

WESTERN CAPE PROVINCIAL PARLIAMENT



ANNUAL PERFORMANCE PLAN 2018/2019

FOREWORD BY THE SPEAKER	3
OFFICIAL SIGN-OFF	4
ACRONYMS	5
PART A: STRATEGIC OVERVIEW	6
1. VISION	6
2. MISSION	6
3. CORE VALUES	6
4. LEGISLATIVE AND OTHER MANDATES	7
4.1 Constitutional mandates	7
4.2 Statutory mandates	8
4.3 Policy mandates	9
4.4 Case law	9
4.5 Planned policy initiatives	11
5. SITUATIONAL ANALYSIS	11
5.1 Performance environment	11
5.1.1 The purpose and role of the WCPP	11
5.1.2 Service-delivery environment	12
5.1.3 Stakeholders	15
5.1.4 Performance management	16
5.2 Organisational environment	16
5.2.1 CURRENT ORGANISATIONAL STRUCTURE	18
5.2.2 EMPLOYMENT AND VACANCIES BY PROGRAMME	19
5.2.3 EMPLOYMENT AND VACANCIES BY SALARY BAND	19
5.2.4 DESCRIPTION OF THE STRATEGIC PLANNING PROCESS	19
6. STRATEGIC OUTCOME-ORIENTED GOALS OF THE WESTERN CAPE PROVINCIAL PARLIAMENT	20
7. OVERVIEW OF THE 2018 BUDGET AND MTEF ESTIMATES	21
7.1 Expenditure estimates	21
7.2 Relating expenditure trends to strategic goals	22
PART B: PROGRAMME AND SUB-PROGRAMME PLANS	23
8. Budget Programme Structure	23
9. PROGRAMME 1: ADMINISTRATION	24
9.1 Strategic objectives for Programme 1	24
9.2 Programme performance indicators, annual and quarterly targets per Sub-programme for 2018/19	27
9.2.1 Sub-programme: Office of the Speaker	27
9.2.2 Sub-programme: Office of the Secretary	29
9.2.2.1 Office of the Secretary	29
9.2.2.1.1 Office of the Secretary including risk management	31
9.2.2.2 Communication and Information	32
9.2.2.3 Library	33
9.2.3 Sub-programme: Finance	34
9.2.4 Sub-programme: Supply Chain Management	37
9.2.5 Sub-programme: Internal Control	39
9.2.6 Sub-programme: Human Resources	41
9.2.7 Sub-programme: Information Technology	43
9.2.8 Sub-programme: Security and Facilities Management	46
9.3 Reconciling performance targets with the budget and MTEF	49
9.3.1 Payments and estimates – Programme 1: Administration	49
9.3.2 Performance and expenditure trends	50

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
TABLE OF CONTENTS

10.	PROGRAMME 2: FACILITIES FOR MEMBERS AND POLITICAL PARTIES	51
10.1	Strategic objectives for Programme 2	51
10.2	Programme performance indicators, annual and quarterly targets per Sub-programme for 2018/19.....	52
10.2.1	Sub-programme: Facilities and Benefits for Members	52
10.2.2	Sub-programme: Political Parties Support Services.....	54
10.3	Reconciling performance targets with the budget and MTEF	56
10.3.1	Payments and estimates – Programme 2: Facilities for Members and Political Parties	56
11.	PROGRAMME 3: PARLIAMENTARY SERVICES.....	57
11.1	Strategic objectives for Programme 3.....	57
11.2	Programme performance Indicators, annual and quarterly targets per Sub-programme for 2018/19	59
11.2.1	Sub-programme: Plenary Support.....	59
11.2.2	Sub-programme: Committee Support	62
11.2.3	Sub-programme: Public Education and Outreach	65
11.2.4	Sub-programme: Hansard and Language Services.....	68
11.3	Reconciling performance targets with the budget and MTEF	71
11.3.1	Payments and estimates – Programme 3: Parliamentary Services	71
11.3.2	Performance and expenditure trends	71
	ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS	72
	PROGRAMME 1: ADMINISTRATION	72
9.2.1	Sub-programme: Office of the Speaker.....	72
9.2.2	Sub-programme: Office of the Secretary.....	73
9.2.2.1	Office of the Secretary	73
9.2.2.1.1	Office of the Secretary, including risk management.....	74
9.2.2.2	Communication and Information	75
9.2.2.3	Library	77
9.2.3	Sub-programmes: Finance.....	77
9.2.4	Sub-programme: Supply Chain Management	80
9.2.5	Sub-programme: Internal control	81
9.2.6	Sub-programme: Human Resources	82
9.2.7	Sub-programme: Information Technology	84
9.2.8	Sub-programme: Security and Facilities Management	87
	PROGRAMME 2: FACILITIES AND BENEFITS TO MEMBERS AND POLITICAL PARTIES.....	89
10.2.1	Sub-programme: Facilities and Benefits for Members	89
10.2.2	Sub-programme: Political Parties Support Services.....	90
	PROGRAMME 3: PARLIAMENTARY SERVICES	91
11.2.1	Sub-programme: Plenary Support.....	91
11.2.2	Sub-programme: Committee Support	93
11.2.3	Sub-programme: Public Education and Outreach	94
11.2.4	Sub-programme: Hansard and Language Services.....	97

FOREWORD BY THE SPEAKER

The Western Cape Provincial Parliament (WCPP) is the legislative authority of the Western Cape Province and is established in terms of Chapter 6 of the Constitution of South Africa, 1996.

In terms of section 15 of the Financial Management of Parliament and Provincial Legislatures Act, 2009, I hereby submit the Annual Performance Plan for 2018/19 for the WCPP.

This plan sets out what the WCPP intends doing (goals and objectives) to give effect to our Strategic Plan and guides us to achieve our mandate.

With the implementation of the Financial Management of Parliament and Provincial Legislatures Act, 2009 on 1 April 2015, a key project for WCPP was the procurement and implementation of the Enterprise Resource Planning (ERP) system. This system will be operational in the last quarter of 2017/18. Stabilising and optimising of the ERP system are planned for 2018/19.

In the latter part of 2017/18, the WCPP embarked on a functional enhancement study. The aim of this study is to optimise the effectiveness and efficiency of the functional units in the organisation in order to deliver better services to our Members. The study will conclude at the end of the 2017/18 financial year and be implemented in the 2018/19 financial year.

The Western Cape is experiencing one of the worst droughts in recorded history affecting all government and private institutions in the province. The WCPP is developing a Water Scarcity Business Continuity Plan (BCP) in conjunction with the Province. This plan provides a structure for coordination, preparedness, and response and recovery efforts of the WCPP to provide the WCPP with a platform to continue with its critical services.

In the latter part of 2018/19, the WCPP will prepare for the new Parliament after the general election scheduled for 2019.

I wish to take this opportunity to thank all the Members for their support and all the staff for their continued commitment and service.



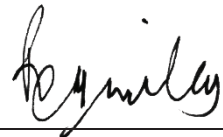
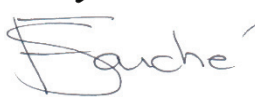



SHARNA FERNANDEZ
SPEAKER
EXECUTIVE AUTHORITY OF THE WESTERN CAPE PROVINCIAL PARLIAMENT

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
OFFICIAL SIGN-OFF

OFFICIAL SIGN-OFF

It is hereby certified that this Annual Performance Plan:

- was developed by the management of the Western Cape Provincial Parliament (WCPP) under the guidance of the Speaker, Hon Sharna Fernandez;
- was prepared in line with the Strategic Plan of the WCPP; and
- accurately reflects the performance targets the WCPP will endeavour to achieve given the resources made available in the budget for 2018/19.

Name	Rank	Signature
Royston Hindley	Programme Manager: Programme 1: Administration	
Sunelle Fouché	Programme Manager: Programme 2: Facilities for Members and Political Parties	
Gilbert Lawrence	Programme Manager: Programme 3: Parliamentary Services	
Nicole Petersen	Chief Financial Officer	
Gilbert Lawrence	Accounting Officer	

Approved by:



SHARNA FERNANDEZ
SPEAKER
EXECUTIVE AUTHORITY OF THE WESTERN CAPE PROVINCIAL PARLIAMENT

ACRONYMS

AO	Accounting Officer
APP	Annual Performance Plan
BAS	Basic Accounting System
BCP	Business Continuity Plan
COBIT	Core Objectives for Information Technology
DR	Disaster Recovery
DTPW	Department of Transport and Public Works
ERM	Enterprise Risk Management
ERMCO	Enterprise Risk Management Committee
ERP	Enterprise Resource Planning
FMIP	Financial Management Improvement Plan
FMPPLA	Financial Management of Parliament and Provincial Legislatures Act, Act 10 of 2009
G&A	Governance and Administration
GRAP	Generally Recognised Accounting Practice
HR	Human Resources
IAC	Internal Arrangements Committee
ICT	Information and Communications Technology
IT	Information Technology
IYM	In-year Monitoring
JPC	Joint Planning Commission
LOGIS	Logistical Information System
MTEF	Medium-Term Expenditure Framework
NKP	National Key Points
PERSAL	Personnel Salary System
PID	Project Initiation Document
PI	Performance indicator
POC	Parliamentary Oversight Committee
SAPS	South African Police Service
SCM	Supply Chain Management
SOP	Standard Operating Procedure
SLA	Service Level Agreement
SSA	State Security Agency
VMS	Visitor Management System
WCPP	Western Cape Provincial Parliament

PART A: STRATEGIC OVERVIEW

1. VISION

A dynamic, effective and efficient parliament supporting constitutional democracy

2. MISSION

The parliamentary administration will provide quality parliamentary and corporate support to enable Members to fulfil their constitutional functions and to facilitate public involvement in parliamentary activities by:

- Providing quality support to the House and committees;
- Promoting public access and involvement in the law-making and oversight processes;
- Ensuring effective communication with all stakeholders;
- Ensuring seamless and synergistic parliamentary processes and systems;
- Investing in appropriately skilled staff;
- Providing a secure environment that is conducive to empowering and enabling Members and staff;
- Implementing and adhering to good corporate governance systems and monitoring mechanisms; and
- Managing resources effectively, efficiently and economically.

3. CORE VALUES

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

- Transparency:** The WCPP represents the interests of the people of the Western Cape and is transparent in its operations and records. The WCPP communicates in an open and inclusive way.
- Integrity:** The WCPP demonstrates high ethical standards in its processes, systems, conduct and dealings with all stakeholders, both internal and external.
- Professionalism:** The WCPP strives towards efficiency of operations, informed decision-making and a general professional attitude by providing advice and services of a high quality. The WCPP strives to act on the basis of sound and established rules of procedure, facts, insight and experience.
- Impartiality:** The WCPP seeks to retain an impartial approach to conducting business by being non-partisan.
- Efficiency:** The WCPP renders an efficient service by utilising resources responsibly and cost-effectively.

4. LEGISLATIVE AND OTHER MANDATES

4.1 Constitutional mandates

The core objectives of the WCPP are based on the following constitutional mandates:

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

The provincial legislatures are established in terms of Chapter 6 of the Constitution of the Republic of South Africa, 1996 (“the Constitution”).

- (a) Section 114(1) of the Constitution confers the power –
 - to consider, pass, amend or reject any Bill before the legislature; and
 - to initiate or prepare legislation, except money Bills.
- (b) Section 114(2) of the Constitution provides that provincial legislatures must provide for mechanisms –
 - to ensure that all provincial executive organs of state in the province are accountable to it; and
 - to maintain oversight of the exercise of provincial executive authority in the province, including the implementation of legislation, and any provincial organ of state.
- (c) Section 115 of the Constitution states, among other things, that a provincial legislature may –
 - summon any person to appear before it to give evidence on oath or affirmation, or to produce documents;
 - require any person or provincial institution to report to it;
 - compel, in terms of provincial legislation or the rules and orders, any person or institution to comply with a summons or requirements in terms of the above;
 - receive petitions, representations or submissions from any interested persons or institutions.

The Western Cape Witnesses Act, Act 2 of 2006, further determines the powers of compulsion; and the Western Cape Petitions Act, Act 3 of 2006, creates the framework for receiving and processing petitions.

- (d) Section 116(1) of the Constitution provides that provincial legislatures may determine and control their internal arrangements, proceedings and procedures; and make rules and orders concerning their business with due regard to representative and participatory democracy, accountability, transparency and public involvement.

The Standing Rules of the WCPP, as amended from time to time, give expression to the powers conferred by section 116(1) of the Constitution.

- (e) Section 117 of the Constitution concerns, among other things, the privileges of Members of provincial legislatures, notably the privilege of freedom of speech to be enjoyed subject to the rules and orders of the legislatures.

The privileges of Members have been codified in the Powers, Privileges and Immunities of Parliament and Provincial Legislatures Act, Act 4 of 2004.

- (f) Section 118 of the Constitution places an obligation on provincial legislatures to facilitate public involvement in the legislative and other processes of provincial legislatures and to conduct their business in an open manner.

(ii) Constitution of the Western Cape, 1997

The Western Cape is the only province with its own constitution. Together with the Constitution of the Republic of South Africa, 1996, it is the highest law in the Western Cape. The Constitution of the Western Cape, 1997 ("the Provincial Constitution"), in as far as its empowering provisions are concerned, is essentially identical to the Constitution of the Republic of South Africa, 1996.

The Provincial Constitution, however, provides for certain distinct legislative and executive structures that differ from certain structures in the Constitution. For example:

- (a) Section 9(1) of the Provincial Constitution refers to the Western Cape's provincial legislature as the WCPP, and section 13 provides that the WCPP consists of 42 Members;
- (b) Where section 111(1) of the Constitution provides that a provincial legislature must elect a Deputy Speaker, section 20(3) of the Provincial Constitution makes the election of a Deputy Speaker by the WCPP discretionary; and
- (c) Section 42 of the Provincial Constitution refers to Provincial Ministers whereas section 132 of the Constitution refers to members of the Executive Council.

4.2 Statutory mandates

(i) Financial Management of Parliament and Provincial Legislatures Act, Act 10 of 2009

This Act regulates the financial management of Parliament and the provincial legislatures as well as oversight of the financial management of Parliament and provincial legislatures.

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

This Act provides for the amendment of money Bills in Parliament, and for norms and standards for the amendment of money bills in provincial legislatures.

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

This Act provides for a uniform procedure for provincial legislatures to confer authority on their delegations to cast votes on their behalf in the National Council of Provinces.

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

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

(v) Western Cape Petitions Act, Act 3 of 2006

This Act provides for the public to petition the WCPP and for processing of petitions by the WCPP.

(vi) Western Cape Law on the Powers and Privileges of the Provincial Legislature, Act 3 of 1995

This Act, as amended, deals with the appointment of staff and the fixing of remuneration by the Speaker.

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

This Act delineates the parliamentary precincts of Parliament and the provincial legislatures, and articulates the powers, privileges and immunities of Parliament and the provincial legislatures.

(viii) Members of the Western Cape Provincial Parliament Code of Conduct Act, Act 3 of 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 WCPP. The Code of Conduct for Members of the WCPP is premised on this Act.

(ix) Western Cape Provincial Languages Act, Act 13 of 1998

This Act provides for the use of the three official languages of the Province – Afrikaans, English and Xhosa – by the WCPP.

(x) Remuneration of Public Office Bearers Act, Act 20 of 1998

This Act provides a framework for the determination of salaries and allowances of public office-bearers.

(xi) Determination of Delegates (National Council of Provinces) Act, Act 69 of 1998

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

(xii) Electoral Act, Act 73 of 1998

This Act provides for the election of the National Assembly, provincial legislatures and municipal councils.

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

This Act provides for the establishment of a Commission to make recommendations concerning the salaries, allowances and benefits of public office-bearers.

(xiv) National Council of Provinces (Permanent Delegates Vacancies) Act, Act 69 of 1998

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

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

This Act provides for the identification of national key points and for safeguarding national key points. The WCPP, situated at 7 Wale Street, Cape Town, was declared a national key point by the Minister of Police, making the Act operative in respect of the WCPP.

4.3 Policy mandates

None

4.4 Case law

The following judgments inform the interpretation of the constitutional and statutory mandates of the WCPP:

(i) 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

These judgments culminated in the certification of the Provincial Constitution by the Constitutional Court.

(ii) Doctors for Life International v The Speaker of the National Assembly and Others (CCT 12/05)

This judgment dealt with the interpretation of section 118(1) (a) of the Constitution, and a provincial legislature's duty to facilitate public involvement in the legislative and other processes of the provincial legislature.

(iii) Ex parte President of the Republic of South Africa: In re Constitutionality of the Liquor Bill 2000 SA 732 CC

This judgment dealt with the domain of Schedule 5 exclusive provincial legislative competences 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 competences.

