimate			
	Audited 2010/11	Audited 2011/12	Audited 2012/13				2014/15	% Change from Revised estimate 2013/14	2015/16	2016/17
Current payments	15 008	15 072	16 421	20 476	20 467	21 477	22 413	4.36	23 578	24 041
Compensation of employees	7 609	10 027	9 951	14 369	12 965	12 872	15 380	19.48	16 498	17 443
Goods and services	7 399	5 045	6 470	6 107	7 502	8 605	7 033	(18.27)	7 080	6 598
Transfers and subsidies to	30	32	56	6	15	15	29	93.33	29	29
Households	30	32	56	6	15	15	29	93.33	29	29
Payments for financial assets	11	2	10							
Total economic classification	15 049	15 106	16 487	20 482	20 482	21 492	22 442	4.42	23 607	24 070

Performance and expenditure trends

The nominal increase of 4.42 per cent (R0,950 million) from R21,492 million in the 2013/14 revised estimate to R22,442 million in 2014/15 is as a result of the once off funding provided in 2013/14 in respect of the backlog of Hansard translation services of previous years.

There has been a 19.48 per cent increase from 2013/14 (R2,508 million) to 2014/15 amount of R15,380 million under compensation of employees. This increase is in direct relation to the increase in compensation of employees as it is mainly due to the filling of vacant and new posts within the programme.

The decrease of 18.27 per cent (R1,572 million) in 2014/15 in the goods and services budget from R8,605 million in the 2013/14 revised estimate to R7,033 million in 2014/15 is as a result of the once off funding provided in 2013/14 in respect of the backlog of Hansard translation services of previous years.

WESTERN CAPE
PROVINCIAL PARLIAMENT

ANNEXURES
TECHNICAL INDICATOR DESCRIPTIONS

Annexures: Technical Indicator Descriptions

Sub-programme: Office of the Secretary

Strategic Objective Performance Indicator title	Audit Outcome on performance indicators
Short definition	Clean audit outcome equates to having no findings on the usefulness of performance information – All targets clearly identifies the nature and the required level of performance and all performance indicators are well defined substantiated by Technical Indicator descriptions that are clear and has unambiguous data definitions available so to allow for data to be collected consistently
Purpose/importance	The importance of this target is to ensure that the Provincial Parliament do not have a finding on the performance information
Source/collection of data	Audit Report issued by the Auditor-General
Method of calculation	Classification of audit opinion
Data limitations	Not applicable
Type of indicator	Outcome
Calculation type	Not applicable
Reporting cycle	Annually
New indicator	Yes
Desired performance	Clean Audit Outcome on performance information
Indicator responsibility	Accounting Officer
Key risk	Unavailability of specific performance targets that have clear, unambiguous data definitions to ensure that data are collected consistently leading to material misstatements of predetermined objectives thus resulting in a negative audit outcome

Indicator title	Support services satisfaction survey
Short definition	A survey to be conducted on all the support services as per sub-programmes: Plenary support; Committee support; Legal services; Communication and Information; Information and Communication Technology; Security and Facilities management; Members' Affairs; Library services; Public Education and Outreach and Supply Chain Management
Purpose/importance	To evaluate the quality of support services rendered to the Presiding Officers, House, Members, Standing Committees and staff and determine their satisfaction with a view to improve services by making recommendations and developing an implementation plan to address any gaps
Source/collection of data	A general satisfaction survey will be distributed to the various stakeholders in respect of the following service: Legal Services, Communication and Information, Library Services, Human Resources, Supply Chain Management, Security and Facilities Management, Plenary support, Language services, Public Education and Outreach, Committee Support and Facilities and Benefits to Members and Political Parties
Method of calculation	Information derived from the surveys will be analysed to identify the standard of quality of support services provided and recommendations will be proposed for implementation, including timeframes for implementation
Data limitations	A majority response from stakeholders would be required in order to obtain a fair and complete reflection of the support services rendered
Type of indicator	Outputs
Calculation type	Performance is non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Feedback from the majority of stakeholders and that the results indicates a score of above 70% per sub-programme
Indicator responsibility	The Office of the Secretary
Key risk	Low response rate from stakeholders. Recommendations identified not timeously implemented to improve quality of support services

Indicator title	Monitoring and Evaluation Strategy
Short definition	Monitoring and Evaluation strategy – to develop and implement a strategy for the Provincial Parliament to conduct its monitoring and evaluation processes
Purpose/importance	Purpose of this system is to provide a strategy that includes a system for monitoring and evaluation within the Provincial Parliament to guide planning, monitoring and evaluation processes. This strategy will be based on the M&E Framework developed by the Legislative Sector
Source/collection of data	Monitoring and Evaluation Strategy signed off by the Secretary and subsequent implementation of the M&E processes in line with the strategy
Method of calculation	Planned vs. Actual
Data limitations	Non-achievement of targets as a result of unforeseen / out of the PP control
Type of indicator	Output
Calculation type	Performance is non-cumulative
Reporting cycle	Annually
New indicator	New
Desired performance	Monitoring and Evaluation Strategy signed off by the Secretary and the subsequent implementation of the M&E processes in line with the requirements of the strategy
Indicator responsibility	Office of the Secretary
Key risk	Capacity to develop framework

Indicator title	Performance Management Framework for Legal Services
Short definition	The development and subsequent implementation of a performance management framework for the provision of legal support services
Purpose/importance	To establish objective and measurable service level, procedural and management standards for the provision of legal support services. The document is to be used by Secretary, Presiding Officers and standing committees
Source/collection of data	A Performance Management Framework for Legal Services for the provision of legal support services approved by the Secretary
Method of calculation	One approved Performance Management Framework for Legal Services
Data limitations	None
Type of indicator	Output
Calculation type	Performance is non-cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	A Performance Management Framework for Legal Services for the provision of legal support services approved by the Secretary and used by the Secretary, Presiding Officers and standing committees when requesting legal advice from the Legal Services Unit
Indicator responsibility	Office of the Secretary – Legal Advisers
Key risk	Stakeholder apathy

Indicator title	Operational Implementation Plans
Short definition	Operational implementation plans developed by sub-programme managers to be used as implementation plans towards the achievement of their Annual Performance Plan targets
Purpose/importance	The purpose of these operational plans is that it serves as an implementation plan for the relevant Managers to ensure that all planned targets as set out in the Annual Performance Plan is achieved. These plans are also used by the relevant Programme Managers/Deputy Secretary to monitor progress on the implementation so to ensure that all planned targets are being achieved and if not, identifying and implementing remedial steps to ensure all targets are achieved by financial year end
Source/collection of data	Operational Plans complied by the 13 sub-programme managers and signed off by relevant Programme Manager/Deputy Secretary and submitted to the Monitoring and Evaluation unit within the Secretary's office by 30 June 2014. Quarterly Performance Reports
Method of calculation	Simple count – approved and signed off by the relevant Programme Manager/Deputy Secretary
Data limitations	Non-achievement of targets as a result of unforeseen / out of the PP control
Type of indicator	Output /Activity
Calculation type	13 Operational Implementation Plans submitted
Reporting cycle	Annually by 30 June
New indicator	New
Desired performance	Signed off Operational Implementation Plans for: Office of the Secretary (including M&E and Legal) Office of the Secretary (including Communication and Information and Library) Finance Supply Chain Management Internal Control Human Resources Information Technology Security and Facilities Management Facilities and Benefits to Members and Political Parties Plenary support Committee support Public Outreach and Education Hansard and Language services
Indicator responsibility	Sub-programme and Programme Managers
Key risk	Non-achievement of planned outputs as per Annual Performance Plan