(iv) 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 the vindication of Members' constitutional rights in a legislature.

(v) Mario Gaspare Oriani-Ambrosini, MP v Maxwell Vuyisile Sisulu, Speaker of the National Assembly ZACC 27 [2012]

In this judgment the Constitutional Court held that a legislature cannot restrict the power of an individual (private) Member of that legislature to introduce legislation in that legislature.

(vi) Mosiuoa Lekota and Another v The Speaker, National Assembly and Another (Western Cape High Court) case no: 14641/12

This 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.

(vii) Premier: Limpopo Province v Speaker: Limpopo Provincial Legislature and Others ZACC 25 [2011]

This judgment dealt with the interpretation of section 104 of the Constitution in the context of the provincial legislatures' capacity to legislate on the management of their own financial affairs, and concluded that the provincial legislatures did not have this legislative capacity.

(viii) Stephen Segopotso Tongoane and Others v Minister for Agriculture and Land Affairs and Others CCT 100/09 [2010] ZACC 10

The judgment confirms 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.

(ix) 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 the Province may determine the number of Members in its provincial legislature in the Provincial Constitution. A provincial constitution may permit a province to provide for distinct legislative structures and procedures in order that provinces may establish their own, distinct legislatures.

(x) The Speaker of the National Assembly v Patricia de Lille, MP and Another (Supreme Court of Appeal) 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.

(xi) Economic Freedom Fighters v Speaker of the National Assembly and Others CCT 143/15

In this case the Constitutional Court found that the structures or measures employed by a legislature for oversight of executive organs of state are to be determined by the legislature itself, but that such measures must in substance and reality amount to oversight.

(xii) Democratic Alliance v Speaker of the National Assembly and Others CCT 86/15

In this case the Constitutional Court found that section 11 of the Powers, Privileges and Immunities of Parliament and Provincial Legislatures Act, Act 4 of 2004, which authorised the arrest of Members who created or took part in a disturbance in the House, is unconstitutional. The Court also found that Members' freedom of speech may only be limited by the rules and orders of a legislature.

(xiii) Andries Molapi Tlouamma and Others v Speaker of the National Assembly and Others (Western Cape High Court) case no: 3236/15

In this case the Court considered the constitutional and legislative framework in which the legislatures in South Africa operate; interrogated the concept of separation of powers; considered the powers of the judiciary in relation to the principle of non-interference by other organs of state in parliamentary proceedings; and analysed the role of the Office of the Speaker in South African law.

4.5 Planned policy initiatives

The FMPPLA, Act 10 of 2009, which regulates the financial management of Parliament and the provincial legislatures and exercises oversight over the financial management of Parliament and the provincial legislatures, came into effect on 1 April 2015.

Since the implementation of the Act, the WCPP has noted some concerns about the constitutionality of certain sections of the FMPPLA, Act 10 of 2009.

Numerous sector initiatives are being discussed by the South African Legislative Sector (SALS), such as the following:

- Development of a National Development Plan tracking and monitoring system;
- Formalising the Legislative Sector through legislation;
- Drafting of a protocol agreement between the South African Legislative Sector and the national and provincial treasuries on the budget process of the Legislative Sector;
- Development of financial regulations in terms of the FMPPLA, Act 10 of 2009; and
- Formulation of a Legislative Sector Bargaining Council.

5. SITUATIONAL ANALYSIS

5.1 Performance environment

The WCPP is one of nine legislatures that was established in terms of Chapter 6 of the Constitution.

The WCPP determines and controls its own internal arrangements and proceedings. This includes determining its own Rules of Procedure, the set of rules that provides the framework within which Parliament performs its constitutional functions of debate, legislation and oversight.

5.1.1 The purpose and role of the WCPP

The WCPP's constitutional mandate is law-making (section 114(1) confers the power to legislate on provincial legislatures), exercising oversight over the Executive (section 114(2)) and facilitating public participation in its processes (section 118).

In Chapter 6, sections 104 to 124 ("Provincial Legislatures"), the National Constitution –

- Prescribes the –

- composition and election of provincial legislatures;
- membership of provincial legislatures;
- taking of the oath or affirmation by Members;
- duration and dissolution of provincial legislatures;
- sitting and recess periods of provincial legislatures;
- appointment of a Speaker and other presiding officers;
- quorums and decisions;
- giving of evidence before provincial legislatures and their committees;
- facilitating of public access and involvement; and
- procedures for the passage of Bills and publication and safekeeping of Acts;
- empowers the WCPP to regulate its own internal arrangements, proceedings and procedures and those of its committees;
- stipulates that the Standing Rules of the WCPP must provide for certain items; and
- provides for parliamentary privilege of Members and the province's permanent delegates to the National Council of Provinces, and the rights of the latter in Parliament.

5.1.2 Service-delivery environment

Functional Enhancement

In an effort to enhance services, the WCPP sought ways of doing things better and more efficiently. The WCPP thus embarked on a functional enhancement exercise that commenced during the third quarter of the 2017/18 financial year. The aim of the exercise is to see how the WCPP can streamline its functions and deliver a better service to Members. Job losses are not envisioned; better utilisation of our limited resources instead.

Western Cape Water Crisis

The Cape is experiencing its worst drought in a century. The WCPP has thus taken an active stance to ensure that water consumption in the precincts is reduced. The Province, together with the City of Cape Town, is busy working on a Water Scarcity Business Continuity Plan (BCP). Similarly, the WCPP, like all other provincial departments, has drafted its own Water Scarcity BCP.

This plan intends to assist Members of Parliament, executive management and staff in making informed decisions during water supply outages. The plan also provides a structure for coordination, preparedness, responses and recovery efforts of the WCPP. The coordination will provide the WCPP with a platform to continue with its critical services in the event of extended periods of water supply disruption.

Governance

The WCPP maintains its relationship with the Department of the Premier through the continued involvement of the Governance and Administration (G&A) Cluster Audit Committee and Internal Audit services, as approved by the Executive Authority.

The Parliamentary Oversight Committee (POC) continues to oversee the performance and financial management of the WCPP according to the requirements of the FMPPLA. The WCPP submits the prescribed reports in terms of sections 51, 52, 53 and 60 of the FMPPLA to the POC through the Executive Authority.

Risk management

The risk management function is currently being performed by the Office of the Secretary. The WCPP has an Enterprise Risk Management (ERM) Strategy and an ERM Implementation Plan in place that gives effect to the WCPP's ERM Policy, which outlines the institutional philosophy governing risk management. The WCPP also has an established Enterprise Risk Management Committee (ERMCO) which meets on a quarterly basis to deliberate on those strategic, operational and project-related risks that fall outside the desired tolerance levels and further recommends actions to risk owners to reduce the risks so that they fall within the desired tolerance level. Based on the application of the ERM Strategy and Plan, the WCPP's control and performance environment has matured and improved.

The Audit Committee is also provided with a quarterly ERM report in which the risk management process of the WCPP is evaluated with the focus on those risks that are outside the approved tolerance levels and the management actions or responses to mitigate the risks with a view to bringing them within the approved risk-tolerance levels.

Registrar of Members' Interests

As approved by the House on 23 November 2017, the Registrar of Members' Interests has been appointed on a two-year retainerhip in terms of section 3 of the Western Cape Parliament's Code of Conduct, Act 3 of 2002. The Registrar of Members' Interests will be responsible for investigating breaches of the Code of Conduct and complaints.

The Code of Conduct, which was adopted by Parliament in 2003, makes provision for the disclosure of financial interests of Members to the Registrar. As at 28 April 2017, all 42 Members had submitted their disclosure forms.

Law-making and oversight

In advancing enhanced oversight, a new Rule has been developed and proposed as part of the Rules review process, making it obligatory for the Executive Authority to submit quarterly performance reports to the Provincial Parliament for oversight and scrutiny. A standardised process and procedure for referral and mandatory reporting by the committees on these departmental quarterly reports will be put in place and implemented in the 2018/19 period, to strengthen the in-year monitoring of departmental performance by the committees.

The Rules review process was still underway in the last quarter of the 2017/18 period, and was expected to be completed by the end of the financial year.

Public participation

The WCPP will continue to fulfil its mandate to involve the public through engagement in pre-hearing legislative education initiatives and facilitating involvement in actual hearings. The Public Education and Outreach Section will continue to work closely with the Committee Section and other support functions in order to support the standing committees. The WCPP will also be responsive to other public outreach initiatives co-ordinated by the legislative sector, including sectoral parliaments and commemorative events. In the 2018/19 period, the WCPP will undertake a baseline study aimed at providing the institution with relevant data to enable a proper future impact assessment of its public participation interventions.

Financial management

The WCPP once again received a clean audit opinion from the Auditor-General in terms of the 2016/17 financial year.

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART A: STRATEGIC OVERVIEW

The 2017/18 financial year was the third year after the implementation of the FMPPLA, Act 10 of 2009.

During the latter part of the 2016/17 financial year a service provider was appointed to implement an Enterprise Resource Planning (ERP) system. Good progress was made with the implementation of this project; however, towards the latter part of the 2017/18 financial year contractual challenges were experienced with the service provider, which have since been resolved and a new go-live date is envisaged, the last quarter of the 2017/18 financial year.

As the Generally Recognised Accounting Practice (GRAP)-compliant ERP system is envisaged to be fully implemented only towards the latter part of the 2017/18 financial year, the WCPP will manually convert its modified cash-basis financial statements into GRAP-compliant financial statements for the 2017/18 financial year.

Ongoing training and the transfer of skills to Finance, Supply Chain Management and Human Resources officials are currently taking place.

Skills development

The skills development and training of our staff was a priority over the past few years. The WCPP undertook a staff-wide skills assessment in 2015. To address the skills gaps, a skills development programme was designed. Project GROW (the skills development programme) took place over two years and concluded in May 2017.

Training on GRAP and the ERP system continued during the 2017/18 financial year. Additional functional training sessions were also held during the 2017/18 financial year.

At the end of 2016/17 financial year, the first group of Members completed the Certificate in Governance and Leadership, comprising four modules, through the University of the Witwatersrand. One Member completed the Industrial Policy course facilitated by the University of Johannesburg.

Facilities

The WCPP's accommodation challenges has been a discussion point for many years. These challenges include limited physical space for the administration and Members, limited seating in the public gallery, shared entrances, security, unclear parliamentary precincts and lack of control over building issues, including maintenance, parking, security and access.

In accordance with an instruction of the Rules Committee, the Secretary to the WCPP and the Head of the Department of Transport and Public Works (DTPW) were tasked with investigating and providing proposed solutions to the WCPP's accommodation challenges. An ad-hoc Committee (comprising of senior officials of both the WCPP and the DTPW) was formed to take the matter forward. After reporting to the Internal Arrangements Committee (IAC) on the future accommodation needs for the institution, the IAC reported to the Rules Committee that the outside options should not be considered at present, and that more office space may be made available by acquiring another floor in the building.

Blue asbestos was discovered in certain areas of the building. The removal of the asbestos was carried out by an accredited service provider appointed by the DTPW. The majority of asbestos was removed, with the exception of the asbestos behind the Speaker's chair. The removal of the remaining asbestos is planned for the 2018/19 financial year.

Security

Oversight visits

As part of its oversight responsibility, the Standing Committees of the WCPP holds public hearings both within its precincts and externally in the Province. Similarly, the Standing Committees also undertakes oversight visits throughout the Province.

To enhance our security at these events, the Department of Community Safety has agreed to provide, on an agency basis, security assistance to the WCPP.

Visitor Management Services

Currently access control at the 7 Wale Street entrance is performed by the South African Police Service (SAPS) and the visitor management, and promotion and marketing by public relations officials of the WCPP.

The WCPP is considering separating visitor management, and promotion and marketing. It is envisaged that visitor management will be performed by security services and the promoting and marketing by public relations officials.

The Department of Community Safety has also agreed to provide assistance with security at its entrance at 7 Wale Street.

Information and Communications Technology

The WCPP has invested in technology that will prove in the long- run to have improved work processes. In its efforts to have GRAP-compliant systems the WCPP has procured an ERP system (Sage x3 and Sage People), as mentioned before.

Communication and Information

There has continued to be a steady increase in the number of website sessions, social media activity and, by the same token, an increase in the number of followers. There has also been increased focus on internal communication, e.g. regular e-mails regarding the water crisis in the province, supporting the ERP/Project JUMP change management processes, etc. Continued positive feedback received from patrons in respect of the information contained in the Library's regular information bulletins will result in sustained focus on the production of these proactive resources.

5.1.3 Stakeholders

The WCPP's stakeholders are as follows:

- Members;
- Staff;
- People of the Western Cape;
- Office of the Premier (Enterprise Risk Management; Internal Audit; Legal Services);
- Government departments;
- Vendors;
- Parliament and other legislatures;
- South African Police Service;
- Political parties; and the
- Auditor-General.

5.1.4 Performance management

Organisational performance

Senior managers verify and sign off on performance information by reviewing corresponding evidence files.

At a sectional level, the Annual Performance Plan, quarterly targets and functional activities are contained in the operational plans of managers and monitored by the relevant senior managers. In compliance with the FMPPLA, the Accounting Officer submits quarterly performance reports to the Executive Authority on the WCPP's performance in implementing the Annual Performance Plan. In addition to this, a mid-year budget and performance assessment report (assessing the performance of WCPP by taking into account the monthly financial statements, the past year's Annual Report, progress on resolving problems identified in the report, and performance in implementing the Annual Performance Plan) is also submitted. In accordance with section 54(1) and (2) of the FMPPLA these reports are tabled by the Executive Authority and referred to the POC.

The WCPP is embarking on research in terms of best practice monitoring and evaluation processes and procedures. The South African Legislative Sector is currently developing an Integrated Strategic Management Framework to establish an overarching results-based and outcomes-orientated approach. This framework also aims to ensure evidence-based policy development and decision-making as well as effective management, which is based on integrated planning, budgeting, monitoring, evaluation and reporting, coherent and integrated strategy formulation and execution processes. This framework will also seek to improve the quality of performance information or delivery of services through ensuring good quality, secure and reliable data on outcomes of Parliament and provincial legislatures.

Performance management of employees

Individual performance continues to be managed by a performance agreement that is agreed to and signed off by the employee and supervisor at the beginning of each financial year. Performance is assessed quarterly against the performance agreement. The WCPP has embarked on a review of its performance management policy and processes.

5.2 Organisational environment

The WCPP consists of 42 Members and the political parties represented are as follows:

Political party	Seats in WCPP
Democratic Alliance	26
African National Congress	14
Economic Freedom Fighters	1
African Christian Democratic Party	1
Total	42

The Secretary and the staff of the WCPP are appointed in terms of the Western Cape Law on the Powers and Privileges of the Provincial Legislature, Act 3 of 1995. The core function of the administration of the WCPP is to provide support to its Members so that they can fulfil their constitutional mandate, as stated above.