Indicator title	Number of monitoring and evaluation assessments to validate the achievement of quarterly performance targets with the source of evidence
Short definition	Validation of preliminary outputs with source evidence as per Annual Performance Plan to ensure that there are validated evidence for each performance target to prevent audit queries
Purpose/importance	Purpose of the validations are to verify that planned outputs/targets has been achieved and that there is credible evidence available for substantiate each output for audit purposes
Source/collection of data	Signed off validation report
Method of calculation	Simple count
Data limitations	Non-achievement of targets as a result of unforeseen / out of the PP control
Type of indicator	Output / Activity
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	New
Desired performance	Exact or maximise
Indicator responsibility	Office of the Secretary
Key risk	Non-achievement of targets as a result of unforeseen / out of the PP control
Evaluation tool	Was there any deviation from the planned output

Sub-programme: Office of the Secretary (Communication and Information and Library services)

Indicator title	Corporate identity training
Short definition	Training and awareness training sessions with staff, Members and support staff on WCPP corporate identity
Purpose/importance	To ensure that the WCPP's Communication Information is used in accordance with prescriptions, consistently and contributes to growing a strong and recognisable brand
Source/collection of data	Training sessions
Method of calculation	Number of sessions held
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Four training sessions
Indicator responsibility	Manager: Communication & Information
Key risk	Lack of institutional buy-in

Indicator title	Publications per annum
Short definition	The production of eight publications as per approved publications plan
Purpose/importance	To ensure the WCPP has both educational and commemorative/souvenir publications that are current
Source/collection of data	Publications printed as per approved publication plan
Method of calculation	Number of publications produced
Data limitations	Availability of information material for publication
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Eight publications
Indicator responsibility	Manager: Communication & Information
Key risk	Lack of content development

Indicator title	Library publications
Short definition	Production of Library publications includes *Librar-e Bulletins, Info Flyers, What's New?*, etc.
Purpose/importance	To ensure that the Library communicates important and useful information with not only its patrons, but all WCPP staff, Members and support staff
Source/collection of data	Publications driven by the availability of information to be distributed
Method of calculation	Publications printed and distributed
Data limitations	Number of publications produced
Type of indicator	None
Calculation type	Output
Reporting cycle	Cumulative
New indicator	Quarterly
Desired performance	Yes
Indicator responsibility	30 publications
Key risk	Manager: Communication & Information
	No new information to be published

Sub-programmes: Finance, Supply Chain Management and Internal Control

Strategic Objective Performance Indicator title	Audit Outcome (Applicable to Finance, Supply Chain Management and Internal Control)
Short definition	Classification of Audit Opinion received from the Auditor-General
Purpose/importance	Audit Opinion reflects the quality of governance principles and financial management
Source/collection of data	Audit Report
Method of calculation	Classification of Audit Opinion
Data limitations	Not applicable
Type of indicator	Outcome
Calculation type	Not applicable
Reporting cycle	Annually
New indicator	Yes
Desired performance	Clean Audit Outcome
Indicator responsibility	Chief Financial Officer
Key risk	Qualified Audit Opinion

Sub-programme: Finance

Indicator title	Number of verifiable Annual Financial Statements submitted by the statutory due date
Short definition	Verifiable Annual Financial Statements submitted for audit by the 31 May
Purpose/importance	The rendering of accurate financial management services.
Source/collection of data	Annual Financial Statement
Method of calculation	Signed off AFS signed by Accounting Officer, including the Audit Report
Data limitations	Not Applicable
Type of indicator	Output
Calculation type	Cumulative (AFS- for the year)
Reporting cycle	Annual
New indicator	No
Desired performance	Exact
Indicator responsibility	Accounting Officer
Key risk	Material Financial and Non-Financial errors, as well as non-compliance to applicable legislative requirements.

Indicator title	Annual Estimate of Provincial Revenue and Expenditure submitted by required due date
Short definition	Finalised Estimate of Provincial Revenue and Expenditure by required date to be approved
Purpose/importance	Budget allocation to the Provincial Parliament to be approved by the House
Source/collection of data	Budgets Statement (BS)
Method of calculation	Signed off Drafts and final BS2 signed by Accounting Officer
Data limitations	Not Applicable
Type of indicator	Output
Calculation type	Cumulative (Drafts)
Reporting cycle	Annual
New indicator	No
Desired performance	Exact
Indicator responsibility	Accounting Officer
Key risk	Material Financial and Non-Financial errors, as well as non-compliance to applicable legislative requirements.

Indicator title	Review of Financial Manual
Short definition	Reviewed Financial Manual to include any updated policies and procedures
Purpose/importance	Implementation of agreed upon financial standards and norms.
Source/collection of data	Financial Manual Reviewed
Method of calculation	Signed off Reviewed Financial Manual
Data limitations	Not applicable
Type of indicator	Efficiency, Output
Calculation type	Non-Cumulative
Reporting cycle	Annual
New indicator	No
Desired performance	Exact
Indicator responsibility	Manager: Finance, Chief Financial Officer
Key risk	Control gaps not addressed and picked up as audit findings.

Indicator title	Number of verifiable Interim Financial Statements submitted by the required due date
Short definition	Verifiable financial statements by the required due date
Purpose/importance	The rendering of accurate financial management services
Source/collection of data	Quarterly (interim) Financial Statement (IFS)
Method of calculation	Signed off IFS signed by Accounting Officer
Data limitations	Not Applicable
Type of indicator	Output
Calculation type	Cumulative (AFS- for the year)
Reporting cycle	Quarterly
New indicator	No
Desired performance	Exact
Indicator responsibility	Accounting Officer
Key risk	Material Financial and Non-Financial errors, as well as non-compliance to applicable legislative requirements

Indicator title	Number of quarterly In-Year-Monitoring (IYM) Narrative reports
Short definition	In-Year-Monitoring (IYM) narrative reports to track expenditure and identify expenditure warning signals
Purpose/importance	The narrative report on the IYM is to track expenditure and identify early warning signals with regards to expenditure that might lead to over or under expenditure
Source/collection of data	Monthly In Year Monitoring Report Narrative provided by Sub-programme managers
Method of calculation	Analysis of actual and projected expenditure against available budget resulting in surplus or deficit
Data limitations	Supplier invoice queries (not included in total)
Type of indicator	Output, efficiency
Calculation type	Cumulative – for the year
Reporting cycle	Quarterly
New indicator	No
Desired performance	Exact
Indicator responsibility	Manager: Finance
Key risk	Inaccurate projections which is inflated or underestimated which will not give a fair basis to identify true warning signals to enable appropriate remedial actions to be put in place

Indicator Title	Percentage of payments processed to creditors within 30 calendar days of receipt of invoice
Short definition	Percentage of payments processed to creditors within 30 calendar days of receipt of invoice
Purpose/importance	Ensuring compliance to the requirements of the PFMA
Source/collection of data	Monthly ledger reports
Method of calculation	Number of payments processed to creditors within 30 calendar days/ Total number of payments to creditors x 100
Data limitations	None
Type of indicator	Output, activity
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Exact
Indicator Responsibility	Manager Finance
Key risk	Non-compliance to applicable legislative requirements

Sub-programme: Supply Chain Management

Indicator Title	Reviewed and updated Accounting Officer's System
Short definition	An updated Accounting Officer's System enables the rendering of an effective supply chain management function by ensuring we comply with the relevant legislative requirements. Review to be effected by 31 December 2014 and awareness to be effected in Q4 with implementation date of 01/04/2015
Purpose/importance	Ensures legislative compliance and good governance
Source/collection of data	Signed off Accounting Officer's System by 31 December 2014
Method of calculation	Signed off Accounting Officer's System available for validation
Data limitations	Not applicable
Type of indicator	Output
Calculation type	Not applicable
Reporting cycle	Annually
New indicator	No
Desired performance	Exact
Indicator responsibility	Manager SCM
Key risk	A COMAF of non-compliance finding

Indicator Title	Service delivery standards – creation of Standard Operating Procedure (SOP)
Short definition	Service delivery standards in agreement with all stakeholders captured in a SOP. Development to be effected by 30 September 2014 and awareness and implementation to be effected in Q3 and Q4 respectively
Purpose/importance	Ensure updated SOP in line with the legislative framework and best practice.
Source/collection of data	A signed SOP by the Accounting Officer
Method of calculation	SOP available for validation
Data limitations	Not Applicable
Type of indicator	Output
Calculation type	Not applicable
Reporting cycle	Annually
New indicator	No
Desired performance	Exact
Indicator responsibility	Manager SCM
Key risk	Non-conformance could speak to issues of non-compliance with legislative and or Provincial Parliament Treasury Directives' requirements

Indicator Title	Procurement Plan 2015/16
Short definition	A documented process of procurement that facilitates meeting of WCPP performance targets
Purpose/importance	To facilitate planning (ensure procurement processes are put in place and cash flow management)
Source/collection of data	A signed off Procurement plan by the Manager SCM, the sub-programme Managers and the Accounting Officer by 31 December 2014
Method of calculation	Signed Procurement Plan available for validation
Data limitations	Not applicable
Type of indicator	Output
Calculation type	Not applicable
Reporting cycle	Annually
New indicator	No
Desired performance	Exact
Indicator responsibility	Manager SCM
Key risk	Inadequate procurement planning practises could result in poor performance outcomes

Indicator Title	Review of SCM Manual
Short definition	Review of SCM Manual. Review to be effected by 31 December 2014 and awareness to be effected in Q4 with implementation date of 01/04/2015
Purpose/importance	Ensure updated SCM manual in line with the legislative framework and best practice.
Source/collection of data	A signed SCM Manual by the Accounting Officer
Method of calculation	SCM Manual available for validation
Data limitations	Not Applicable
Type of indicator	Output
Calculation type	Not applicable
Reporting cycle	Annually
New indicator	No
Desired performance	Exact
Indicator responsibility	Manager SCM
Key risk	Non-conformance could speak to issues of non-compliance with legislative and or Provincial Parliament Treasury Directives (PTDs) requirements

Indicator Title	Percentage assets reconciling to the Asset Register
Short definition	Reconciling WCPP's assets to and from the asset register to the floor and versa vice
Purpose/importance	To account for the institution's assets.
Source/collection of data	A signed asset reconciliation report by the Manager SCM and the Chief Financial Officer
Method of calculation	Signed asset stock take report available for validation. Number of assets/Number of assets in asset register
Data limitations	Not applicable
Type of indicator	Output
Calculation type	Not applicable
Reporting cycle	Bi-annual
New indicator	No
Desired performance	Exact
Indicator responsibility	Manager SCM
Key risk	Non-conformance could have serious implications to the AFS and the IFS

Sub-programme: Internal control

Indicator title	Number of Progress reports against Financial Management Improvement Plan (FMIP)
Short definition	Progress reports against FMIP demonstrating progress in completing management action plans
Purpose/importance	Implementation of agreed to management action plans for good governance
Source/collection of data	Internal Control FMIP file
Method of calculation	A signed off progress report – signed by the Accounting Officer.
Data limitations	Not applicable
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Exact or maximised
Indicator responsibility	Chief Financial Officer
Key risk	Similar Audit Findings recur in following year

Indicator title	Number of Inspection reports
Short definition	Inspection reports identifying control gaps in process
Purpose/importance	Internal Control inspections proactively identify gaps in governance
Source/collection of data	Inspection file
Method of calculation	A signed off inspection report – signed by the Chief Financial Officer.
Data limitations	Not applicable
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Exact or exceed
Indicator responsibility	Chief Financial Officer
Key risk	Control gaps not identified and picked up as audit findings

Indicator title	Number of Follow up Inspection reports
Short definition	Follow up Inspection reports demonstrating whether management implemented action plans to address control gaps
Purpose/importance	Agreed to management action plans implemented and control gaps addressed
Source/collection of data	Inspection file
Method of calculation	A signed off follow up inspection report – signed by the Chief Financial Officer
Data limitations	Not applicable
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Exact or exceed
Indicator responsibility	Chief Financial Officer
Key risk	Control gaps not addressed and picked up as audit findings

Indicator title	Percentage payments subjected to post audit
Short definition	Percentage payments subjected to post audit
Purpose/importance	Ensuring adequate support documentation for transactions
Source/collection of data	Post audit file
Method of calculation	Payments subjected to post audit for three month period Quarter 1 (Mar, Apr, May)divided by Number of payments for the period
Data limitations	Not applicable
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Exact
Indicator responsibility	Chief Financial Officer
Key risk	Transactions processed without adequate supporting documentation

Sub-programme: Human Resources

Strategic Objective Performance Indicator title	A stable - as a result of the OD framework implementation, fully staffed - as a result of the HR delegations - organisation with HR Management and HR development services adding value to the operations of the WCPP as it addresses areas determined by the Skills Assessment
Short definition	Organisational structure is not changed randomly as a result of the OD framework, the vacancies are filled as a result of the HR Delegations and the HR processes, including but not limited to skills development and performance management makes the WCPP function better
Purpose/importance	The ability of each section in the WCPP to achieve its objectives is premised on the availability of human resources. By ensuring that the structure exists, providing appropriate human capacity and implementing processes that makes the resources function better, this is critical to the WCPP
Source/collection of data	Number of organisational structures changed during year, recruitment and selection reports; reports on interventions during the year; and APP
Method of calculation	Comparative
Data limitations	In order to measure this, one might require information from other sections, which might not be forthcoming
Type of indicator	Outcome Indicator – Composite
Calculation type	Comparative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Reduction in the changes to the Organisational Structure and vacancy rate and improvement in meeting APP targets
Indicator responsibility	HR
Key risk	Resignations due to better remuneration offers from Legislative Sector

Indicator title	Operationalised Human Resources Delegations of Authority
Short definition	The development of delegations of authority for recommendation and approval for HR processes
Purpose/importance	Streamlining and improving the efficiency with which HR processes are carried out. Time from initiation to approval of HR processes is reduced
Source/collection of data	Human Resources Delegations of Authority will be filed at registry
Method of calculation	Simple count
Data limitations	None
Type of indicator	Output; Outcome
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Implemented Human Resources Delegations of Authority in planned timeframe
Indicator responsibility	Manager: Human Resources
Key risk	Agreement on levels of delegation of authority might be difficult to obtain

Indicator title	Develop and implementation of Organisational Design Guidelines/Framework
Short definition	Guideline established for review, amendment of organisational structure and the method to be used
Purpose/importance	To ensure that the Organisational Design process is followed and to enhance structural stability Organisational structure will only be in terms of OD Guidelines and Framework
Source/collection of data	Approved Organisational Design Guideline with Registry
Method of calculation	Simple Verification
Data limitations	None
Type of indicator	Output; Outcome
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Organisational Design Guideline implemented
Indicator responsibility	Manager: Human Resources
Key risk	Agreement on stipulations of guideline might take long to reach

Indicator title	Planned Skills and Career Development interventions took place
Short definition	A comprehensive skills and career development plan for employees, addressing the developments needs and strengths as identified during the skills assessments established and implemented as per plan
Purpose/importance	The skills assessment reports will be condensed to highlight key strengths and key development needs and skills development interventions will be identified and addressed in skills development interventions to improve skills levels and performance
Source/collection of data	Training plan will be filed in registry and monthly reports on implementation will be submitted
Method of calculation	Comparison
Data limitations	None
Type of indicator	Output; Outcome
Calculation type	Progressive
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Skills and Career Development interventions occurred as per the plan. 100% implementation
Indicator responsibility	Manager: Human Resources
Key risk	Time restrictions