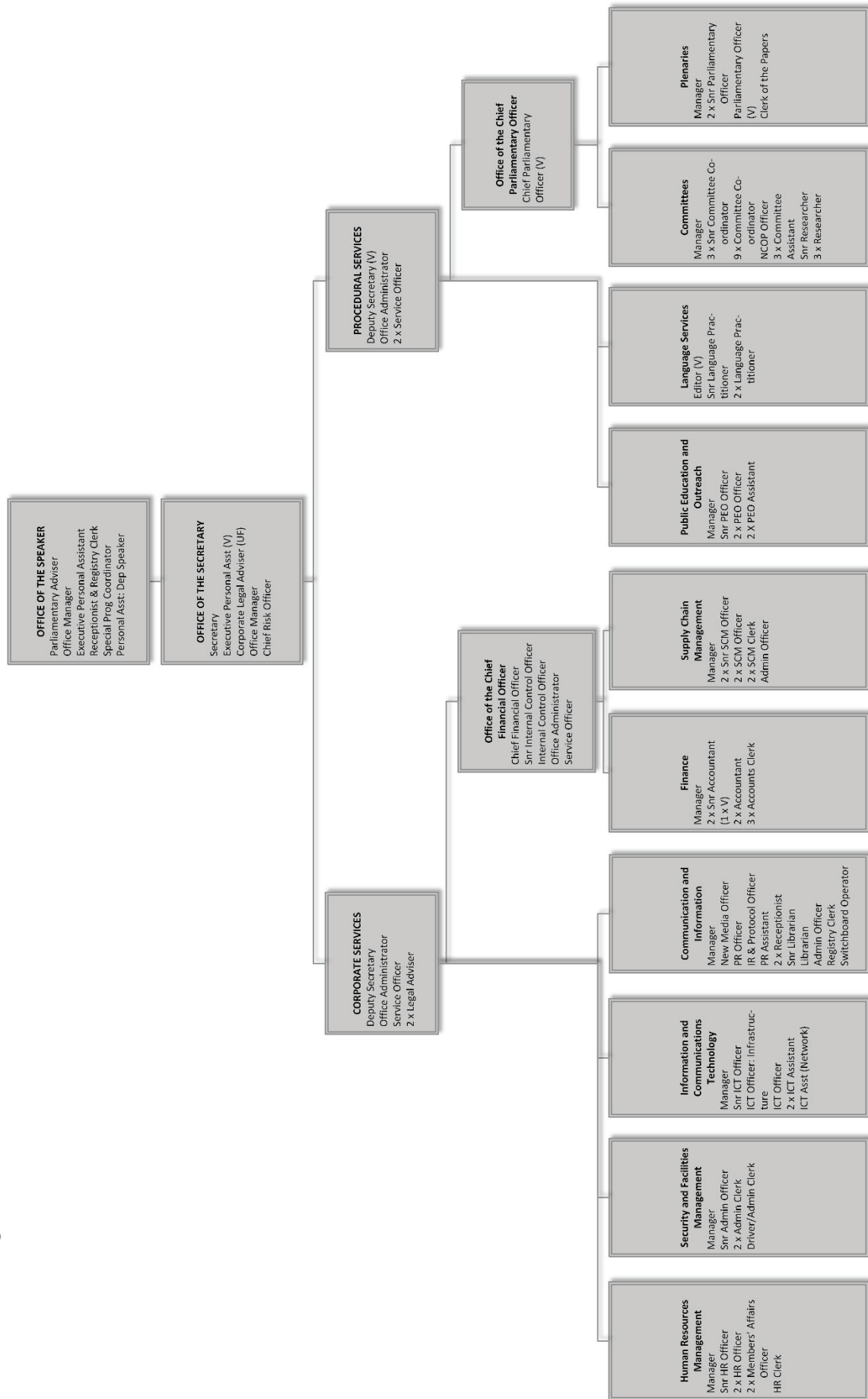
Currently the WCPP has 109 approved positions on its establishment. Of the 109, one position, Corporate Legal Adviser, is unfunded and 102 positions are filled. There are six vacant positions, namely Deputy Secretary: Procedural Services; Chief Parliamentary Officer; Editor; Senior Accountant; Parliamentary Officer (funded for six months); and Executive Office Administrator.

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART A: STRATEGIC OVERVIEW

The administration of the WCPP consists of three programmes and their main functional areas are as follows:

Programme	Main functional areas
Programme 1: Administration	<ul style="list-style-type: none"> • Perform functions in terms of relevant statutory provisions; • Render secretarial and secretarial office support services to presiding officers; • Formulate and execute policy and operational policies; • Establish norms and standards in compliance with relevant legislation and practices; • Manage corporate and procedural support services; • Provide communication and information services; legal support; financial management services; supply chain management services; internal control, human resources and Members' facilities management services; administrative and information technology support services, and security and facilities management services.
Programme 2: Facilities and benefits to Members and Political Parties	<ul style="list-style-type: none"> • 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 telecommunications; • Manage the payment of constituency allowances to enable political parties represented in the WCPP to establish and maintain infrastructure in constituencies to serve the interests of constituents; secretarial allowances to enable political parties represented in the WCPP to establish and maintain their own administrative infrastructure in the precincts of the WCPP; and conditional allowances to enable Members to arrange programmes in their constituencies in the interests of oversight, law-making and public participation by the WCPP.
Programme 3: Parliamentary Services	<ul style="list-style-type: none"> • Provide effective procedural and related support to the House and committees to enable oversight of the provincial executive authority and ensure accountability; • Provide public education programmes and administrative support to facilitate public involvement in the legislative and other processes of the WCPP.

5.2.1 Current organisational structure



5.2.2 Employment and vacancies by programme

Programme	Number of approved posts on the establishment	Number of unfunded posts	Number of posts on the establishment filled	Vacancy rate	Number of fixed-contract positions included in establishment total	Number of posts filled additional to the establishment
Programme 1	72	1	68	5.56%	5	3
Programme 3	36	-	34	5.56%	-	1
Total	109	1	102	6.42%	5	4

5.2.3 Employment and vacancies by salary band

Salary band	Number of posts on the establishment	Number of posts on the establishment filled	Vacancy rate
Semi-skilled (Bands A1 to B1)	4	4	-%
Skilled technical (Bands B2 to C3)	65	63	3.08%
Professionally qualified (Bands C4 to C5)	19	18	5.26%
Senior management (Bands D1 to D3)	16	14	12.5%
Top management (Bands D4 to E2)	5	3	40%
Total	109	102	6.42%

5.2.4 Description of the strategic planning process

During 2016, the Speaker emphasised the importance of the following areas of work that will continue to receive priority:

- Effective oversight and law-making;
- Maximum organisational efficiency;
- Improved administrative and corporate support; and
- Improved public participation and educational processes.

The following areas were identified by management during the strategic planning session on 7 September 2017:

- Independence from the Province and alignment with the legislative sector;
- Concerns regarding the constitutionality of certain sections of the Legislative Sector Bill;
- Preparation for the 2019 elections;
- Budgeting, procurement and planning for National Council of Provinces, APAC, Women's Parliament and the like;
- The procedure for money Bills;
- Additional capacity for oversight of the implementation of Provincial Game Changers;
- The safeguarding of records;
- Women's issues;
- The impact of the functional enhancement exercise;
- The impact of the ERP system;
- Drafting an overarching governance and resource framework governing processes and role definition for the institution;
- The improvement of technological planning for the sixth parliament;

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART A: STRATEGIC OVERVIEW

- Skills for monitoring organisational performance; and
- Training government officials in processes in terms of interacting with Committees.

In accordance with the FMPPLA, the first draft Annual Performance Plan for 2018/19 was submitted to the Accounting Officer 10 months prior to the start of the financial year end and was tabled by the Executive Authority for referral to the POC.

6. STRATEGIC OUTCOME-ORIENTED GOALS OF THE WESTERN CAPE PROVINCIAL PARLIAMENT

The WCPP's strategic outcome-oriented goals are as follows:

Strategic outcome-oriented goal 1	To provide effective procedural and related support to Members, committees and the House to make laws, conduct oversight and facilitate public involvement
Goal statement	Effective procedural and related support
Constitutional mandate	Chapter 6 of the Constitution of the Republic of South Africa, 1996
Strategic outcome-oriented goal 2	To promote sound governance and improve strategic and corporate support
Goal statement	Sound governance and improved strategic and corporate support
Constitutional mandate	Chapter 6 of the Constitution of the Republic of South Africa, 1996

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART A: STRATEGIC OVERVIEW

7. OVERVIEW OF THE 2018 BUDGET AND MTEF ESTIMATES

7.1 Expenditure estimates

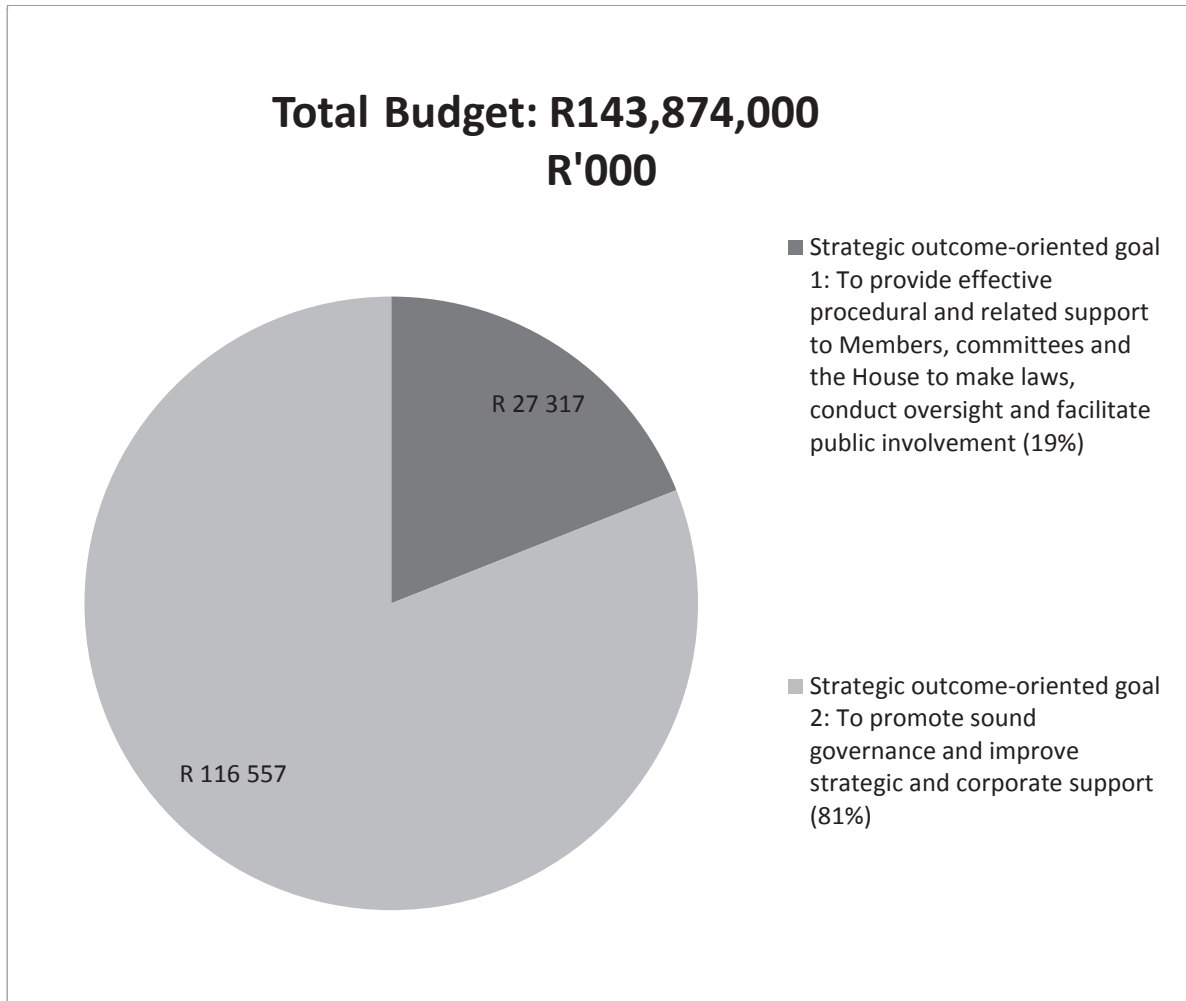
Summary of payments and estimates:

Programme R'000	Outcome						Medium-term estimate			
	Audited	Audited	Audited	Main	Adjusted	Revised	% Change from Revised estimate			
	2014/15	2015/16	2016/17	2017/18	2017/18	2017/18	2018/19	2017/18	2019/20	2020/21
1. Administration	46 948	50 455	55 232	65 462	64 822	64 822	65 786	1.49	70 784	69 784
2. Facilities for Members and Political Parties	37 664	40 155	43 034	47 225	47 865	47 865	50 771	6.07	53 356	56 089
3. Parliamentary Services	22 429	25 516	22 479	25 028	25 028	25 028	27 317	9.15	29 081	31 514
Total payments and estimates	107 041	116 126	120 745	137 715	137 715	137 715	143 874	4.47	153 221	157 387

Summary of payments and estimates by economic classification:

Economic classification R'000	Outcome						Medium-term estimate			
	Audited	Audited	Audited	Main	Adjusted	Revised	% Change from Revised estimate			
	2014/15	2015/16	2016/17	2017/18	2017/18	2017/18	2018/19	2017/18	2019/20	2020/21
Current payments	70 051	77 576	77 172	93 640	90 890	90 877	96 195	5.85	103 875	106 881
Compensation of employees	46 751	49 404	53 291	64 917	58 158	58 158	68 712	18.15	72 976	77 568
Goods and services	23 300	28 172	23 881	28 723	32 732	32 719	27 483	(16.00)	30 899	29 313
Transfers and subsidies to	34 856	36 520	38 630	41 298	42 126	42 126	44 287	5.13	46 721	49 298
Departmental agencies and accounts	21	21	21	25	25	25	28	12.00	30	32
Foreign governments and international organisations	239	286	429	263	263	263	279	6.08	295	312
Non-profit institutions	33 170	34 854	37 004	39 545	40 185	40 185	42 444	5.62	44 715	47 113
Households	1 426	1 359	1 176	1 465	1 653	1 653	1 536	(7.08)	1 681	1 841
Payments for capital assets	2 110	2 006	4 927	2 777	4 662	4 662	3 392	(27.24)	2 625	1 208
Machinery and equipment	2 110	2 006	3 574	2 777	4 662	4 662	3 392	(27.24)	2 625	1 208
Software and other intangible assets			1 353							
Payments for financial assets	24	24	16		37	50		(100.00)		
Total economic classification	107 041	116 126	120 745	137 715	137 715	137 715	143 874	4.47	153 221	157 387

7.2 Relating expenditure trends to strategic goals



The WCPP will continue to provide procedural and related support to the House and Committees to conduct their business of making laws and performing oversight effectively.

The WCPP will also continue to promote public participation in its parliamentary processes.

Enabling facilities for Members and financial support to political parties will continue so that Members and political parties have the appropriate resources to perform their constitutional obligations. This will be reviewed continually and assessed on an annual basis.

A main focus area for the 2018/19 financial year will be the continuous implementation of an Enterprise Resource Planning (ERP) system.

The WCPP received no new donor funding from the Legislative Sector Support Programme for the 2018/19 financial year.

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

PART B: PROGRAMME AND SUB-PROGRAMME PLANS

This section of the Annual Performance Plan sets the performance targets for the 2018/19 financial year and the MTEF period for each Strategic Objective identified in Part B of the Strategic Plan 2015/16 to 2019/20. Performance Indicators that will facilitate the assessment of the overall performance of each sub-programme are also included.

8. Budget Programme Structure

The Budget Programme Structure is depicted as follows:

Programme		Sub-programme	
1.	Administration	1.	Office of the Speaker
		2.	Office of the Secretary
			Office of the Secretary
			Communication and Information
			Library
		3.	Finance
		4.	Supply Chain Management
		5.	Internal Control
		6.	Human Resources
		7.	Information Technology
		8.	Security and Facilities Management
2.	Facilities for Members and Political Parties	1.	Facilities and Benefits to Members
			Allowance
			Contributions
		2.	Political Parties Support Service
			Secretarial Allowances
			Constituency Allowances
3.	Parliamentary Services	1.	Plenary Support
		2.	Committee Support
			Committees
			Standing Committees
		3.	Public Education and Outreach
		4.	Hansard and Language Services

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

9. PROGRAMME 1: ADMINISTRATION

The purpose of this programme is the strategic management of the institution and to provide governance and corporate support services to the WCPP.

9.1 Strategic objectives for Programme 1

Strategic outcome-oriented goals	Sub-programmes		Strategic objectives
To promote sound governance and improve strategic and corporate support	1	Administration	To enhance sound governance by establishing structures, processes and procedures as per legislation and relevant guidelines
	1.1	Office of the Speaker	
	1.2	Office of the Secretary (Office of the Secretary and Risk Management)	
	1.2	Office of the Secretary (including Communication and Information and Library)	To improve services to stakeholders by providing strategic support and by implementing seamless and synergistic corporate and parliamentary processes and systems
	1.3	Finance	
	1.4	Supply Chain Management	
	1.5	Internal Control	
	1.6	Human Resources	
	1.7	Information Technology	
	1.8	Security and Facilities Management	

Strategic objective title	Enhance sound governance
Strategic objective	To enhance sound governance by establishing structures, processes and procedures as per legislation and relevant guidelines
Baseline	Reviewed Standing Rules distributed to the political parties Approved Public Participation Strategy and Oversight and Accountability Policy
	Financial Management of Parliament and Provincial Legislatures Act, Act 10 of 2009, or FMPPLA, passed and effective from 1 April 2015. No transitional arrangements in place except for Directive 8, which relates to the reporting of the WCPP's financial statements according to GRAP. The WCPP complies with the FMPPLA in terms of Accounting Officer and Executive Authority requirements.
	Clean audit outcome for 2016/17: <ul style="list-style-type: none"> No material findings on the usefulness and reliability of the reported performance information for the selected programmes 2 and 3 and financial information; No significant deficiencies in internal control; and No instances of material non-compliance with specific matters in key legislation, as set out in the general notice issued in terms of the Public Audit Act.
	Current financial and human-resource transactional systems do not meet the reporting requirements of the FMPPLA. Currently, the WCPP is in the process of procuring an ERP system with a planned go-live date in March 2018.
Justification	This objective will ensure sound governance through establishing structures and processes to ensure the WCPP complies with the relevant legislation and guidelines.
Links	Ensuring that these structures, processes and procedures are in place and complied with will lead to sound governance.