Sub-programme: Information Technology

Strategic Objective Performance Indicator title	Upward change in the Capability Maturity level year-on-year based on the CObIT Maturity Model
Short definition	In order to assess whether Information Technology (IT) are doing the right things as well as whether it is improving in those aspects of IT that is vital to the institution, the Control Objectives for Information Technology (CObIT) maturity framework (CObIT Maturity Model) and toolset is used in order to assess the maturity of the IT organization as a whole including Operational, Strategic and Project aspects of IT **Definition of Maturity Levels:** Management of the process of Provide IT governance that satisfies the business requirement for IT of integrating IT governance with corporate governance objectives and complying with laws and regulations is: **Level 0: Non-existent** when there is a complete lack of any recognisable IT governance process. The organisation does not even recognise that there is an issue to be addressed; hence, there is no communication about the issue. **Level 1: Initial/Ad Hoc** when there is recognition that IT governance issues exist and need to be addressed. There are ad hoc approaches applied on an individual or case-by-case basis. Management's approach is reactive, and there is only sporadic, inconsistent communication on issues and approaches to address them. Management has only an approximate indication of how IT contributes to business performance. Management only reactively responds to an incident that has caused some loss or embarrassment to the organisation **Level 2: Repeatable but Intuitive** when there are an awareness of IT governance issues. IT governance activities and performance indicators, which include IT planning, delivery and monitoring processes, are under development. Selected IT processes are identified for improvement based on individuals' decisions. Management identifies basic IT governance measurements and assessment methods and techniques; however, the process is not adopted across the organisation. Communication on governance standards and responsibilities is left to the individual. Individuals drive the governance processes within various IT projects and processes. The processes, tools and metrics to measure IT governance are limited and may not be used to their full capacity due to a lack of expertise in their functionality **Level 2.5: Repeatable** but Intuitive with some evidence of Defined when the importance of and need for IT governance are understood by management and communicated to the organisation. A baseline set of IT governance indicators is developed where linkages between outcome measures and performance indicators are defined. Selected IT processes are identified for improvement based on individuals' decisions. Management identifies basic IT governance measurements and assessment methods and techniques; however, the process is not adopted across the organisation. Communication on governance standards and responsibilities is left to the individual. Individuals drive the governance processes within various IT projects and processes. The processes, tools and metrics to measure IT governance are limited and may not be used to their full capacity due to a lack of expertise in their functionality. This fractional maturity level is not found in the CObIT maturity framework but the above criteria will be assessed against to measure level 2.5 **Level 3: Defined** when the importance of and need for IT governance are understood by management and communicated to the organisation. A baseline set of IT governance indicators is developed where linkages between outcome measures and performance indicators are defined and documented. Procedures are standardised and documented. Management communicates standardised procedures, and training is established. Tools are identified to assist with overseeing IT governance. Dashboards are defined as part of the IT balanced business scorecard. However, it is left to the individual to get training, follow the standards and apply them. Processes may be monitored, but deviations, while mostly being acted upon by individual initiative, are unlikely to be detected by management
Purpose/importance	To Ensure that all aspects of IT are well managed, aligned to Institution needs and delivers value.
Source/collection of data	CObIT Maturity Assessments
Method of calculation	Assessment sessions with all stakeholders of IT
Data limitations	None
Type of indicator	Output – Maturity Level for each aspect of IT e.g. Security, Project management, Service Desk
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Upward change of Maturity Level year-on-year
Indicator responsibility	Manager: IT

Key risk	Resource constraints and buy-in from EXCO and Senior Management

Indicator title	Percentage of new and returning members provided with the required technology
Short definition	Percentage of new and returning members provided with the required technology as per the Members Facility Guide
Purpose/importance	All members returning after elections must receive the required technology as per the Members' Facility Guide of the Provincial Parliament to enable them to fulfil their constitutional obligations.
Source/collection of data	Signed off inventory list by Members as receipt of technology received as per Members' Facility Guide
Method of calculation	All members received technology as per signed off inventory lists
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	100% of Members must receive the required technology - 32 Members in total
Indicator responsibility	Manager: Information & Communications Technology
Key risk	IT has no control over issuance nor standards of technology

Indicator title	Conduct feasibility study on Off-site recovery facility
Short definition	To conduct a feasibility study on the establishment of a remote/off-site data recovery facility to further bolster existing Disaster Recovery Planning provisions
Purpose/importance	In the event of a disaster, this facility would ensure almost uninterrupted access to data, information and systems. This study will support the objective of ensuring that Business Continuity Management is implemented for WCPP
Source/collection of data	Feasibility study and business case concluded and recommendations presented to the Secretary for consideration by 30 September 2014
Method of calculation	SLA containing details of off-site facility
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Newly established off-site data recovery facility
Indicator responsibility	Manager: Information & Communications Technology
Key risk	Budgetary constraints

Indicator title	Infrastructure Standard Operating Procedures implemented
Short definition	To implement Infrastructure Standard Operating Procedures to ensure IT services are available and secure
Purpose/importance	To Ensure availability and security of all Technology Infrastructure including servers and networks
Source/collection of data	Approved Infrastructure Standard Operating Procedures for a) Information Security; b) Change Management ; c) Application Management; and d) Operations Management
Method of calculation	Operating Level Agreements and Incidents logged on the Service Desk
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Infrastructure availability according to SLA and conforms to Audit requirements
Indicator responsibility	Manager: Information & Communications Technology
Key risk	Budgetary and resource constraints

Indicator title	Implement Information Technology Infrastructure Library (ITIL) Compliant Helpdesk
Short definition	Implement upgraded helpdesk that conforms to industry standards in terms of ITIL best practice, governance requirements, etc. Definition of ITIL: ITIL is a set of IT Service Management guidelines to maintain and improve IT Service quality, through a constant cycle of agreeing, monitoring and reporting upon IT Service achievements and instigation of actions to eradicate poor service - in line with business or Cost justification. Through these methods and processes, a better relationship between IT and its Customers can be developed.
Purpose/importance	To provide a better and more efficient service to clients and that meets their expectations.
Source/collection of data	Service Support policies, processes and Technology (Helpdesk) upgraded to conform to Information Technology Infrastructure Library (ITIL) standards by 31 March 2015
Method of calculation	Helpdesk that conforms to ITIL standards
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Newly established ITIL helpdesk
Indicator responsibility	Manager: Information & Communications Technology
Key risk	Clients not using helpdesk to log calls to address IT-related issues

Indicator title	Conduct feasibility study and business case for implementation of new ERP system
Short definition	To provide a business case and project plan for implementation of new ERP system
Purpose/importance	To conform to new legislation and to optimize and automate the business processes
Source/collection of data	Feasibility study with business case for implementation of ERP system submitted to the Secretary for consideration by 30 September 2014
Method of calculation	Feasibility study
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Feasibility study finalised and report submitted
Indicator responsibility	Manager: Information & Communications Technology
Key risk	Business Analyst resource

Indicator title	Project Management Methodology (PM) and Practice implemented
Short definition	Implement Project Management practice in WCPP based on the Framework that has been implemented.
Purpose/importance	To ensure the successful implementation of projects
Source/collection of data	Project Management Methodology and Practice implemented by 31 December 2014
Method of calculation	PM practice that conforms to PM best Practice
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Newly established Project management practice
Indicator responsibility	Manager: Information & Communications Technology
Key risk	Project practice not being enforced by all levels of Management

Indicator title	IT Governance Framework implemented
Short definition	Implement IT Governance Framework
Purpose/importance	To ensure that all aspects of IT is well managed and aligned to Institution needs
Source/collection of data	CoBIT Maturity assessment
	IT Governance Framework implemented by 31 December 2014
Method of calculation	CoBIT Maturity assessment
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Yearly
New indicator	Yes
Desired performance	Upward change of Maturity Level year-on-year
Indicator responsibility	Manager: Information & Communications Technology
Key risk	Resource constraints and buy-in from Senior Management and Executive Committee

Sub-programme: Security and Facility Management

Strategic Objective Performance Indicator title	Increase in the overall satisfaction rating for Security and Facilities management Baseline: 60.26% as per satisfaction survey: April 2013
Short definition	As per the generic satisfaction survey: April 2013 the units overall satisfaction rating received from Members were 60.26% for the standard of cleaning of offices; maintenance of clean and working ablution facilities; health and safety awareness; efficiency of services in the Chamber during Sittings and the response time with regard to maintenance queries (defective lifts, air-conditioning, ablution facilities, etc.)
Purpose/importance	To provide adequate facilities for staff and Members to perform their administrative and oversight functions effectively The importance of this indicator is to show that there is an increase in Member's satisfaction rating
Source/collection of data	Results of generic survey
Method of calculation	Results of survey
Data limitations	A majority response from stakeholders would be required in order to obtain a fair and complete reflection of the support services rendered
Type of indicator	Outputs
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Feedback from the majority of stakeholders and that the results indicates a score of above 70% per sub-programme
Indicator responsibility	Manager: Security and Facilities Management
Key risk	A majority response from stakeholders would be required in order to obtain a fair and complete reflection of the support services rendered

Indicator title	Number of security initiatives implemented as per security plan
Short definition	To extract important aspects from the security plan for implementation
Purpose/importance	To deal with any security situation in the shortest possible time
Source/collection of data	Relevant Acts, regulations, occurrence book of SAPS
Method of calculation	Each element of the Minimum Information Security Standards e.g. Document Security, Physical security, Communication Security, Information Security and Personnel Security- steps or standards will be measured
Data limitations	Access to information. Availability of key personnel
Type of indicator	Impact
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Continues from previous year
Desired performance	Exact or exceed
Indicator responsibility	Manager: Security and Facilities Management
Key risk	Loss of information, assets and people

Indicator title	Number of Sections utilising the approved File Plan in collaboration with the Enterprise Content Management System
Short definition	To ensure that all staff use the file plan and e-filing system to full capacity over a three year period
Purpose/importance	To ensure that all records are stored manually as well as electronically by using the correct file system
Source/collection of data	4 Sections utilising File Plan – Records Management Procedure Manual – policy on the use of Internet – E filing etc.
Method of calculation	4 Sections utilising the approved File Plan
Data limitations	Availability of system
Type of indicator	New
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	4 Units having the required knowledge of e-filing and file plan to be able to utilise it fully
Indicator responsibility	Manager: Security and Facilities Management
Key risk	Loss of information User apathy

Indicator title	Number of standard operating procedure manuals developed
Short definition	To develop a SOP for each area within Security and Facilities over a three year period
Purpose/importance	To ensure compliance to legislation and ensure consistency in the application of standards
Source/collection of data	SOP: Transport approved by Secretary (30 June 2014) SOP: Security approved by Secretary (30 September 2014) SOP: Catering approved by Secretary (31 March 2015)
Method of calculation	SOP: Transport approved by Secretary (30 June 2014) SOP: Security approved by Secretary (30 September 2014) SOP: Catering approved by Secretary (31 March 2015)
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Exact
Indicator responsibility	Manager: Security and Facilities Management
Key risk	Inconsistency in the application of workflow

Indicator title	Review Accommodation Plan
Short definition	Review current Accommodation plan to assess the current progress and to conduct a needs assessment in order to update the Plan
Purpose/importance	To ensure adequate provision of space for Members and staff
Source/collection of data	Approved reviewed Accommodation Plan
Method of calculation	Output
Data limitations	Not sufficient accommodation space available to accommodate changes and update Plan
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	All staff and Members fully accommodated with the required office space
Indicator responsibility	Manager: Security and Facilities Management
Key risk	No space to accommodate for future growth of post establishment and Members request

Indicator title	Health and Safety Inspections
Short definition	To ensure that appointed Occupational Health and Safety representatives perform their physical inspections on a quarterly basis
Purpose/importance	To identify OHS risks and report on remedial steps to avoid re-occurrence
Source/collection of data	Physical inspections to offices/open areas. Approved checklist
Method of calculation	Cumulative
Data limitations	Access to areas which are locked.
Type of indicator	Output
Calculation type	Not applicable
Reporting cycle	Quarterly
New indicator	No
Desired performance	Conducive and well maintained work-environment
Indicator responsibility	Manager: Security and Facilities Management
Key risk	Loss of life / accidents and incidents

Programme 2:   Facilities and Benefits to Members and Political Parties

Sub-programmes: Facilities and Benefits to Members and Political Parties Support Service

Strategic Objective Performance Indicator title	Percentage of claims that are correct and complete increased (Applicable to Facilities and Benefits to Members and Political Parties Support Service)
Short definition	The percentages of claims that can be processed by Members' Affairs as it conform to the Guidelines increases year on year
Purpose/importance	If all the claims conform to the guidelines and SOP and thus does not have to be referred back to the Members, it implies that there is no possible misuse, the audit will be improved and processing will be faster
Source/collection of data	Members' Affairs Officers keep a register of claims received, referred back and processed
Method of calculation	Simple Count
Data limitations	None
Type of indicator	Outcome Indicator
Calculation type	Simple Count
Reporting cycle	Annually
New indicator	Yes
Desired performance	Increased number of claims complete, correct and processed immediately 60% of Claims are complete and correct
Indicator responsibility	Members' Affairs
Key risk	Members not adhering to SOP and Guide to Facilities

Sub-programme: Facilities and Benefits to Members

Indicator title	Revised Guide to Facilities
Short definition	To conduct a thorough review of Members guide accompanied by detailed regulations of what is allowed and the process to follow
Purpose/importance	To provide clear guidelines to Members and staff on the use of the guide in order to improve controls and ensure consistent application of the Guide
Source/collection of data	The actual Guide and the regulations
Method of calculation	Simple Verification
Data limitations	None
Type of indicator	Output, Impact
Calculation type	Verification
Reporting cycle	Annually
New indicator	Yes
Desired performance	Implementation at commencement of 2014 electoral term Partially Achieved – Draft submitted to the Secretary for approval Achieved - Approved by the Secretary and submitted to the Speaker
Indicator responsibility	Manager: Human Resources
Key risk	Members might not buy into the process

Indicator title	Guide to Facilities Standard Operating Procedure
Short definition	To conduct a thorough review of Members guide accompanied by detailed regulations of what is allowed and the process to follow
Purpose/importance	To provide clear guidelines to Members and staff on the use of the guide in order to improve controls and ensure consistent application of the Guide
Source/collection of data	The actual Guide and the regulations.
Method of calculation	Simple Verification
Data limitations	None
Type of indicator	Output, Impact
Calculation type	Verification
Reporting cycle	Annually
New indicator	Yes
Desired performance	Implementation at commencement of 2014 electoral term. Partially Achieved – Draft submitted to the Secretary for approval; Achieved - Approved by the Secretary and submitted to the Speaker
Indicator responsibility	Manager: Human Resources
Key risk	Members might not buy into the process.

Indicator title	Sessions occurred as per Orientation Plan. Understanding of Members improved.
Short definition	A comprehensive Orientation Plan for Members was established, approved and implemented according to the plan.
Purpose/importance	An Orientation programme for Members in order to familiarise and educate Members on their role and functions as well as their facilities.
Source/collection of data	Actual approved orientation programme will be filed with registry. Attendance Registers and copies of presentations.
Method of calculation	Simple Verification
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Monthly
New indicator	Yes
Desired performance	All sessions in Orientation Programme occurred. Partially Achieved – Part of the Orientation Sessions took place; Achieved - All the Orientation Sessions took place.
Indicator responsibility	Manager: HR
Key risk	Non-attendance of Members

Indicator title	Number of working days after receipt of required documents to process claims
Short definition	The number of working days from the receipt of a complete and correct claim to the point where the claim is processed and payment initiated
Purpose/importance	To ensure that the process of processing correct and complete claims are efficient and that the quick payment of claims enhances the enabling of Members to fulfil their constitutional mandate
Source/collection of data	The payments register contains the receipt date of claims and the date on which the processing was completed
Method of calculation	Simple Verification
Data limitations	None
Type of indicator	Output
Calculation type	Verification
Reporting cycle	Quarterly
New indicator	No
Desired performance	Processing within 7 working days
Indicator responsibility	Manager: Human Resources
Key risk	Human Resources constraints and absences

Sub-programme: Political Parties Support Services

Indicator Title	Number of working days after receipt of required documents in terms of the Members Facilities Guide to process transfer payments
Short definition	Date of receipt of required documents and process dates of payments to parties to ensure payments are effected within 7 days after receipt of required documents as per Members' Facilities Guide
Purpose/importance	The indicator would reflect whether transfer payments of constituency and secretarial allowance to the Political Parties were processed by the required due date to ensure compliance to the Policies on Constituency and Secretarial allowance
Source/collection of data	Payments processed and approval of financial statements
Method of calculation	Output
Data limitations	Target dependant on timeous submission of required documentation by Political Party based on requirements of the Policies on Constituency and Secretarial allowance
Type of indicator	Activities, Outputs
Calculation type	The reported performance is cumulative and non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Exact
Indicator responsibility	Manager: Finance
Key risk	Financial statements of the Political Parties are not approved leading to payments not processed timeously as prescribed by the Policies on Secretarial and Constituency allowance.