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Strategic objective title	Improved service delivery
Strategic objective	To improve services to stakeholders by providing strategic support and by implementing seamless and synergistic corporate and parliamentary processes and systems
Baseline	2016/17 clean audit outcome
	88% of planned targets achieved. Out of a total of 57 annual targets, 50 were achieved.
	Satisfaction level of stakeholders: An average of 76% of respondents scored "Good" and above for support services in the 2016/17 staff survey. The survey in respect of Members was not assessed as only two completed survey questionnaires were received.
	Sector currently developing South African Legislative Sector Integrated Strategic Management Framework
	Performance Management Framework for Legal Services reviewed
	Communication Strategy; Website Policy and Social Media Policy as well as Media Policy approved and Social Media Plan implemented
	2016/17 statistics: Website sessions: 45 449; Tweets: 918; and Facebook updates: 1 002
	Library: Produced 76 library publications during the 2016/17 financial year
Justification	This objective will contribute to the improvement of services provided for the WCPP's stakeholders by implementing synergistic corporate and parliamentary processes and systems.
Links	By implementing these processes and systems organisational efficiency will be maximised and strategic and corporate support to stakeholders will be improved.

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Strategic objective performance indicator	Baseline 2016/17	2020
Establishing mechanisms year-on-year to monitor mandated functions	Financial Management of Parliament and Legislature Act, Act 10 of 2009, applied to the WCPP from 1 April 2015	Full implementation and no findings on governance issues relating to the implementation of the Act
	Oversight and Accountability Policy in place Public Participation Strategy approved Revised Standing Rules submitted to political parties for their input	Appropriate directives in terms of oversight, law-making and public participation to monitor mandated functions
Maintain clean audit outcome on governance	2016/17 clean audit outcome on governance	Maintain clean audit outcome on governance
Year-on-year improvement in organisational effectiveness and efficiency	During the 2016/17 staff survey an average of 76% of clients or stakeholder respondents scored 3 ("Good") and above on support services received from the administration	90% of clients/stakeholders rate the support services received from the WCPP as "Good" – as in the annual survey
	Rating of 90% given by the NKP Commander on the external assessment of the WCPP's compliance with the National Key Points Act, Act 102 of 1980	96% compliance to the National Key Points Act, Act 102 of 1980, as assessed by the NKP Commander
Clean audit outcome	2016/17 clean audit outcome	Clean audit outcome
Modernisation and integration of Human Resources Management	<ul style="list-style-type: none"> 3 value-adding services currently rendered (employee wellness and management information) 3 human resource processes currently digitised (salaries; leave and performance management) 16 formal training sessions conducted that focused on identified skills gaps and structure 	<ul style="list-style-type: none"> 11 value-adding services in place 10 human resource processes digitised 43 formal training conducted that focused on identified skills gaps and structure
Upward change in the Capability Maturity level year-on-year based on the Control Objectives for Information Technology (COBIT) Maturity Model	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 links 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 in 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 criteria above will be assessed again 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 links between outcome measures and performance indicators are defined and documented. Procedures are standardised and documented. Management communicates standardised procedures and established training needs. Tools are identified to assist with overseeing IT governance. Dashboards are defined as part of IT's 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.

9.2 Programme performance indicators, annual and quarterly targets per Sub-programme for 2018/19

9.2.1 Sub-programme: Office of the Speaker

The purpose of this sub-programme is:

- to render support to the presiding officers in the formulation of the strategic direction of the WCPP administration;
- to render support to the presiding officers in the fulfilment of their functions in terms of the relevant statutory provisions and parliamentary rules;
- to render support to the presiding officers in representing the WCPP and participating in legislative activities both locally and internationally; and
- to render secretarial and office support services to presiding officers.

Strategic objectives annual targets for 2018/19

Strategic objective performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
Establishing mechanisms year-on-year to monitor mandated functions	New PI	1	2	1	1	1	1

Risks		Mitigation	
No updated or properly documented frameworks in place to deal with oversight and public participation	Review guiding frameworks as and when required		
Lack of adherence to frameworks that deal with oversight and public participation	Training and information sessions and remedial actions		

Programme performance indicators and annual targets for 2018/19

Programme performance indicators	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1 Percentage compliance by the Executive Authority with the prescribed legislative obligations and relevant transitional arrangements in terms of the FMPPA by the required due dates Baseline: 2016/17 Numerator: 19 (number of indicators complied with) Denominator: 19 (total number of compliance indicators)	New PI	100%	100%	100%	100%	100%	100%
2 Number of directives approved in terms of oversight, law-making and public participation	New PI	1	2	1	1	1	1

Quarterly targets for 2018/19

Performance indicators		Reporting Period	Annual target 2018/19	Quarterly targets			
				1st	2nd	3rd	4th
1	Percentage compliance by the Executive Authority with the prescribed legislative obligations and relevant transitional arrangements in terms of the FMPPA by the required due dates	Annually	100%				100%
2	Number of directives approved in terms of oversight, law-making and public participation	Annually	1				1

Summary of payments and estimates by economic classification and establishment information

Economic classification	Adjusted appropriation 2017/18	Estimate 2018/19	Percentage change from adjusted appropriation
	R'000	R'000	%
Current payments:			
Compensation of employees	3 301	4 086	23.78
Goods and services	1 252	1 455	16.21
Transfers to:			
Households	10	-	-100.00
Payment for capital assets	675	664	-1.63
TOTAL	5 238	6 205	18.46

Establishment	
Filled	Total funded positions
6	6

9.2.2 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 administration and committees;
- to provide communication and information services; and
- to facilitate risk management services.

Strategic objective performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
Year-on-year improvement in organisational effectiveness and efficiency	New PI	Year-on-year improvement in organisational effectiveness and efficiency	Year-on-year improvement in organisational effectiveness and efficiency	Year-on-year improvement in organisational effectiveness and efficiency	Year-on-year improvement in organisational effectiveness and efficiency	Year-on-year improvement in organisational effectiveness and efficiency	Year-on-year improvement in organisational effectiveness and efficiency
Risks		Mitigations					
Water scarcity due to inadequate water management resulting in business discontinuity		Developing a Business Continuity Plan for water disruptions					
Material misstatement of the Predetermined Objectives resulting in a negative audit outcome		Validation of performance information with evidence					
Non-compliance with legislative or statutory obligations resulting in possible legal breaches		Ensure all policies and standard operating procedures are in place and implemented					

9.2.2.1 Office of the Secretary

Programme performance indicators and annual targets for 2018/19

Programme performance indicators	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1 Develop an Institutional Strategic Management Framework by 31 March 2019	New PI	New PI	New PI	New PI	Strategic Management Framework developed		
2 Percentage of planned APP annual targets achieved Baseline: 2016/17: Numerator: 50 (number of planned annual targets achieved)	78%	80%	88%	96%	98%	100%	100%

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Programme performance indicators		Audited actual performance			Estimated performance 2017/18	Medium-term targets		
		2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
	Denominator: 57 (total number of planned annual targets) 2017/18: 55 planned targets. Provision made for the achievement of 53 targets for 2017/18							
3	Percentage compliance with the reviewed Performance Management Framework for Legal Services	Development of PMF for Legal Services	Implemented and 98.93% compliance	Reviewed and implemented Performance Management Framework for Legal Services	100%	80%	82%	84%

Quarterly targets for 2018/19

Performance indicators		Reporting Period	Annual target 2018/19	Quarterly targets			
				1st	2nd	3rd	4th
1	Develop an Institutional Strategic Management Framework by 31 March 2019	Annually	Strategic Management Framework developed				Strategic Management Framework developed
2	Percentage of planned APP annual targets achieved	Annually	98%				98%
3	Percentage compliance with the reviewed Performance Management Framework for Legal Services	Annually	80%				80%

9.2.2.1.1 Office of the Secretary including risk management

Strategic objective performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
Maintain clean audit outcome on governance	Maintain clean audit outcome	Maintain clean audit outcome	Maintain clean audit outcome	Maintain clean audit outcome	Maintain clean audit outcome	Maintain clean audit outcome	Maintain clean audit outcome

Programme performance indicators	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1 Develop a risk management maturity tool to assess the maturity level of the institution	New PI	New PI	New PI	New PI	1		
2 Percentage compliance by the Accounting Officer with the prescribed legislative obligations and relevant transitional arrangements in terms of the FMPPLA by the required due dates Baseline 2016/17: Numerator: 18 (number of indicators complied with) Denominator: 19 (Total number of compliance indicators)	New PI	95%	95%	100%	100%	100%	100%

Quarterly targets for 2018/19

Performance indicators	Reporting Period	Annual target 2018/19	Quarterly targets			
			1st	2nd	3rd	4th
1 Develop a risk management maturity tool to assess the maturity level of the institution	Annually	1			1	
2 Percentage compliance by the Accounting Officer with the prescribed legislative obligations and relevant transitional arrangements in terms of the FMPPLA by the required due dates	Annually	100%				100%

9.2.2.2 Communication and Information

Programme performance indicators and annual targets for 2018/19

	Programme performance indicators	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
		2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1	Percentage year-on-year increase in website statistics in respect of website sessions Baseline: 2016/17 Total 45 449 website sessions Baseline: 2014/15 - Total 35 400 website sessions Baseline: 2015/16 - Total 41 163 website sessions	New PI	14%	11%	5%	5%	5%	5%
2	Percentage year-on-year increase in social media presence and activities Baseline: 2016/17 35% increase on the previous year's baseline in social media activities. 918 Tweets; 1 002 Facebook updates Baseline 2015/16: 722 Tweets; 705 Facebook updates (87% increase from 2014/15)	New PI	87%	35%	5%	5%	5%	5%
3	Number of year-on-year increases in registry usage by units Baseline: 2016/17 Average usage 7 out of 22 units	New PI	4	7	6	7	8	8
4	Number of protocol training or briefing sessions held	New PI	New PI	New PI	New PI	2	3	4
5	Number of records management training sessions held	New PI	New PI	New PI	New PI	15	16	17

Quarterly targets for 2018/19

	Performance indicators	Reporting Period	Annual target 2018/19	Quarterly targets			
				1st	2nd	3rd	4th
1	Percentage year-on-year increase in website statistics in respect of website sessions	Annually	5%				5%
2	Percentage year-on-year increase in social media presence and activities	Annually	5%				5%
3	Number of year-on-year increases in registry usage by units	Annually	7				7
4	Number of protocol training or briefing sessions held	Biannual	2	1		1	
5	Number of records management training sessions held	Quarterly	15	4	4	3	4

9.2.2.3 Library

Programme performance indicators and annual targets for 2018/19

Programme performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1 Number of library publications produced per year	30	63	76	72	75	78	81

Quarterly targets for 2018/19

Performance indicator	Reporting Period	Annual target 2018/19	Quarterly targets			
			1st	2nd	3rd	4th
1 Number of library publications produced per year	Quarterly	75	22	22	16	15

Summary of payments and estimates by economic classification and establishment information

Economic classification	Adjusted appropriation 2017/18	Estimate 2018/19	Percentage change from adjusted appropriation
	R'000	R'000	%
Current payments:			
Compensation of employees	16 026	20 169	25.85
Goods and services	3 244	3 275	0.96
Transfers to:			
Households	13	15	15.38
TOTAL	19 283	23 459	21.66

Establishment			
Unfunded	Filled	Vacant	Total funded positions
1*1	28	2*2	30

*1 Corporate Legal Adviser

*2 Deputy Secretary: Procedural Services

*3 Executive Personal Assistant

Intern (Communication and Information - Registry)

Number of posts filled additional to the establishment
1*3

9.2.3 Sub-programme: Finance

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

Strategic objective performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome

Risks	Mitigations	
Material misstatement; incomplete asset register or audit findings on financial transactions	Tightening of control measures with regard 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	
Institutional performance stagnation due to budget constraints	Prioritisation of the budget and the implementation of cost containment measures; collaborative relationships with the WCG in the provision of services in areas like Internal Audit, Disaster Recovery and Security Advisory Services; and continuous monitoring of expenditure by the Executive Management	

Programme performance indicators and annual targets for 2018/19

Programme performance indicators	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1 Number of verifiable annual financial statements submitted by the statutory due date	1	1	1	1	1	1	1
2 Number of finalised Annual Estimates of Provincial Revenue and Expenditure submitted by the required due date	1	1	1	1	1	1	1
3 Number of meetings held with Programme Managers prior to the Adjustments Estimate submission	New PI	New PI	New PI	New PI	1	1	1
4 Number of meetings held with Programme Managers prior to the Final Budget submission	New PI	New PI	New PI	New PI	1	1	1
5 Number of verifiable interim financial statements submitted by the required due date	3	3	3	3	3	3	3
6 Number of quarterly In-Year-Monitoring (IYM) narrative reports to track expenditure and identify early warning	4	4	4	4	4	4	4

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Programme performance indicators		Audited actual performance			Estimated performance 2017/18	Medium-term targets		
		2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
7	Percentage of payments processed to creditors within 30 calendar days of receipt of invoice or resolution of dispute Baseline 2016/17: Numerator: 1 974 (number of payments processed within 30 calendar days) Denominator: 1 988 (total number of payments for the period)	99%	99%	99%	99%	99%	99%	99%

Quarterly targets for 2018/19

Performance indicators		Reporting Period	Annual target 2018/19	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 Annual Estimates of Provincial Revenue and Expenditure submitted by the required due date	Annually	1				1
3	Number of meetings held with Programme Managers prior to the Adjustments Estimate submission	Annually	1		1		
4	Number of meetings held with Programme Managers prior to the Final Budget submission	Annually	1				1
5	Number of verifiable interim financial statements submitted by the required due date	Quarterly	3		1	1	1
6	Number of quarterly In-Year-Monitoring (IVM) narrative reports to track expenditure and identify early warning signals	Quarterly	4	1	1	1	1
7	Percentage of payments processed to creditors within 30 calendar days of receipt of invoice or resolution of dispute	Quarterly	99%	99%	99%	99%	99%

Summary of payments and estimates by economic classification and establishment information

Economic classification	Adjusted appropriation 2017/18	Estimate 2018/19	Percentage change from adjusted appropriation
	R'000	R'000	%
Current payments:			
Compensation of employees	3 833	4 431	15.60
Goods and services	92	79	-14.13
Transfers to:			
Households	24	7	-70.83
Payments for financial assets	10	-	-100
TOTAL	3 959	4 517	14.09

Establishment		
Filled	Vacant	Total funded positions
7	1*	8

* Senior Accountant

9.2.4 Sub-programme: Supply Chain Management

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

Strategic objective performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome
Risk		Mitigations					
Material misstatement; incomplete asset register or audit findings with regard to financial transactions		Tightening control measures with regard 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 2018/19

Programme performance indicators	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1 Percentage of assets reconciling to the Asset Register Baseline 2016/17: Numerator: 6 106 (number of assets reconciling to the asset register) Denominator: 6 776 (total number of assets on the asset register)	90%	99,8%	90.11%	100%	100%	100%	100%
2 Percentage compliance with service-delivery standards, as amended, taking GRAP into consideration Baseline 2016/17: Three delivery standards are measured Numerator: 1 046 (number of standards complied with) Denominator: 1 243 (total number of standards to be complied with)	New PI	86%	84.15%	85%	85%	87%	89%
3 Percentage compliance with the Supply Chain Management Manual Checklist Estimated baseline 2016/17: Numerator: 16 (number of indicators on checklist complied with) Denominator: 16 (total number of indicators on checklist)	New PI	100%	100%	100%	100%	100%	100%

Quarterly targets for 2018/19

	Performance indicators	Reporting Period	Annual target 2018/19	Quarterly targets			
				1st	2nd	3rd	4th
1	Percentage of assets reconciling to the Asset Register	Biannual	100%		100%		100%
2	Percentage compliance with service delivery standards, as amended, taking GRAP into consideration	Quarterly	85%	85%	85%	85%	85%
3	Percentage compliance with the Supply Chain Management Manual Checklist	Quarterly	100%	100%	100%	100%	100%

Summary of payments and estimates by economic classification and establishment information

Economic classification	Adjusted appropriation 2017/18		Estimate 2018/19	Percentage change from adjusted appropriation	
	R'000	R'000		R'000	%
Current payments:					
Compensation of employees	4 065		4 570		12.42
Goods and services	697		419		-39.88
Transfers to:					
Households	8		8		-
TOTAL	4 770		4 997		4.76

Establishment		
Filled	Vacant	Total funded positions
8	-	8

9.2.5 Sub-programme: Internal Control

The purpose of this sub-programme is to identify systematic weaknesses and recommend corrective measures to combat irregularities.