Programme 3:   Parliamentary Services

Sub-programmes: Plenary Support, Committee Support and Hansard and Language Services

Strategic Objective Performance Indicator title	Percentage Plenary and Committee procedural and related support for all programmed Sittings and Committee meetings (Applicable to Plenary Support, Committee Support and Hansard and Language Services)
Short definition	Procedural support services provided to ensure compliance with applicable laws, Standing Rules and precedents and within stipulated timeframes
Purpose/importance	Constitutional mandate as per sections 114 and 116 of the Constitution Covers: Plenary, Committees and Hansard and Language Services
Source/collection of data	1. Quarterly reports on procedural advice provided to Plenaries, Presiding Officers and Members on request, and as and when required 2. Quarterly committee section report for the procedural and related support provided 3. Quarterly report of the Committee Section's research support on requested research service 4. Quarterly report on Hansard services rendered as per agreed timeframes on the service level agreement 5. Quarterly report prepared by the Language Practitioners on interpreting services provided
Method of calculation	Planned vs. actual
Data limitations	Targets are dependent on an approved parliamentary programme
Type of indicator	Output
Calculation type	Performance is non-cumulative.
Reporting cycle	Quarterly
New indicator	No
Desired performance	Actual performance
Indicator responsibility	Chief Parliamentary Officer
Key risk	Lack of extensive procedural expertise amongst staff Mitigation: Regular meetings with seniors, on-the job training provided by Managers, attendance at relevant Forum meetings

Sub-programme: Plenary Support

Indicator title	Percentage of procedural support services provided to all plenaries programmed as per approved parliamentary programme
Short definition	Procedural support services provided to ensure compliance with applicable laws, Standing Rules and precedents and within stipulated timeframes
Purpose/importance	Constitutional mandate as per sections 114 and 116 of the Constitution
Source/collection of data	1. Quarterly reports on procedural support services provided to Plenaries; 2. Preparation, production and distribution of parliamentary papers, namely Order Papers, Question Papers, Minutes of Proceedings, ATCs and Bills for assent 3. Preparation of Guides for Presiding Officers; 4. Communication of House resolutions to third parties after plenary
Method of calculation	Planned versus actual
Data limitations	Targets dependent on programmed sittings for the year
Type of indicator	Output
Calculation type	Performance is non-cumulative
Reporting cycle	Quarterly report, submitted to CPO on or before the 7th day of the month following the end of the quarter
New indicator	No (constitutional mandate)
Desired performance	Actual performance
Indicator responsibility	Manager: Plenary Support

Field	Value
Key risk	Inadequate or misguided support given. *Mitigation:* Regular Meetings held with Seniors to review Preparations for Plenaries, All Parliamentary Papers are routed to Seniors for final sign-off Standing Rules, Precedents and established Practice serve as reference
Indicator title	Percentage of procedural advice provided to Presiding Officers and Members on request
Short definition	Procedural advice provided to ensure compliance with applicable laws, Standing Rules and precedents and within stipulated timeframes in response Presiding Officer's requests, and as and when required
Purpose/importance	Constitutional mandate as per sections 114 and 116 of the Constitution
Source/collection of data	Quarterly reports on procedural advice provided to Plenaries , Presiding Officers and Members on request, and as and when required 1. Considered rulings prepared for the Presiding Officers, 2. Record of advice provided routinely to Presiding Officers and Members on procedural matters. 3. Register of Procedural advice and guidance provided in the House
Method of calculation	Planned versus actual
Data limitations	Targets dependent on requests for procedural advice received
Type of indicator	Output
Calculation type	Performance is non-cumulative
Reporting cycle	Quarterly report, submitted to CPO on or before the 7th day of the month following the end of the quarter
New indicator	No (constitutional mandate)
Desired performance	Actual performance
Indicator responsibility	Manager: Plenary Support
Key risk	Wrong procedural advice given. *Mitigation:* Standing Rules, Precedents and established practice serve as reference and provide backup

Field	Value
Indicator title	Number of working days taken after a sitting to communicate House resolutions to third parties
Short definition	Capturing of all resolutions passed by the House, and communication of the resolutions to stakeholders
Purpose/importance	To strengthen the oversight role of Members by timeously communicating resolutions taken by the House and timeously communicate them to relevant stakeholders. Ensure that all resolutions are communicated within agreed timeframes
Source/collection of data	Resolutions are captured in Minutes of Proceedings and communicated by sending them to relevant stakeholders by post, e-mail or via the website
Method of calculation	Planned versus actual
Data limitations	None
Type of indicator	Output Indicator
Calculation type	Performance is non-cumulative
Reporting cycle	Quarterly report, submitted to CPO on or before the 7th day of the month following the end of the quarter
New indicator	No
Desired performance	All House resolutions are communicated to third parties within 15 days after the sitting of the House
Indicator responsibility	Manager: Plenary Support
Key risk	Communication of wrong or inaccurate resolutions to third parties. *Mitigation:* Route form for the processing of motions allows for different levels of vetting

Sub-programme: Committee Support

Performance indicator	Percentage of committee support provided, in accordance with approved Standard Operating Procedure (SOP), to all programmed committee meetings as per approved parliamentary programme * Services are demand driven
Short definition	To allow for the provision of committee support, which includes procedural support, logistical support and administrative support in terms of the agreed timeframes as per the Standard operating procedures and Guidelines document of the Committee Section to the satisfaction of the WCPP administration
Purpose/importance	To provide support to Members in the execution of their constitutional mandate of making laws and performing oversight over the exercise of the Provincial Executive Authority and holding them accountable
Source/collection of data	Evidence will be provided in terms of a quarterly committee section report for the support provided (per quarter) according to the number of committee – • meetings which were supported • minutes produced • reports produced • recommendations which were communicated All the above will be provided in accordance with the approved SOP
Method of calculation	Planned vs. actual
Data limitations	Availability of Committee outputs against the Committee activities. * Note that Services are demand driven
Type of indicator	Output
Calculation type	Performance is cumulative
Reporting cycle	Quarterly report submitted to be to the Chief Parliamentary Officer for approval (by the 7th day following the end of the Quarter)
New indicator	Yes
Desired performance	Actual performance higher or in accordance with targeted performance subject to the parliamentary programme is desirable. Accurate reflection of committee meetings
Indicator responsibility	Manager: Committees
Key risk	Capacity of staff to adequately provide the expected support to committees. Some staff is supporting more than one committee