Strategic objective performance Indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome

Risk		Mitigation	
Non-compliance with internal financial procedures, Financial Management of Parliament and Provincial Legislatures Act, Act 10 of 2009, regulations made and instructions issued in terms of the Act		Identifying areas with control deficiencies and following up on the implementation of recommendations	

Programme performance indicators and annual targets for 2018/19

Programme performance indicators	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1 Number of progress reports against the Financial Management Improvement Plan (FMIP)	2	2	2	2	2	2	2
2 Number of inspection reports issued identifying control gaps in processes	3	3	3	3	3	4	4
3 Number of follow-up inspection reports reflecting progress on implementation of recommendations	3	3	3	3	3	3	4
4 Percentage of payment vouchers subjected to post audit Baseline: 2016/17: Numerator: 2 244 (number of post-audit payments) Denominator: 2 244 (total number of payments for the period)	100%	100%	100%	100%	100%	100%	100%

Quarterly targets for 2018/19

	Performance indicator	Reporting Period	Annual target 2018/19	Quarterly targets			
				1st	2nd	3rd	4th
1	Number of progress reports against the Financial Management Improvement Plan (FMIP)	Quarterly	2			1	1
2	Number of inspection reports issued identifying control gaps in processes	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 2017/18	Estimate 2018/19	Percentage change from adjusted appropriation
	R'000	R'000	%
Current payments:			
Compensation of employees	1 131	1 194	5.57
Goods and services	3 048	2 530	-16.99
Transfers to:			
Households	1	2	100.00
TOTAL	4 180	3 726	-10.86

Establishment		
Filled	Vacant	Total funded positions
2	-	2

9.2.6 Sub-programme: Human Resources

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

Strategic objective performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
Modernisation and integration of Human Resource Management	New PI	New PI	Business requirements planning	ERP system implemented	Decrease in time spent on transactional activities and reporting	Identified projects undertaken	Review HR Strategy and Plan

Risk		Mitigation	
User resistance to change in a new information system ERP and processes.		Implementation of a change management plan which includes training and awareness sessions for staff, both before and after the implementation of the ERP system.	

Programme performance indicators and annual targets for 2018/19

Programme performance indicator	Audited actual performance				Estimated performance 2017/18	Medium-term targets			
	2014/15	2015/16	2016/17	2017/18		2018/19	2019/20	2020/21	2021/22
1 Number of formal training sessions focused on identified skills gaps and structure	New PI	11	12	7	7	15	17	19	19
2 Number of positive quality assurance forms returned	New PI	New PI	New PI	80	80	82	84	86	86
3 Number of training sessions on the ERP system facilitated	New PI	New PI	1	5	5	3	-	-	-
4 Number of approved reports on functional enhancement implemented	New PI	New PI	New PI	New PI	New PI	1	As in plan	As in plan	As in plan
5 Number of human resource information sessions aimed at adding value to the institution and its employees facilitated	New PI	New PI	3	4	4	4	8	8	8
6 Number of labour relations training and awareness sessions aimed at adding value to the institution and its employees facilitated	New PI	New PI	New PI	New PI	New PI	2	2	2	2

Quarterly targets for 2018/19

	Performance indicator	Reporting Period	Annual target 2018/19	Quarterly targets			
				1st	2nd	3rd	4th
1	Number of formal training sessions focused on identified skills gaps and structure	Annually	15				15
2	Number of positive quality assurance forms returned	Annually	82				82
3	Number of training sessions on the ERP system facilitated	Annually	3	3			
4	Number of approved reports on functional enhancement implemented	Annually	1	1			
5	Number of human resource information sessions aimed at adding value to the institution and its employees facilitated	Quarterly	4	1	1	1	1
6	Number of labour relations training and awareness sessions aimed at adding value to the institution and its employees facilitated	Quarterly	2		1		1

Summary of payments and estimates by economic classification and establishment information

Economic classification	Adjusted appropriation 2017/18	Estimate 2018/19	Percentage change from adjusted Appropriation %
	R'000	R'000	
Current payments:			
Compensation of employees	5 104	6 655	30.39
Goods and services	2 568	967	-62.34
Transfers to:			
Households	168	8	-95.24
TOTAL	7 840	7 630	-2.68

Establishment		
Filled	Vacant	Total funded positions
7	-	7
Intern		
		1

9.2.7 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 performance indicator	Audited actual performance		Estimated performance	Medium-term targets	
	2014/15	2018/19	2017/18	2020/21	2020/21
Upward change in the capability maturity level year-on-year based on the Control Objectives for Information Technology (COBIT) Maturity Model	1 – Initial or ad hoc	2 – Repeatable but intuitive	2.5 – Repeatable but intuitive with some evidence of defined	Defined processes	Defined processes

Risks	Mitigations
Competent and sufficient resource capacity to implement the Programme's objectives	Structure and train current resources; acquire additional resources and align activities with organisational goals to ensure success
Poor and delayed Implementation of ERP system as well as inadequate operational readiness to implement the ERP system resulting in non-compliance with the FMMPPLA requirements and institutional performance regression	Regular oversight by the ERP Steering Committee where risks and complexities of the project are reported and decisions made. Creating a post-implementation ERP Steering Committee will ensure active oversight of the ERP system.
Business continuity: Disruption of business systems resulting in the non-availability and loss of information	DR for ERP implemented with go-live of ERP system. Funds will be requested for additional DR equipment for the 2018/19 financial year for the Non-ERP systems.
Inadequate funding to refresh aging ICT Infrastructure	Request additional funding through policy options

Programme performance indicators and annual targets for 2018/19

Programme performance indicator	Audited actual performance		Estimated performance	Medium-term targets	
	2014/15	2015/16	2016/17	2018/19	2020/21
1 Percentage year-on-year improvement of service support delivered against service level agreement (SLA) Baseline 2016/17: Numerator: 955 (number of calls logged, responded to and resolved in SLA framework) Denominator: 1 391 (total number of calls logged)	Implement service support processes and tools	Define and agree SLA. Baseline: 60%	15%	5% on baseline of 66.15% = 69.45%	5% on baseline of 73% = 76.5%
2 Implement and operationalise disaster recovery	New PI	New PI	New PI	Operationalised and implemented non-ERP systems	Two successful disaster recovery tests

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Programme performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
3 Phased implementation of ERP	Phase 1: Approved PID and business case	Phase 2: Define business requirements, ERP request for proposal specification, publication of tender and evaluation of bids	Phase 2: Define business requirements, tender, contract vendor, proof of concept	Implemented phase 3: Configure system, migrate data and sign-off of UAT: Finance, SCM and HR	Implemented phase 4: Stabilise and optimise ERP system post go-live	Implemented phase 5 part 1: Further enhancements to the Finance, SCM and HR processes	Implemented phase 5 part 2: Further enhancements to the Finance, SCM and HR processes
4 Procurement and configuration of technology packages for new members	New PI	New PI	New PI	New PI	100% procured and configured	100% deployed to new Members	
5 Percentage availability of all IT infrastructure services Baseline 2016/17: Numerator: 23.3 hours' availability Denominator: 24 hours per day	95%	99%	97%	95%	95%	95%	95%

Quarterly targets for 2018/19

Performance indicator	Reporting Period	Annual target 2018/19	Quarterly targets			
			1st	2nd	3rd	4th
1 Percentage year-on-year improvement of service support delivered against service level agreement (SLA)	Annually	5% on baseline of 66.15% = 69.45%				5% on baseline of 66.15% = 69.45%
2 Implement and operationalise disaster recovery	Annually	Operationalised and implemented disaster recovery for non-ERP systems				Operationalised and implemented disaster recovery for non-ERP systems
3 Phased implementation of ERP	Annually	Implementation phase 4: Stabilised and optimised ERP system				Implemented phase 4: Stabilise and optimise ERP system post go-live

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Performance indicator	Reporting Period	Annual target 2018/19	Quarterly targets			
			1st	2nd	3rd	4th
4 Procurement and configuration of technology packages for new Members	Annually	100% procured and configured				100% procured and configured
5 Percentage availability of all IT infrastructure services	Quarterly	95%	95%	95%	95%	95%

Summary of payments and estimates by economic classification and establishment information

Economic classification	Adjusted appropriation 2017/18	Estimate 2018/19	Percentage change from adjusted appropriation
	R'000	R'000	%
Current payments:			
Compensation of employees	3 592	4 306	19.88
Goods and services	8 468	3 614	-57.32
Transfers to:			
Households	6	6	-
Payments for capital assets	2 968	2 008	-32.34
Payments for financial assets	27	-	-100.00
TOTAL	15 061	9 934	-34.04

Establishment			
Filled	Vacant	Total funded positions	
		Number of posts filled additional to the establishment	
7	-	7	1*

* Intern

9.2.8 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 performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
Year-on-year improvement in organisational effectiveness and efficiency	New PI	New PI	New PI	2% year-on-year increase in the ratings given by the NKP Commander's external assessment of the WCPP's compliance with the National Key Points Act, Act 102 of 1980	2% year-on-year increase in the ratings given by the NKP Commander's external assessment of the WCPP's compliance with the National Key Points Act, Act 102 of 1980	2% year-on-year increase in the ratings given by the NKP Commander's external assessment of the WCPP's compliance with the National Key Points Act, Act 102 of 1980	2% year-on-year increase in the ratings given by the NKP Commander's external assessment of the WCPP's compliance with the National Key Points Act, Act 102 of 1980

Risks	Mitigations	
	Two contact sessions are held with the Department of Transport and Public Works each quarter.	
Household and logistical requests and complaints are not reported or responded to timeously.	Security policy and protocols (SOPs) are implemented and regularly overseen by the Joint Planning Commission (JPC). Monthly engagement with the SAPS on security service requirements are formalised and reported to the Executive Management and JPC.	
Inadequate management oversight of the security requirements of the institution resulting in security breaches	Security policy and SOPs to support processes during oversight visits, taking into account all stakeholders Pre-site inspections and post-event reporting to management, which are overseen by the JPC. The WCPP has collaborated with the Department of Community Safety to assist with security at oversight visits on an agency basis.	
Inadequate security services provided during external oversight visits by committees may result in security-related incidents		

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Programme performance indicators and annual targets for 2018/19

	Programme performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
		2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1	Percentage compliance with the requirements of the National Key Points Act, Act 102 of 1980 Baseline: 2016/17 90% in accordance with external assessment done by the NKP Commander	New PI	New PI	90%	92%	94%	96%	98%
2	Percentage security support provided for standing committees during oversight visits in line with approved standard operating procedures for oversight visits Baseline: 2016/17 Numerator: 24 (number of oversight visits covered) Denominator: 40 (total number of oversight visits)	New PI	New PI	60%	70%	80%	90%	100%
3	Register the WCPP's accommodation requirements on U-AMP by the specified due date	New PI	New PI	1	Accommodation requirements on U-AMP by the specified due date	Accommodation requirements on U-AMP by the specified due date	Accommodation requirements on U-AMP by the specified due date	Accommodation requirements on U-AMP by the specified due date
4	Number of planned evacuation exercises completed	New PI	New PI	1	1	1	1	1
5	Percentage verification and processing of visitors in the VMS system	New PI	New PI	New PI	New PI	100%	100%	100%
6	Number of contact sessions with the Department of Transport and Public Works in respect of management of the service level agreement	New PI	New PI	New PI	8	8	8	8

Quarterly targets for 2018/19

Performance indicator	Reporting period	Annual target 2018/19	Quarterly targets			
			1st	2nd	3rd	4th
1 Percentage compliance with requirements of the National Key Points Act, Act 102 of 1980	Annually	94%			94%	
2 Percentage security support provided for standing committees during oversight visits in line with the approved standard operating procedure for oversight visits	Annually	80%				80%
3 Register the WCPP's accommodation requirements on U-AMP by the specified due date	Annually	Register the WCPP's accommodation requirements on UAMP by the specified due date	Accommodation requirements on UAMP			
4 Number of planned evacuation exercises completed	Annually	1			1	
5 Percentage verification and processing of visitors in the VMS system	Quarterly	100%	100%	100%	100%	100%
6 Number of contact sessions with the Department of Transport and Public Works in respect of management of the service level agreement	Quarterly	8	2	2	2	2

Summary of payments and estimates by economic classification and establishment information

Economic classification	Adjusted appropriation 2017/18	Estimate 2018/19	Percentage change from adjusted appropriation	
			R'000	%
Current payments:				
Compensation of employees	2 399	2 622		9.29
Goods and services	1 044	1 944		86.21
Transfers to:				
Households	4	4		-
Provincial departmental agencies	25	28		12.00
Payments for capital assets	1 019	720		-29.34
TOTAL	4 491	5 318		18.41

Establishment		
Filled	Vacant	Total funded positions
5	-	5

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

9.3 Reconciling performance targets with the budget and MTEF

9.3.1 Payments and estimates – Programme 1: Administration

Sub-programme R'000	Outcome						Medium-term estimate			
	Audited	Audited	Audited	Main	Adjusted	Revised	% Change from Revised estimate			
	2014/15	2015/16	2016/17	2017/18	2017/18	2017/18	2018/19	2017/18	2019/20	2020/21
1. Office of the Speaker	4 254	4 536	4 404	5 727	5 238	5 238	6 205	18.46	6 436	6 794
2. Office of the Secretary	14 946	16 845	16 524	20 864	19 283	19 283	23 459	21.66	24 714	26 015
Office of the Secretary	9 261	11 168	10 873	14 443	12 341	12 341	15 460	25.27	16 450	17 303
Communication and Information	4 371	4 195	4 134	4 793	5 332	5 332	6 305	18.25	6 465	6 792
Library	1 314	1 482	1 517	1 628	1 610	1 610	1 694	5.22	1 799	1 920
3. Finance	3 013	3 207	3 957	4 253	3 959	3 959	4 517	14.09	4 805	5 118
4. Supply Chain Management	3 733	4 199	4 624	5 095	4 770	4 770	4 997	4.76	5 327	5 693
5. Internal Control	4 035	3 605	3 927	3 682	4 180	4 180	3 726	(10.86)	4 036	4 285
6. Human Resources	4 891	4 979	6 177	8 344	7 840	7 840	7 630	(2.68)	7 978	8 456
7. Information Technology	7 272	8 317	11 840	11 963	15 061	15 061	9 934	(34.04)	12 339	7 971
8. Security and Facilities Management	4 804	4 767	3 779	5 534	4 491	4 491	5 318	18.41	5 149	5 452
Total payments and estimates	46 948	50 455	55 232	65 462	64 822	64 822	65 786	1.49	70 784	69 784

Payments and estimates by economic classification

Economic classification R'000	Outcome						Medium-term estimate			
	Audited	Audited	Audited	Main	Adjusted	Revised	% Change from Revised estimate			
	2014/15	2015/16	2016/17	2017/18	2017/18	2017/18	2018/19	2017/18	2019/20	2020/21
Current payments	44 732	48 350	50 250	62 614	59 864	59 851	62 316	4.12	68 079	68 494
Compensation of employees	31 649	33 637	36 486	45 533	39 451	39 451	48 033	21.75	50 748	53 912
Goods and services	13 083	14 713	13 764	17 081	20 413	20 400	14 283	(29.99)	17 331	14 582
Transfers and subsidies to	82	75	42	71	259	259	78	(69.88)	80	82
Departmental agencies and accounts	21	21	21	25	25	25	28	12.00	30	32
Households	61	54	21	46	234	234	50	(78.63)	50	50
Payments for capital assets	2 110	2 006	4 927	2 777	4 662	4 662	3 392	(27.24)	2 625	1 208
Machinery and equipment	2 110	2 006	3 574	2 777	4 662	4 662	3 392	(27.24)	2 625	1 208
Software and other intangible assets			1 353							
Payments for financial assets	24	24	13		37	50		(100.00)		
Total economic classification	46 948	50 455	55 232	65 462	64 822	64 822	65 786	1.49	70 784	69 784

9.3.2 Performance and expenditure trends

The Programme's increase of R964 000 or 1,49% from its R64,822 million revised estimate in 2017/18 to R65,786 million in 2018/19 is the result of revoting unspent funds and over-collected revenue from 2016/17 over the Medium-Term Expenditure Framework (MTEF), which will be used for the strengthening of oversight responsibilities and mandate; the implementation of the FMPPLA, Act 10 of 2009, as well as the ERP system in the 2017/18 financial year, which increased the budget for once-off expenditure in that financial year.

The increase of 21.75% in 2018/19 under compensation of employees from the 2017/18 revised estimate relates to the provision for salary adjustments as well as the strengthening of oversight responsibilities and mandate.

The 29.99% decrease in the goods and services budget in 2018/19 is as a result of the once-off provincial priority allocation received in 2017/18 relating to start-up costs for the implementation of the ERP system.