Performance indicator	Percentage of requested research services provided to Committees, senior management and presiding officers, provided in accordance with approved SOP. * Services are demand driven
Short definition	To allow for the provision of requested research support, as per the Standard operating procedures to the satisfaction of Committees, Presiding Officers the WCPP Senior management.
Purpose/importance	To provide research support to committees and Members in the execution of their constitutional mandate of making laws and performing oversight over the exercise of the Provincial Executive Authority and holding them accountable in terms of research requests received; and to provide research support to the executive and senior management of WCPP to effectively fulfil their roles and responsibilities
Source/collection of data	A quarterly report of the Committee Section's research support on requested research service
Method of calculation	Planned vs. actual
Data limitations	Reactive research is dependent on demand for research support
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly report submitted to be to the Chief Parliamentary Officer for approval (by the 7th day following the end of the Quarter)
New indicator	Yes
Desired performance	Actual performance higher or in accordance with targeted performance subject to the parliamentary programme is desirable
Indicator responsibility	Manager: Committees
Key risk	Research that does not provide for the technical and content knowledge requirements of members and committees disables decision making and compromises legislative oversight Skills, expertise and knowledge of researchers

Sub-programme: Public Outreach and Education

Strategic Objective Performance Indicator title	Percentage increase in the planned education initiatives to improve public participation in the legislative and other processes of the Legislature
Short definition	The Provincial Parliament is compelled by the Constitution to involve the public in its legislative and other processes. As an administration that provides support service to public representatives in the law-making and oversight processes, it is therefore important that the WCPP ensures that the public are able to participate meaningfully in the legislative and other processes. In order to do so, the public needs to be education on how to participate. By increasing the number of education initiatives, a greater percentage of citizens will be capacitated to participate in the legislative processes
Purpose/importance	Involving the public in the legislative and other processes of the legislature and its committees is a constitutional imperative
Source/collection of data	Quarterly PEO reports on the number of planned education initiatives against the Annual Education Programme and the Quarterly Implementation Plan
Method of calculation	Planned vs. actual
Data limitations	Timeous availability of parliamentary programme
Type of indicator	Output
Calculation type	Performance is non-cumulative
Reporting cycle	Quarterly report to be submitted to the Deputy Secretary: Procedural Services for approval (by the 7th day following the end of the Quarter)
New indicator	No
Desired performance	Actual performance that is equal or higher than the targeted performance is desirable
Indicator responsibility	Manager: Public Education and Outreach
Key risk	The absence of an approved public participation strategy
Tolerance levels	Some planned education initiatives may not take place due to external factors. An allowance for a 10% deviation from the planned target is considered reasonable

Performance indicator	Annual education programme on the law-making, oversight and public participation and petitions processes developed by 31 March 2015
Short definition	Annual education programme developed for the 2015/16 financial year
	Annual education programme will outline planned activities based on commemorative events, the budget process, the annual report process; events around certain public holidays and will further highlight support for committees and the petitions process. The plan will contain the quarterly number of programmes and specific sectors that will be targeted. The plan will further elaborate on the curriculum to be followed to give effect to the education and outreach activities
Purpose/importance	Constitutional mandate as set out in S 118 of the Constitution (Act 108 of 1996). Programme aligned to parliamentary programme with particular reference to Committee activities, Sectorial initiatives as well as requests for Education Programmes. Programme further takes into account target audience, e.g. Learners / students at different educational levels and geographical locations (urban/ rural)
Source/collection of data	A signed off approval by the Deputy Secretary Procedural Services of the Annual Programme
Method of calculation	Planned versus actual
Data limitations	Timeous approval for Annual Programme and timeous availability of parliamentary and Committee programmes for the new financial year
Type of indicator	Output
Calculation type	Performance is non-cumulative
Reporting cycle	Annual (on or before 31 March 2015)
New indicator	No
Desired performance	Actual performance that is equal or higher than the targeted performance is desirable
Indicator responsibility	Manager: Public Education and Outreach
Key risk	No material risk identified apart from the availability of an approved parliamentary programme for the new financial year
	Policy changes may impact on the annual education programme
Tolerance levels	The annual education programme is a forward looking document and is premised on past parliamentary programmes. At the stage of developing the programme, the parliamentary programme for the next year might not be settled yet and the programme may have to be adjusted to take this into account. It is also not known at this stage what provincial and national Bills will be referred to the Provincial Parliament. Allowance should therefore be made for some adjustments to the education programme. An allowance of 25% of events not catered for is considered reasonable

Performance indicator	Number of existing Education material reviewed
Short definition	Current education material needs to be reviewed in order to adhere to relevant legislation and to adapt it to the needs of stakeholders
Purpose/importance	The education material needs to be relevant to the Constitution, legislative processes of law-making, submissions and petitions The material need to be relevant to the legislative programme of the WCPP. (Role of Standing Committees etc.) The education materials need to be adapted to the needs of stakeholders with regard to their levels of education and specific sector
Source/collection of data	Existing educational material, inputs, feedback on material by stakeholders, etc. There are currently 7 education materials, namely: 1 The Principles of Democracy 2 The Three Arms of the State 3The Chapter Nine Institutions 4 The Law-making process 5 Submissions guide 6 Petitions pamphlet 7 A Children's Activity booklet
Method of calculation	Planned versus actual
Data limitations	Timeous production and availability of education material
Type of indicator	Output
Calculation type	Performance is cumulative. Two education material need to be reviewed during the financial year in the first and third quarters
Reporting cycle	Bi-Annual
New indicator	No
Desired performance	Actual performance that is equal as per APP target
Indicator responsibility	Manager: Public Education and Outreach
Key risk	No stakeholder participation in the review

Performance indicator	Number of new education material developed
Short definition	The development of two education materials that supports the legislative processes and which is relevant to the involvement, empowerment of all targeted stakeholders
Purpose/importance	New education material need to be developed in order to adhere to the constitutional obligations of the WCPP
	The material must support the activities and legislative responsibilities of the parliamentary programme. (State of the Nation's Address, Committees and submissions, petitions, annual reports and how to participate in the law-making process etc.)
	The material must be relevant for specific stakeholders and be translated into the three languages of the province
Source/collection of data	Development of two new education material by the PEO Section and approved by the Deputy Secretary Procedural Services:
	The Budget Cycle
	Petitions made easy
Method of calculation	Planned versus actual
Data limitations	Timeous development and availability of relevant education material
Type of indicator	Output
Calculation type	Performance is cumulative. Two education material need to be developed during the financial year in the second and fourth quarters
Reporting cycle	Bi-Annual
New indicator	No
Desired performance	Actual performance that is equal or higher than the targeted performance is desirable
Indicator responsibility	Manager: Public Education and Outreach
Key risk	Education material not developed due to staff shortage, or time limitations or available skills and expertise
	No stakeholder input to new material
	Material developed, but not printed due to external control of production process

Performance indicator	Number of educational workshops rolled out as per Quarterly implementation plan (Annual Programme)
Short definition	Quarterly implementation plan developed based on annual education programme
Purpose/importance	Constitutional mandate as set out in S 118 of the Constitution (Act 108 of 1996) Programme aligned to parliamentary programme with particular reference to Committee activities, Sectorial initiatives as well as requests for Education Programmes. Programme further takes into account target audience, e.g. Learners / students at different educational levels and geographical locations (urban/ rural)
Source/collection of data	Quarterly implementation plan developed in the month preceding the end of the quarter and submitted to the Deputy Secretary Procedural Services for approval on or before the last day of the preceding quarter. Programmes implemented in accordance with Quarterly Implementation Plan, attendance register and report on workshops contained in Monthly report to Deputy Secretary: Procedural Services
Method of calculation	Planned versus actual.
Data limitations	Approval and support for the Annual and Quarterly implementation plans; finalisation of parliamentary and committee programmes
Type of indicator	Output
Calculation type	Performance is cumulative. A total of 50 education workshops must be facilitated.
Reporting cycle	Quarterly report to be submitted to the Deputy-Secretary: Procedural Services for approval (by 7th day following the end of the Quarter)
New indicator	No
Desired performance	Actual performance that is equal or higher than the targeted performance is desirable
Indicator responsibility	Manager: Public Education and Outreach
Key risk	Policy changes may impact on the implementation plan Conditions such as service delivery protests may affect the access to communities where the education workshops are planned

Performance indicator	Percentage of petitions processed in accordance with relevant legislation
Short definition	Percentage of petitions administered and processed in accordance with the: Western Cape Petitions Act (Act 2 of 2006) and the applicable Regulations. This Act and Regulations provide for the public to petition the Western Cape Provincial Parliament as well as provision for the processing of petitions in the Legislature. Updated Register of Petitions: administered, received and processed to ensure compliance with Western Cape Petitions Act and Regulations is prepared by the Public Education and Outreach Section
Purpose/importance	Constitutional mandate Section115 of the Constitution (Act 108 of 1996)
Source/collection of data	Members of the public submit petitions to the Legislature in accordance with applicable legislation
Method of calculation	Number of petitions processed / number of petitions received
Data limitations	Subject to receipt of Petitions
Type of indicator	Output
Calculation type	Performance is non-cumulative
Reporting cycle	Quarterly report to be submitted to the Deputy-Secretary: Procedural Services for approval (by 7th day following the end of the Quarter)
New indicator	No
Desired performance	Actual performance that is equal or higher than the targeted performance is desirable
Indicator responsibility	Manager: Public Education and Outreach
Key risk	No material risk apart from citizen apathy Mitigation: Continuous education on petitions process

Sub-programme: Hansard and Language Services

Performance indicator	Number of facilitated vetting of interpreting services rendered to the House and Committees
Short definition	To conduct an assessment / vetting of interpreting services rendered to the meetings of the House and its committees so as to determine whether the quality of the interpreting is in line with industry practices and that it facilitates the purpose as stated below
Purpose/importance	Rendering of interpreting services to proceedings of the House and its Committees enables Members to follow the proceedings and execute their Constitutional mandate of law making and oversight. It also enables the public in attendance to follow these proceedings in one of the official languages. It is in compliance with the Language Policy of the Province. Therefore, the importance of the Vetting service is intended to give the WCPP some assurance that a good quality service is provided by the outsourced interpreting services
Source/collection of data	Bi-annual reports on interpreting services rendered External experts to assess the quality of interpreting services rendered and to submit a written report on the services
Method of calculation	Planned versus actual
Data limitations	None
Type of indicator	The indicator measures output
Calculation type	Performance is non-cumulative
Reporting cycle	Bi-annual report and submitted to Deputy Secretary by the 7th day of the month following the end of that quarter
New indicator	No
Desired performance	Actual performance higher or in accordance with targeted performance
Indicator responsibility	Chief Parliamentary Officer
Key risk	Finding suitably qualified and experienced interpreters to provide a vetting service Mitigation: The Language Sections maintains a database of Interpreting experts. Long Term contracts for service to be considered

Performance indicator	Number of facilitated vetting of translation services rendered to the House, Committees and Administration
Short definition	To conduct an assessment / vetting of translation services rendered to WCPP so as to determine whether the quality of the translation is in line with industry practices and that it facilitates the purpose as stated below
Purpose/importance	To give effect to the Western Cape Language Act and to adhere to the Western Cape Language Policy. Provision of translation services is important to ensure that Members and citizens can understand parliamentary documentation in a language that they are comfortable with. Therefore, the importance and purpose of the vetting service by using external language experts is to ensure that a good standard of translations is maintained
Source/collection of data	Bi-annually reports on the quality of translation services rendered External experts to assess the quality of translation services and to submit a written report on the service
Method of calculation	Planned versus actual
Data limitations	None
Type of indicator	The indicator measures output
Calculation type	None – performance is non-cumulative
Reporting cycle	Bi-annual report and submitted to Deputy Secretary by the 7th day of the month following the end of that quarter
New indicator	No
Desired performance	Actual performance higher or in accordance with targeted performance
Indicator responsibility	Chief Parliamentary Officer
Key risk	Finding suitably qualified and experienced translators familiar with parliamentary terminology to provide a vetting service Mitigation: The Language Sections maintains a database of language experts. Long Term contracts for service to be considered

Performance indicator	Percentage availability of official House papers translated in all official languages
Short definition	To ensure the availability of all House Papers in all the three official languages of the Province by providing a translation service
Purpose/importance	To enable Members to execute their Constitutional mandate of law making and oversight by providing them with documents in their preferred language. In the same vein to provide citizens with parliamentary documentation in one of the three official languages in compliance with Western Cape Language Act, 1998
Source/collection of data	• Quarterly reports prepared by Language practitioners on documents translated in terms of an agreed timeline • Bi-annual Reports on the Vetting of Translation services • Minutes of proceedings of the House – (translated versions available on publication) • Question Papers (Questions for Oral Reply and Questions for Written Reply) – (translated versions available on publication) • Order Papers – (translated versions available on publication) • Announcements, Tablings and Committee Reports (ATC) - (committee reports not always translated on publication due to time constraints, but the complete translation available within 7 days after publication) • Hansard – (translated versions available on publication of the complete Hansard book/volume
Method of calculation	Total number of House papers fully translated into all three official languages vs. total number of House papers not fully translated into all three official languages
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly report prepared by the 7th day of the month following the end of the quarter and submitted to Deputy Secretary
New indicator	No
Desired performance	100% of all House Papers as listed above are translated on publication **Tolerance Level** ATCs may, due to time constraints and the urgency of tabling committee reports, not be translated at first instance but will be fully translated within three weeks after the due date.
Indicator responsibility	Chief Parliamentary Officer
Key risk	Not having a full capacity Language Service Unit. Poor quality of translation service. Mitigation: proposals to review the organogram have been submitted. Other staff members assist with translations over and above their normal duties. External vetting of the quality of translations done twice a year

Performance indicator	Percentage availability of interpreting services for the House and Committees when required
Short definition	To ensure the provision of interpreting service for all the proceedings of the House and the proceedings of all committee meetings where requested
Purpose/importance	Compliance with the Constitution both national and provincial as well as the Western Cape Language Act. To ensure that Members and the public can express themselves in a language that they are comfortable with
Source/collection of data	Quarterly report prepared by the Language Practitioners on interpreting services provided Bi-annual Reports on the Vetting of Interpreting services Members quarterly satisfaction survey report
Method of calculation	Not applicable, this service is demand driven
Data limitations	None
Type of indicator	The indicator measures output.
Calculation type	Performance is cumulative
Reporting cycle	Quarterly by the 7th day of the month following the end of the quarter and submitted to Deputy Secretary
New indicator	None
Desired performance	Actual performance higher or in accordance with targeted performance
Indicator responsibility	Chief Parliamentary Officer
Key risk	The availability of the outsourced interpreters to render a service. The poor quality of interpreting service. Mitigation: The Language Unit maintains a database of interpreters and has a process in place to ensure that someone is able to render the service as and when required. External vetting of the quality of interpreting done twice a year

Performance indicator	Number of contact meetings held with Service Provider to ensure that Hansard services provided are as per service level agreement and that deviations are addressed
Short definition	To ensure the proper monitoring of the Hansard service so as to realise the specified performance standards
Purpose/importance	Hansard is an important source of information for Members and often used as a basis for performing oversight. Apart from this it records parliamentary business.
Source/collection of data	Minutes of Meetings with service provider Quarterly report on Hansard services rendered as per agreed timeframes on the service level agreement Service Level Agreement
Method of calculation	Not applicable, this service is demand driven
Data limitations	None
Type of indicator	Output indicator.
Calculation type	None – performance is non-cumulative
Reporting cycle	Quarterly by the 7th day of the month following the end of the quarter and submitted to Deputy Secretary
New indicator	None
Desired performance	Actual performance higher or in accordance with targeted performance
Indicator responsibility	Chief Parliamentary Officer
Key risk	The non-availability of a Hansard service. Mitigation: A service provider has been appointed on a three year contract and the CPO is responsible for monitoring the Hansard service.