The 12.00% increase in departmental agencies and accounts is due to the estimate of television licence fees.

Households decreases by 78.63% in 2018/19 due to the once-off social benefits paid to staff who had left the employ of the WCPP. Provision is also made for the payment of incentive rewards to qualifying staff and remains constant over the MTEF if the number of staff remains constant.

The capital expenditure budget for 2018/19 decreases by 27.24% from the 2017/18 revised estimates as the majority of hardware purchases, and network refreshment are anticipated to be completed in the 2017/18 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.

10.1 Strategic objectives for Programme 2

Strategic outcome-oriented goals	Sub-programme		Strategic objectives
To promote sound governance and improve strategic and corporate support	2	Facilities and benefits to Members	To improve services to stakeholders by providing strategic support and by implementing seamless and synergistic corporate and parliamentary processes and systems
	2.1	Facilities and benefits to Members (including allowances and contributions)	
	2.2	Political Party Support Service (including secretarial and constituency allowances)	

Strategic objective	Improved service delivery
Objective statement	To improve services to stakeholders by providing strategic support and by implementing seamless and synergistic corporate and parliamentary processes and systems
Baseline	Internal training programme for Members approved
	Members currently attending Legislative Sector Capacity-building Programmes
	18 electronic claims were received and processed during the 2016/17 financial year
	All payments to Members in terms of enabling allowances, and secretarial and constituency allowances processed in terms of the Members' Guide
Justification	This objective will ensure that Members are optimally supported in order for them to fulfil their constitutional obligations.
Links	By implementing the above corporate support to Members will be improved.
Strategic objective performance indicators	Digitising and modernising Members' Affairs services
Baseline 2016/17	Increase in e-claims submitted and mobile communication service activated
2020	100% of claims (submitted electronically and complying with the requirements of the Members' Guide) processed

Strategic objective performance indicator	Baseline 2016/17	2020
Digitising and modernising Members' Affairs services	E-claims submitted through the Members' portal on the WCPP website	Implementation of ERP; self-service and enhanced mobility; technology assessment and training
	All transfer payments paid within seven working days of receipt of required documents in terms of the Members' Guide to process transfer payments	

10.2 Programme performance indicators, annual and quarterly targets per Sub-programme for 2018/19

10.2.1 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 objectives annual targets for 2018/19

Strategic objective performance indicator	Audited actual performance		Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17	2018/19	2019/20	2020/21
Digitising and modernising Members' Affairs services	New PI	E-claims implemented	Increase in e-claims submitted and mobile communication service activated	Implementing ERP	Self-service and enhanced mobility	Technology assessment and training

Risk		Mitigation	
Members' reluctance to use electronic systems		Awareness and training	

Programme performance indicators and annual targets for 2018/19

Programme Performance indicator	Audited actual performance		Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17	2018/19	2019/20	2020/21
1 Percentage implementation of scheduled training programmes per year for Members Baseline 2016/17: Numerator: 4 (number of training programmes per year implemented for Members) Denominator: 4 (total number of training programmes per year scheduled for Members)	Training needs survey and information seeking sessions	100%	100%	80%	80%	80%
2 Percentage of claims (submitted electronically and complying with the requirements of the	Technology needs	100%	100%	100%	100%	100%

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Programme Performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
Members' Guide) processed Baseline: 2016/17: Numerator: 18 (number of claims processed) Denominator: 18 (total number of electronic claims received)	assessments finalised						

Quarterly targets for 2017/18

Performance indicator	Reporting period	Annual target 2018/19	Quarterly targets			
			1st	2nd	3rd	4th
1 Percentage implementation of scheduled training programmes per year for Members	Annually	80%				80%
2 Percentage of claims (submitted electronically and complying with the requirements of the Members' Guide) processed	Quarterly	100%	100%	100%	100%	100%

Summary of payments and estimates by economic classification and establishment information

Economic classification	Adjusted appropriation 2017/18		Estimate 2018/19	Percentage change from adjusted appropriation	
	R'000		R'000	%	
Current payments:					
Goods and services	6 030	6 593		9.34	
Transfers to:					
Foreign organisations	263	279		6.08	
Households	1 387	1 455		4.90	
TOTAL	7 680	8 327		8.42	

10.2.2 Sub-programme: Political Parties Support Services

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

- Constituency allowances to enable political parties represented in the WCPP to establish and maintain infrastructure in constituencies to serve the interests of constituents;
- Secretarial allowances to enable political parties represented in the WCPP to establish and maintain their own administrative infrastructure in the precincts of the WCPP; and
- Conditional allowances to enable Members to arrange programmes in their constituencies in the interests of oversight, law-making and public participation by the WCPP.

Programme performance indicators and annual targets for 2018/19

	Programme performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
		2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1	Number of working days to process transfer payments after receipt of required documents in terms of the Members' Guide	7	7	7	7	7	7	7

Risk	Mitigation
Financial statements of political parties are not approved, leading to payments not processed timeously, as prescribed by the policies on Secretarial and Constituency allowances	Parties are required to submit quarterly financial reports so that they can be assessed and early-warning signals identified and corrected.

Quarterly targets for 2018/19

	Performance indicator	Reporting period	Annual target 2018/19	Quarterly targets			
				1st	2nd	3rd	4th
1	Number of working days to process transfer payments after receipt of required documents in terms of the Members' Guide	Quarterly	7	7	7	7	7

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2017/18	Estimate 2018/19	Percentage change from adjusted appropriation %
	R'000	R'000	
Transfers to:			
Non-profit institutions	40 185	42 444	5.62
TOTAL	40 185	42 444	5.62

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

10.3 Reconciling performance targets with the budget and MTEF

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

Sub-programme R'000	Outcome						Medium-term estimate			
	Audited	Audited	Audited	Main	Adjusted	Revised	% Change from Revised estimate			
	2014/15	2015/16	2016/17	2017/18	2017/18	2017/18	2018/19	2017/18	2019/20	2020/21
1. Facilities and Benefits to Members	4 494	5 301	6 030	7 680	7 680	7 680	8 327	8.42	8 641	8 976
Allowances	2 941	3 640	4 461	5 943	5 943	5 943	6 497	9.32	6 644	6 795
Contributions	1 553	1 661	1 569	1 737	1 737	1 737	1 830	5.35	1 997	2 181
2. Political Parties Support Service	33 170	34 854	37 004	39 545	40 185	40 185	42 444	5.62	44 715	47 113
Secretarial Allowances	9 553	9 904	10 624	11 565	11 565	11 565	12 137	4.95	12 710	13 316
Constituency Allowances	23 617	24 950	26 380	27 980	28 620	28 620	30 307	5.89	32 005	33 797
Total payments and estimates	37 664	40 155	43 034	47 225	47 865	47 865	50 771	6.07	53 356	56 089

Payments and estimates by economic classification

Economic classification R'000	Outcome						Medium-term estimate			
	Audited	Audited	Audited	Main	Adjusted	Revised	% Change from Revised estimate			
	2014/15	2015/16	2016/17	2017/18	2017/18	2017/18	2018/19	2017/18	2019/20	2020/21
Current payments	3 001	3 742	4 461	6 030	6 030	6 030	6 593	9.34	6 746	6 904
Goods and services	3 001	3 742	4 461	6 030	6 030	6 030	6 593	9.34	6 746	6 904
Transfers and subsidies to	34 663	36 413	38 573	41 195	41 835	41 835	44 178	5.60	46 610	49 185
Foreign governments and international organisations	239	286	429	263	263	263	279	6.08	295	312
Non-profit institutions	33 170	34 854	37 004	39 545	40 185	40 185	42 444	5.62	44 715	47 113
Households	1 254	1 273	1 140	1 387	1 387	1 387	1 455	4.90	1 600	1 760
Total economic classification	37 664	40 155	43 034	47 225	47 865	47 865	50 771	6.07	53 356	56 089

10.3.2 Performance and expenditure trends

The Programme's increase of R2,906 million or 6,07% from its R47,865 million revised estimate in 2017/18 to R50,771 million in 2018/19 is to provide for increases in Members' enabling allowances as well as transfers to political parties.

The increase of 9,34% in the goods and services budget is to provide for the increases in the Members' enabling allowances.

There is a 5,60% or R2,343 million increase in transfer payments from R41,835 million in the 2017/18 revised estimate to R44,178 million in 2018/19. This is to provide for increases in the secretarial and constituency allowances, the payment of medical contributions in respect of Members whose term continues and the payment of subscription fees to the Commonwealth Parliamentary Association.

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

11. PROGRAMME 3: PARLIAMENTARY SERVICES

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

11.1 Strategic objectives for Programme 3

Strategic outcome-oriented goals	Sub-programme		Strategic objectives
To provide effective procedural and related support to Members, committees and the House to make laws, conduct oversight and facilitate public involvement	3	Parliamentary Services	To enhance effective and timely procedural and related support
	3.1	Plenary Support	
	3.2	Committee Support (including Standing Committees)	
	3.3	Public Education and Outreach	
	3.4	Hansard and Language Services	

Strategic objective title	Effective and timely procedural and related support
Strategic objective	To enhance effective and timely procedural and related support
Baseline	Services to be provided in accordance with approved parliamentary programme
	Committee Support: Standard operating procedures in place
	Plenary: Standard operating procedures in place
	Hansard: Support standards agreed to and set out in the service level agreement with external service provider
	Language Services: Standard operating procedures in place Standards set out in Western Cape Provincial Languages Act, Act 13 of 1998; WCPP Language Policy was adopted.
	Public Participation Strategy and Oversight and Accountability Policy approved
	Reviewed Standing Rules submitted to political parties for comment
Justification	This objective will contribute to the provision of effective procedural and related support to Members, committees and the House.
Links	By implementing these processes and systems organisational efficiency will be maximised and strategic and corporate support to stakeholders will be improved.
Baseline 2016/17	2016/17 baseline: 99.52% compliance with standard operating procedures: Plenary Support: 98.80%; Committee Support: 99%; and Hansard and Language Services: 99.75%
2020	100% compliance with all standard operating procedures

The WCPP reviewed the followed strategic performance indicator of the 2015/16 Strategic Plan as follows:

Strategic objective performance indicator as in the Strategic Plan	Revised strategic objective performance indicator
Percentage increase in the planned education initiatives to improve public participation in the legislative and other processes of the legislature	Number of year-on-year increases in the planned education initiatives to improve public participation in the legislative and other processes of the legislature

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Strategic objective performance indicator	Baseline 2016/17	2020
Year-on-year percentage compliance with SOPs for plenary and committee procedural and related support for all programmed sittings and committee meetings	99,52% compliance with SOPs for plenary and committee procedural and related support for all programmed sittings and committee meetings	100% compliance with SOPs for plenary and committee procedural and related support for all programmed sittings and committee meetings
Number of year-on-year increases in planned education initiatives to improve public participation in the legislative and other processes of the legislature	93 education workshops implemented	75 education workshops implemented. Annual increase by 3 workshops (from 2016/17 baseline)

11.2 Programme performance Indicators, annual and quarterly targets per Sub-programme for 2018/19

11.2.1 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 performance indicator	Audited actual performance		Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16		2016/17	2018/19	2020/21
Year-on-year percentage compliance to SOPs for plenary and committee procedural and related support for all programmed sittings and committee meetings	New PJ	96,8%	100%	100%	100%	100%

Risks	Mitigations
<p>Inadequate support given or procedurally flawed advice provided</p> <p>Communication of wrong or inaccurate resolutions to third parties Late communication of resolutions because of insufficient forwarding information Lack of procedural training opportunities</p>	<p>Regular meetings held with the Deputy Secretary, Chief Parliamentary Officer, Manager: Plenary Support and senior parliamentary officials to review preparations for plenaries. All parliamentary papers are routed to the Chief Parliamentary Officer for final sign-off. Standing Rules, precedents and established practice serve as reference; procedural hub established; and route form implemented for the processing of all parliamentary papers allows for different levels of vetting.</p> <p>Routing system in place to ensure that the set of resolutions to be communicated are accurate and correctly captured. Resolutions will be communicated through the website, and a copy of the resolution will be given to the Member who moved the motion in the absence of contact details being provided; mentoring of staff by Manager: Plenary Support r, Deputy Secretary and Chief Parliamentary Officer; ensure implementation of internal procedural training programmes</p>

Programme performance indicators and annual targets for 2018/19

Programme performance indicators	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1 Percentage of procedural support services provided in terms of the standard operating procedures (SOPs) on Plenary Support to all plenaries programmed in accordance with approved parliamentary programme Baseline 2016/17: Numerator: 194 (number of output produced in support of programmed plenaries and related activity) Denominator: 194 (total number of output produced in support of programmed plenaries and related activity)	New PI	New PI	100%	100%	100%	100%	100%
2 Percentage of procedural advice provided for Presiding Officers and Members on request Baseline 2016/17: Numerator: 38 (number of procedural advice output provided) Denominator: 38 (total number of procedural advice output required or requested for period)	New PI	100%	100%	100%	100%	100%	100%
3 Number of working days taken after a sitting to communicate House resolutions to third parties in accordance with approved SOPs Baseline 2016/17: Of the 243 resolutions passed in the House, 243 will be communicated within 15 working days	15	15	15	15	15	15	15

Quarterly targets for 2018/19

Performance indicators	Reporting period	Annual target 2018/19	Quarterly targets			
			1st	2nd	3rd	4th
1 Percentage of procedural support services provided in terms of the standard operating procedures (SOPs) on Plenary Support to all plenaries programmed in accordance with approved parliamentary programme	Quarterly	100%	100%	100%	100%	100%
2 Percentage of procedural advice provided for 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 in accordance with approved SOPs	Quarterly	15	15	15	15	15

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Summary of payments and estimates by economic classification and establishment information

Economic classification	Adjusted appropriation 2017/18	Estimate 2018/19	Percentage change from adjusted appropriation
	R'000	R'000	%
Current payments:			
Compensation of employees	2 733	2 898	6.04
Goods and services	309	313	1.29
Transfers to:			
Households	4	3	-25.00
TOTAL	3 046	3 214	5.51

Filled	Vacant	Total funded positions
4	1*	5

* Parliamentary Officer (funded for 6 months)

11.2.2 Sub-programme: Committee Support

The purpose of this sub-programme is to provide:

- procedural advice and administrative support to committees; and
- relevant parliamentary research support to Members, committees, senior management and presiding officers.

Strategic objective performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
Year-on-year percentage compliance to SOPs for plenary and committee procedural and related support for all programmed sittings and committee meetings	90%	95%	99%	99%	99%	99%	99%

Risks	Mitigations
Flawed procedures followed in committee proceedings due to inexperience	Ongoing training for committee staff members and capacity-building for Members
Capacity constraints make it difficult to sustain the demands of increasing legislative and oversight activities.	Continuous planning, organising and evaluation of work plans among staff members to ensure best practice and optimal resource utilisation; and encourage staff members to utilise the Employee Wellness Programme and improve staff motivation

Programme performance indicators and annual targets for 2018/19

Programme performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1 Percentage of committee support provided, in accordance with the approved standard operating procedures (SOPs) for committees, to all programmed committee meetings according to approved parliamentary programme *Services are demand-driven Baseline 2016/17: Numerator: 81 (number of times committee support provided in terms of draft committee reports and in accordance with SOPs) Denominator: 83 (total number of times committee support rendered in terms of draft committee reports and in accordance with the approved parliamentary programme)	79%	95%	97.59%	97%	98%	99%	100%

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Programme performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
2 Percentage of requested research services provided in accordance with SOPs, to committees, senior management and presiding officers *Services are demand-driven Baseline 2016/17: Numerator: 9 (number of research services provided in terms of requested research and in accordance with the SOPs) Denominator: 9 (total number of research requests received)	92%	100%	100%	100%	100%	100%	100%

Quarterly targets for 2018/19

Performance indicator	Reporting period	Annual target 2018/19	Quarterly targets			
			1st	2nd	3rd	4th
1 Percentage of committee support provided, in accordance with the approved standard operating procedures (SOPs) for committees, to all programmed committee meetings according to approved parliamentary programme	Quarterly	98%	98%	98%	98%	98%
2 Percentage of requested research services provided in accordance with SOPs, to committees, senior management and presiding officers	Quarterly	100%	100%	100%	100%	100%

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Summary of payments and estimates by economic classification and establishment information

Economic classification	Adjusted appropriation 2017/18	Estimate 2018/19	Percentage change from adjusted appropriation
	R'000	R'000	
Current payments:			
Compensation of employees	11 004	12 170	10.60
Goods and services	3 138	2 974	-5.23
Transfers to:			
Households	21	20	-4.76
TOTAL	14 163	15 164	7.07

Establishment		
Filled	Vacant	Total funded positions
21	-	21

11.2.3 Sub-programme: Public Education and Outreach

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

The WCPP reviewed the followed strategic performance indicators of the 2015/16 Strategic Plan as follows:

Strategic objective performance indicator as in the Strategic Plan	Revised strategic performance indicator
Percentage increase in the planned education initiatives to improve public participation in the legislative and other processes of the legislature	Number of year-on-year increase in the planned education initiatives to improve public participation in the legislative and other processes of the legislature

Strategic objective performance indicator	Audited actual performance		Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16		2018/19	2019/20	2020/21
Number of year-on-year increases in the planned education initiatives to improve public participation in the legislative and other processes of the legislature Baseline 2016/17: Demand-driven: 91 education initiatives	New PI	66	91	69	72	75
						78

Risks	Mitigations
Inadequate number of suitably qualified staff in the section to present education workshops in all three official languages of the Province; although the current positions on the establishment have been filled, it is still not sufficient due to the vast number of stakeholders and areas that need to be served with legislative education programmes	Continuous planning and adjustment of the education programme and work plans by staff members to ensure optimal resource utilisation
The fluidity of parliamentary and committee programmes does not allow sufficient time to prepare for public hearings.	Regular synergy meetings to take place with the Committee Section about the committee programme; guided implementation of the WCPP's Oversight and Accountability Policy and updated Public Participation Strategy

Programme performance indicators and annual targets for 2018/19

Programme performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
1 Annual education programme on law-making, oversight, public participation and petitions processes developed by 28 February 2019	Annual education programme developed	Annual education programme developed	Annual education programme developed	Annual education programme developed (2018/19)	Annual education programme developed (2019/20)	Annual education programme developed (2020/21)	Annual education programme developed (2021/22)
2 Number of education initiatives rolled out in accordance with the annual programme	59	66	91	69	72	75	78
3 Conduct baseline study for public participation and related matters	New PI	New PI	New PI	New PI	Baseline study conducted and report		
4 Number of new education items developed	3	3	2	2	2	2	2
5 Percentage of petitions processed in accordance with the relevant legislation Baseline 2016/17: two non-compliant submissions received and 100% processed in line with the applicable petitions legislation	100%	100%	100%	100%	100%	100%	100%

Quarterly targets for 2018/19

Performance indicator	Reporting period	Annual target 2018/19	Quarterly targets			
			1st	2nd	3rd	4th
1 Annual education programme on law-making, oversight, public participation and petitions processes developed by 28 February 2019	Annually	Annual education programme developed (2019/20)				Annual education programme developed (2019/20)
2 Number of education initiatives rolled out in accordance with the annual programme	Annually	72				72
3 Conduct baseline study for public participation and related matters	Annually	Baseline study conducted and report				Baseline study conducted and report
4 Number of new education items developed	Quarterly	2		1		1
5 Percentage of petitions processed in accordance with the relevant legislation	Quarterly	100%	100%	100%	100%	100%

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

Summary of payments and estimates by economic classification and establishment information

Economic classification	Adjusted appropriation 2017/18	Estimate 2018/19	Percentage change from adjusted appropriation %
	R'000	R'000	
Current payments:			
Compensation of employees	3 154	3 357	6.44
Goods and services	912	1 368	50.00
Transfers to:			
Households	5	5	-
TOTAL	4 071	4 730	16.19

Establishment		
Filled	Vacant	Total funded positions
6	-	6

11.2.4 Sub-programme: Hansard and Language Services

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

Strategic objective performance indicator	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
Year-on-year percentage compliance to SOPs for plenary and committee procedural and related support for all programmed sittings and committee meetings	95%	85%	99%	97%	98%	99%	100%

Risks	Mitigations
<p>The non-availability of a proper record of House proceedings</p> <p>Interpreting: The non-availability of outsourced interpreters with the experience to render this service, and poor quality interpreting service</p> <p>Translations: Not having full capacity in the Language Services unit, poor quality translation services; and non-availability in the marketplace of experienced translators for all three official languages of the Province.</p>	<p>Provide a fully-fledged Hansard service through a fixed-term contract monitored through a service level agreement</p> <p>Interpreting: The Language Services Section maintains a database of experienced freelance interpreters contracted to the WCPP; services are monitored internally; external quality assessment of interpreting service is conducted once a year and gaps, if any, are identified and improvement plans developed, implemented and monitored.</p> <p>Translations: Gaps in the organogram are closely monitored and proposals to close them have been submitted; external quality assessment of translation services is conducted once a year and gaps, if any, are identified and improvement plans developed, implemented and monitored.</p>

Programme performance indicators and annual targets for 2018/19

Programme performance indicators	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
	2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
<p>1 Percentage of recommendations arising from the external quality assessment of interpreting services that have been accepted and implemented</p> <p>Baseline 2016/17: Numerator: 5 (number of recommendations arising from quality assessment of interpreting services accepted for implementation) Denominator: 5 (total number of accepted recommendations arising from quality assessment of interpreting services that have been implemented)</p>	New PI	88%	100%	96%	97%	98%	100%

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

	Programme performance indicators	Audited actual performance			Estimated performance 2017/18	Medium-term targets		
		2014/15	2015/16	2016/17		2018/19	2019/20	2020/21
2	Percentage of recommendations arising from the external quality assessment of translation services accepted for implementation Baseline 2016/17: Numerator: 5 (number of recommendations arising from quality assessment of translation services accepted for implementation) Denominator: 5 (total number of accepted recommendations arising from quality assessment of translation services that have been implemented)	New PI	86%	100%	96%	97%	98%	100%
3	Percentage availability of official House Papers in all three official languages of the Province Estimated baseline 2016/17: Numerator: 208 (number of House Papers made available in all three official languages) Denominator: 210 (total number of House Papers published for the period)	96%	99.59%	96%	97%	98%	99%	100%
4	Percentage availability of interpreting services for the House and committees where confirmed Estimated baseline 2016/17: Numerator: 198 (number of meetings provided with interpreting services) Denominator: 198 (total number of meetings for the period)	100%	100%	100%	100%	100%	100%	100%
5	Number of contact meetings held with the service provider to ensure that Hansard services provided are in accordance with the service level agreement and that deviations are addressed	9	12	12	12	12	12	12

Quarterly targets for 2018/19

	Performance indicator	Reporting period	Annual target 2018/19	Quarterly targets		
				1st	2nd	3rd
1	Percentage of recommendations arising from the external quality assessment of interpreting services that have been accepted and implemented	Annually	97%			97%
2	Percentage of recommendations arising from the external quality assessment of translation services accepted for implementation	Annually	97%			97%
3	Percentage availability of official House Papers in all three official languages of the Province	Quarterly	98%	98%	98%	98%
4	Percentage availability of interpreting services for the House and committees where confirmed	Quarterly	100%	100%	100%	100%
5	Number of contact meetings held with the service provider to ensure that Hansard services provided are in accordance with the service level agreement and that deviations are addressed	Quarterly	12	3	3	3

Summary of payments and estimates by economic classification and establishment information

Economic classification	Adjusted appropriation 2017/18	Estimate 2018/19	Percentage change from adjusted appropriation
	R'000	R'000	%
Current payments:			
Compensation of employees	1 816	2 254	24.12
Goods and services	1 930	1 952	1.14
Transfers to:			
Households	2	3	50.00
TOTAL	3 748	4 209	12.30

Establishment			
Filled	Vacant	Total funded positions	Number of posts filled additional to the establishment
3	1 ^{*1}	4	1 ^{*2}

*1 Editor
*2 Language Practitioner

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
PART B: PROGRAMME AND SUB-PROGRAMME PLANS

11.3 Reconciling performance targets with the budget and MTEF

11.3.1 Payments and estimates – Programme 3: Parliamentary Services

Sub-programme R'000	Outcome						Medium-term estimate			
	Audited	Audited	Audited	Main	Adjusted	Revised	% Change from Revised estimate			
	2014/15	2015/16	2016/17	2017/18	2017/18	2017/18	2018/19	2017/18	2019/20	2020/21
1. Plenary Support	2 749	2 557	2 536	2 862	3 046	3 046	3 214	5.52	3 236	3 433
2. Committee Support	11 144	13 154	12 269	14 347	14 163	14 163	15 164	7.07	15 487	17 153
Committees	9 386	9 930	10 265	11 628	11 444	11 444	12 483	9.08	13 268	14 129
Standing Committees	1 758	3 224	2 004	2 719	2 719	2 719	2 681	(1.40)	2 219	3 024
3. Public Education and Outreach	2 650	3 281	3 867	3 838	4 071	4 071	4 730	16.19	5 369	5 655
4. Hansard and Language Services	5 886	6 524	3 807	3 981	3 748	3 748	4 209	12.30	4 989	5 273
Total payments and estimates	22 429	25 516	22 479	25 028	25 028	25 028	27 317	9.15	29 081	31 514

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

Economic classification R'000	Outcome						Medium-term estimate			
	Audited	Audited	Audited	Main	Adjusted	Revised	% Change from Revised estimate			
	2014/15	2015/16	2016/17	2017/18	2017/18	2017/18	2018/19	2017/18	2019/20	2020/21
Current payments	22 318	25 484	22 461	24 996	24 996	24 996	27 286	9.16	29 050	31 483
Compensation of employees	15 102	15 767	16 805	19 384	18 707	18 707	20 679	10.54	22 228	23 656
Goods and services	7 216	9 717	5 656	5 612	6 289	6 289	6 607	5.06	6 822	7 827
Transfers and subsidies to	111	32	15	32	32	32	31	(3.13)	31	31
Households	111	32	15	32	32	32	31	(3.13)	31	31
Payments for financial assets			3							
Total economic classification	22 429	25 516	22 479	25 028	25 028	25 028	27 317	9.15	29 081	31 514

11.3.2 Performance and expenditure trends

The Programme's increase of 9,15% or R2,289 million from its 2017/18 revised estimate of R25,028 million to R27,317 million in 2018/19 is as a result of the revoting of unspent funds and over-collected revenue from 2016/17 over the MTEF for the strengthening of oversight responsibilities and mandate.

There has been an increase of 10,54% or R1,972 million on the compensation of employees' 2017/18 revised estimate of R18,707 million to R20,679 million. This increase relates to the provision for improvement of conditions of service as well as strengthening of oversight responsibilities.

The increase of 5,06% or R318 000 in the goods and services budget from its R6,289 million revised estimate in 2017/18 to R6,607 million in 2018/19 is as a result of Legislative Sector Support (LSS) funding received in respect of sector-specific programmes in Public Education and Outreach.

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

PROGRAMME 1: ADMINISTRATION

9.2.1 Sub-programme: Office of the Speaker

Strategic objective performance indicator	Establishing mechanisms year-on-year to monitor mandated functions
Short definition	Put mechanisms in place to monitor mandated functions in accordance with the Constitution
Purpose or importance	Address the Auditor-General's concerns that there are no mechanisms in place about how the performance of the WCPP, in terms of mandated oversight and monitoring, law-making and public participation functions, can be measured and reported on Ensure full implementation and compliance with the FMPPLA
Source or collection of data	Compliance with legislative obligations and relevant transitional arrangements in terms of the FMPPLA by required due date; issuing or approving of directives relating to oversight, law-making and public participation
Method of calculation	Simple counts
Data limitations	Political apathy
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly – reflection in Annual Report
New indicator	No
Desired performance	Planned performance in accordance with APP's annual target
Indicator responsibility	Office of the Speaker, Chairpersons of Standing Committees, Procedural Services

Programme performance indicator	1.	Percentage compliance by the Executive Authority with the prescribed legislative obligations and relevant transitional arrangements in terms of the FMPPLA by the required due dates
Short definition		Percentage compliance with the prescriptive requirements of the Financial Management of Parliament and Provincial Legislature Act, Act 10 of 2009
Purpose or importance		The purpose of this indicator is to ensure that the Executive Authority complies fully with EA responsibilities and the requirements of the FMPPLA
Source or collection of data		Achievement of transitional arrangements
Method of calculation		Currently 19 compliance indicators – percentage calculated against actual achievement
Data limitations		Inadequate systems or capacity
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Office of the Speaker

Programme performance indicator	2.	Number of directives approved in terms of oversight, law-making and public participation
Short definition		Approve new or reviewed directives submitted to the Executive Authority's office in terms of oversight, law-making and public participation
Purpose or importance		Address the Auditor-General's concerns that there are no mechanisms in place about how the performance of the WCPP can be measured and reported on in terms of mandated oversight and monitoring; law-making and public participation functions
Source or collection of data		New or reviewed directive submitted to the Executive Authority for approval
Method of calculation		Simple counts
Data limitations		Political apathy
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Office of the Speaker, Chairpersons of Standing Committees, Committee Support

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

9.2.2 Sub-programme: Office of the Secretary

Strategic objective performance indicator	Year-on-year improvement in organisational effectiveness and efficiency
Short definition	Year-on-year improvement in WCPP performance with regard to their effectiveness and efficiency
Purpose or importance	Encourage a culture in which members of staff strive for continuous improvement and pursue new ways of tackling performance issues and implementing innovative and proactive solutions
Source or collection of data	Positive survey results Managed risks Programme Performance Report submitted to the Auditor-General Complaints or Compliments received from clients or stakeholders Audit outcome
Method of calculation	Feedback from clients and stakeholders POC reports – positive findings, resolutions and recommendations Yardstick change with regard to auditing of performance information by Auditor-General and Positive audit outcome
Data limitations	Poor feedback from clients and stakeholders on services received Enhancements or improvements and compliments not documented Complaints and actions to address the issues not documented and followed up to ensure issues are adequately addressed
Type of indicator	Outcome
Calculation type	Cumulative over five years
Reporting cycle	Annual
New indicator	No
Desired performance	Decrease in issues raised by clients or stakeholders Positive survey results
Indicator responsibility	Office of the Secretary

9.2.2.1 Office of the Secretary

Programme performance indicator	1.	Develop an Institutional Strategic Management Framework by 31 March 2019
Short definition		Develop an institutional Strategic Management Framework by 31 March 2019
Purpose or importance		The Framework will serve as a reference document for the following: <ul style="list-style-type: none"> • Governance structures and frameworks; • How planning is done in the WCPP; • Roles and responsibilities of Senior Management Team and Management; • Decision-making powers and delegations; • Resourcing framework – policy as to how projects are resourced; and • Consequence management.
Source or collection of data		A document signed off and approved by the Secretary
Method of calculation		Planned versus actual
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Office of the Secretary; senior management; line managers

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	2.	Percentage of planned APP annual targets achieved
Short definition		The percentage of planned annual targets as tabled in Annual Performance Plan achieved, supported by evidence which has been validated by the Monitoring and Evaluation Unit
Purpose or importance		The importance of this target is to ensure that targets set out in the APP are met and that evidence exists to substantiate the achievement. Information will be consolidated and form part of the Programme's performance submitted to the Provincial Treasury and the Auditor-General at the end of May the following year.
Source or collection of data		Quarterly performance information reports and evidence files
Method of calculation		Total number of planned annual targets achieved divided by total number of planned annual targets in accordance with APP times 100 to obtain percentage value
Data limitations		Non-achievement of targets as a result of unforeseen circumstances out of the WCPP's control, for example policy changes and reprioritisation of targets to be achieved Depending on the completeness of the evidence files and inclusion of information relevant to the target
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Office of the Secretary; senior management; line managers

Programme performance indicator	3.	Percentage compliance with the reviewed Performance Management Framework for Legal Services
Short definition		Full compliance with the service level standards contained in the Performance Management Framework for Legal Services
Purpose or importance		The purpose of this indicator is to ensure compliance with the reviewed objective and measurable service level, procedural and management standards when providing legal services or requesting services from the Legal Services unit
Source or collection of data		Recording of all services and checking whether it is in compliance with the framework
Method of calculation		Total number of requests and number of requests in compliance with the Performance Management Framework for Legal Services
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Legal Advisers

9.2.2.1.1 Office of the Secretary, including risk management

Strategic objective performance indicator	Maintain clean audit outcome on governance
Short definition	Classification of audit opinion received from the Auditor-General
Purpose or importance	Audit opinion reflects the quality of governance principles in the institution and the reliability and usefulness of reported performance information
Source or collection of data	Audit report of the Auditor-General
Method of calculation	Classification of audit opinion on governance and performance information
Data limitations	Not applicable
Type of indicator	Outcome
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Planned performance in accordance with the APP's annual target
Indicator responsibility	Office of the Secretary (including Deputy Secretaries; Chief Financial Officer and Chief Parliamentary Officer)

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	1.	Develop a risk management maturity tool to assess the maturity level of the institution
Short definition		Tool to benchmark the risk management maturity of the institution against best practice to improve institutional governance and performance
Purpose or importance		The importance of this target is to determine the maturity of the institution in relation to its risk management policy and performance improvement of the institution.
Source or collection of data		Completion of the maturity tool by ERMCO facilitated by the CRO and extraction of data relevant to maturity level achieved
Method of calculation		Assessment session with ERMCO members
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Chief Risk Officer

Programme Performance indicator	2.	Percentage compliance by the Accounting Officer with the prescribed legislative obligations and relevant transitional arrangements in terms of the FMPPLA by the required due dates
Short definition		Percentage compliance with prescribed requirements of the Financial Management of Parliament and Provincial Legislature Act, Act 10 of 2009
Purpose or importance		The purpose of this indicator is to ensure that the WCPP fully complies with the FMPPLA and relevant transitional arrangements.
Source or collection of data		Achievement of the FMPPLA and transitional arrangements
Method of calculation		Achievement against the FMPPLA and transitional arrangements
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Office of the Secretary; senior management; line managers

9.2.2.2 Communication and Information

Programme performance indicator	1.	Percentage year-on-year increase in website statistics in respect of website sessions
Short definition		Accessing of information on the WCPP's website by members of the public has improved.
Purpose or importance		The more readily appropriate information can be accessed by the public, the higher public awareness and knowledge of the institution will be, which is likely to result in increased public participation.
Source or collection of data		Website statistics; number of website sessions
Method of calculation		Simple count; year-on-year variations
Data limitations		Difficult to determine whether content was consumed or was relevant to search
Type of indicator		Compound
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Communication and Information

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	2.	Percentage year-on-year increase in social media presence and activities
Short definition		Communication strategy that seeks to modernise communication, utilise technology smartly and expand meaningful communication with the public
Purpose or importance		The smart use of technology will allow the WCPP to communicate current information almost instantaneously and keep abreast of popular and modern modes of communication. The communication of meaningful information should enhance public participation; relates to social media presence
Source or collection of data		Analysis of data generated by platforms, responses and engagements
Method of calculation		Simple count – year-on-year variations
Data limitations		Spam; connectivity (up time or availability of platforms or technology)
Type of indicator		Compound
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Communication and Information

Programme performance indicator	3.	Number of year-on-year increases in registry usage by units
Short definition		Increased usage of file plan and records management facility by sections of the WCPP
Purpose or importance		To ensure compliance with the Records Management Policy of the WCPP and associated legal framework
Source or collection of data		Monthly reports
Method of calculation		Simple count – year-on-year variations (to increase baseline of average number of units using file plan)
Data limitations		None
Type of indicator		Outcome
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target Improved records management and improved understanding by employees of file plan and Records Policy
Indicator responsibility		Manager: Communication and Information

Programme performance indicator	4.	Number of protocol training or briefing sessions held
Short definition		Improved understanding and compliance with state protocol by Members and staff
Purpose or importance		To ensure compliance with state protocol
Source or collection of data		Attendance registers
Method of calculation		Simple count – year-on-year variations
Data limitations		None
Type of indicator		Outcome
Calculation type		Non-cumulative
Reporting cycle		Biannual
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Communication and Information

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	5.	Number of records management training session held
Short definition		Increased usage and of file plan references on correspondence and submission of records to registry
Purpose or importance		To ensure compliance with the Records Management Policy of the WCPP and associated legal framework and improved institutional record-keeping
Source or collection of data		Monthly reports
Method of calculation		Simple count – year-on-year variations (to increase baseline of average number of units using file plan)
Data limitations		None
Type of indicator		Outcome
Calculation type		Non-cumulative
Reporting cycle		Quarterly
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target Improved records management and application of file plan and Records Policy
Indicator responsibility		Manager: Communication and Information

9.2.2.3 Library

Programme performance indicator	1.	Number of library publications produced per year
Short definition		Production of library publications, including <i>Librar-e Bulletins</i> , <i>Info Flyers</i> , <i>What's New?</i>
Purpose or importance		To ensure that the Library communicates important and useful information with not only its patrons, but all WCPP staff, Members and support staff; and distributes publications driven by the availability of information
Source or collection of data		Publications printed and distributed
Method of calculation		Number of publications produced
Data limitations		None
Type of indicator		Output
Calculation type		Cumulative
Reporting cycle		Quarterly
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Communication and Information

9.2.3 Sub-programmes: Finance

The below Strategic objective performance indicator relates to Finance; Supply Chain Management and Internal Control.

Strategic objective performance indicator	Clean audit outcome
Short definition	Classification of audit opinion received from the Auditor-General
Purpose or importance	Audit opinion reflects the quality of governance principles and financial management
Source or collection of data	Audit Report
Method of calculation	Classification of audit opinion
Data limitations	Not applicable
Type of indicator	Outcome
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Planned performance in accordance with the APP's annual target Partially achieved defined as unqualified audit
Indicator responsibility	Chief Financial Officer

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	1.	Number of verifiable annual financial statements submitted by the statutory due date
Short definition		Verifiable Annual Financial Statements submitted for audit by 31 May
Purpose or importance		Rendering accurate financial management services
Source or 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		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Accounting Officer

Programme performance indicator	2.	Number of finalised Annual Estimates of Provincial Revenue and Expenditure submitted by the required due date
Short definition		Finalised Estimates of Provincial Revenue and Expenditure by required date to be approved
Purpose or importance		Budget allocation to the WCPP to be approved by the House
Source or collection of data		Budget statement
Method of calculation		Signed-off drafts and final BS2 signed by Accounting Officer
Data limitations		Not applicable
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Accounting Officer

Programme performance indicator	3.	Number of meetings held with Programme Managers prior to the Adjustments Estimate submission
Short definition		Adjustments Estimate approved by Programme Managers
Purpose or importance		Adjustments Estimate consulted and owned by Managers
Source or collection of data		Minutes of Programme Manager Meeting (SMT)
Method of calculation		Minutes of meetings with Programme Managers (SMT)
Data limitations		Not applicable
Type of indicator		Output
Calculation type		Cumulative
Reporting cycle		Quarterly
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Finance

Programme performance indicator	4.	Number of meetings held with Programme Managers prior to the final budget submission
Short definition		Final budget submission approved by Programme Managers
Purpose or importance		Final budget consulted and owned by managers
Source or collection of data		Minutes of Programme Manager Meeting (SMT)
Method of calculation		Minutes of meeting with Programme Manager (SMT)
Data limitations		Not applicable
Type of indicator		Output
Calculation type		Cumulative
Reporting cycle		Quarterly
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Finance

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	5.	Number of verifiable interim financial statements submitted by the required due date
Short definition		Verifiable financial statements by the required due date
Purpose or importance		Rendering accurate financial management services
Source or collection of data		Quarterly financial statements at the end of June, September and December
Method of calculation		Signed-off interim financial statements at the end of June, September and December
Data limitations		Not applicable
Type of indicator		Output
Calculation type		Cumulative (end of June, September and December)
Reporting cycle		Quarterly
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Finance; Chief Financial Officer

Programme performance indicator	6.	Number of quarterly In-Year Monitoring (IYM) narrative reports to track expenditure and identify early warning signals
Short definition		In-Year Monitoring (IYM) narrative reports to track expenditure and identify expenditure-warning signals
Purpose or importance		The narrative report on the IYM is to track expenditure and identify early-warning signals with regard to expenditure that might lead to over- or under-expenditure.
Source or 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		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Finance

Programme performance indicator	7.	Percentage of payments processed to creditors within 30 calendar days of receipt of invoice or resolution of dispute
Short definition		Percentage of payments processed to creditors within 30 calendar days of receipt of invoice or resolution of dispute
Purpose or importance		Ensuring compliance with the requirements of the FMPPLA
Source or collection of data		Monthly ledger reports
Method of calculation		Number of payments processed to creditors within 30 calendar days or 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		No
Desired performance		Planned performance in accordance with the APP's annual target; partial achievement defined as 90%
Indicator responsibility		Manager: Finance

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

9.2.4 Sub-programme: Supply Chain Management

Programme performance indicator	1.	Percentage of assets reconciling to the Asset Register
Short definition		Reconciling the WCPP's Asset Register with asset movement and vice versa
Purpose or importance		To account for the institution's assets
Source or collection of data		A signed asset reconciliation report by the Manager: SCM and the Chief Financial Officer
Method of calculation		Signed asset stocktaking report available for validation; number of assets in asset register
Data limitations		Not applicable
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Biannual
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target Partially achieved defined as at least 75%
Indicator responsibility		Manager: Supply Chain Management

Programme performance indicator	2.	Percentage compliance with service-delivery standards, as amended, taking GRAP into consideration
Short definition		A measurement of how SCM is complying with the standards SCM had committed to achieving
Purpose or importance		Ensure a reliable level of service delivery to our clients
Source or collection of data		SCM database containing turnaround time – a checklist of what will be measured and averaging the performance
Method of calculation		Average percentage attained for turnaround times for different procurement delegations
Data limitations		Not applicable
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target Partially achieved defined as at least 75%
Indicator responsibility		Manager: Supply Chain Management

Programme performance indicator	3.	Percentage compliance with the Supply Chain Management Manual Checklist
Short definition		How line functions are complying with manual and meeting governance requirements
Purpose or importance		Line functions complying with the manual will ensure governance requirements are met
Source or collection of data		Database containing compliance measures and performance against it
Method of calculation		Average percentage compliance of key indicators which represent compliance (on checklist)
Data limitations		Not applicable
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target Partially achieved defined as at least 75%
Indicator responsibility		Manager: Supply Chain Management

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

9.2.5 Sub-programme: Internal control

Programme performance indicator	1.	Number of progress reports against the Financial Management Improvement Plan (FMIP)
Short definition		Progress reports against FMIP demonstrating progress in completing management action plans
Purpose or importance		Implementation of agreed to management action plans for good governance
Source or 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		Planned performance in accordance with the APP's annual target
Indicator responsibility		Chief Financial Officer

Programme performance indicator	2.	Number of inspection reports issued identifying control gaps in processes
Short definition		Inspection reports identifying control gaps in processes
Purpose or importance		Internal Control inspections proactively identify gaps in governance
Source or 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		Planned performance in accordance with the APP's annual target or exceeding it
Indicator responsibility		Chief Financial Officer

Programme performance indicator	3.	Number of follow-up inspection reports reflecting progress on implementation of recommendations
Short definition		Follow-up inspection reports demonstrating whether management implemented action plans to address control gaps
Purpose or importance		Agreed to management action plans implemented and control gaps addressed
Source or 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		Planned performance in accordance with the APP's annual target or exceeding it
Indicator responsibility		Chief Financial Officer

Programme performance indicator	4.	Percentage of payment vouchers subjected to post audit
Short definition		Percentage payments subjected to post audit
Purpose or importance		Ensuring adequate support documentation for transactions
Source or collection of data		Post-audit file
Method of calculation		Payments subjected to post audit for three-month period (Quarter 1: March, April and May) divided by the number of payments in the period
Data limitations		Not applicable
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Chief Financial Officer

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

9.2.6 Sub-programme: Human Resources

Strategic Objective Performance Indicator	Modernisation and integration of Human Resource Management
Short definition	Modernisation and integration of Human Resource Management processes
Purpose or importance	Essential to ensure more inherent controls for HRM processes, particularly those with monetary value and implications, as well as the reduction of manual processes to allow for the rendering of value-adding services
Source or collection of data	Simple count of automated and integrated processes Simple count of value-adding services rendered in accordance with quarterly reports
Method of calculation	Simple count
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Planned performance in accordance with the APP's annual target
Indicator responsibility	Manager: Human Resources

Programme performance indicator	1.	Number of formal training sessions focused on identified skills gaps and structure
Short definition		Structuring and formalising of Human Resource Development
Purpose or importance		In order to ensure that the WCPP has an appropriately skilled staff complement, the WCPP has to use the information obtained from the Skills Assessment to introduce a structured, formalised training programme.
Source or collection of data		Skills Assessment Reports WCPP's Training Programme and WCPP's Training Reports
Method of calculation		Simple count and verification
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Human Resources

Programme performance indicator	2.	Number of positive quality assurance forms returned
Short definition		Improved performance due to training
Purpose or importance		If training succeeds in improving the skills of employee, meaning that they perform their functions better, the overall performance of the WCPP will improve.
Source or collection of data		Quality Assurance Process
Method of calculation		Percentage of results positive
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Human Resources

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	3.	Number of training sessions on the ERP system facilitated
Short definition		System training
Purpose or importance		Enabling users to transact effectively on new computer system
Source or collection of data		Training sessions and attendance registers
Method of calculation		Simple count
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Human Resources

Programme performance indicator	4.	Number of approved reports on functional enhancement implemented
Short definition		Implementing functional enhancement findings
Purpose or importance		Enhance the WCPP's efficiency
Source or collection of data		Project Report
Method of calculation		Simple count and verification
Data limitations		None
Type of indicator		Output
Calculation type		Simple count
Reporting cycle		Annually
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Human Resources

Programme performance indicator	5.	Number of human resource information sessions aimed at adding value to the institution and its employees facilitated
Short definition		Information sessions
Purpose or importance		Empowering employees to understand the environment to increase individual effectiveness
Source or collection of data		Sessions and attendance registers
Method of calculation		Simple count
Data limitations		None
Type of indicator		Output
Calculation type		Cumulative
Reporting cycle		Quarterly
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Human Resources

Programme performance indicator	6.	Number of labour relations training and awareness sessions aimed at adding value to the institution and its employees facilitated
Short definition		Labour relations training
Purpose or importance		Empower managers to deal with disciplinary matters
Source or collection of data		Sessions and attendance registers
Method of calculation		Simple count
Data limitations		None
Type of indicator		Output
Calculation type		Simple count
Reporting cycle		Quarterly
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Human Resources

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19

9.2.7 Sub-programme: Information Technology

Strategic objective performance indicator	Upward change in the capability maturity level year-on-year based on the Control Objectives for Information Technology (COBIT) Maturity Model
Short definition	<p>In order to assess whether Information Technology (IT) is doing the right things, as well as whether it is improving in those aspects of IT that are 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 organisation as a whole, including operational, strategic and project aspects of IT.</p> <p>Definition of maturity levels: Management of the process to provide IT governance that satisfies the business requirements of IT in integrating IT governance with corporate governance objectives and complying with laws and regulations comprises:</p> <p>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.</p> <p>Level 1: Initial or ad hoc when there is recognition that IT governance issues exist and need to be addressed. Ad-hoc approaches are 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 responds reactively to an incident that has caused some loss or embarrassment to the organisation.</p> <p>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 being developed. 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 in 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.</p> <p>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 links 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 in 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 criteria above will be assessed against it to measure level 2.5.</p> <p>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 links 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 IT's 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.</p>
Purpose or importance	To ensure that all aspects of IT are well managed, aligned with the institution's needs and delivers value
Source or collection of data	COBIT Maturity Assessments
Method of calculation	Assessment sessions with all IT's stakeholders
Data limitations	None
Type of indicator	Output – Maturity Level for each aspect of IT, for example Security, Project Management, Service Desk
Calculation type	Non-cumulative
Reporting cycle	Annually

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

New indicator	No
Desired performance	Planned performance in accordance with the APP's annual target
Indicator responsibility	Manager: Information and Communications Technology

Programme performance indicator:	1.	Percentage year-on-year improvement of service support delivered against service level agreement (SLA)
Short definition		Service support is primarily responsible for assisting Members and staff with resolving any ICT-related incidents reported, as well as any requests for new or enhanced ICT services required. This is done against an agreed service catalogue and service level agreement, which are primarily measured against response times to incidents and requests and time to repair or provide the service requested.
Purpose or importance		Members and staff are dependent on ICT services that enable them to do their work. ICT service support is there to ensure that Members and Staff are quickly assisted; to ensure that the work is largely uninterrupted and the Institution is not adversely affected by ICT-related incidents.
Source/collection of data		Service desk reports and user satisfaction surveys
Method of calculation		Reports
Data limitations		None for reports. As regards surveys, the limitation is in whether clients respond and the quality of those responses.
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Information and Communications Technology

Programme performance indicator:	2.	Implement and operationalise disaster recovery
Short definition		Disaster recovery planning is to mitigate an event that significantly challenges the continuation of normal information system functions; an event which would render the information system unusable or inaccessible for a prolonged period of time (may affect units or the whole institution).
Purpose or importance		The WCPP's Disaster Recovery Plan (DRP) aims at ensuring that disruption of the WCPP's computer systems and infrastructure, wide area network (WAN), local area network (LAN), data centre, business systems, internet and e-mail services are minimised in the event of a disaster.
Source or collection of data		Project Plan
Method of calculation		Project Charter and Plan
Data limitations		No for report
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Information and Communications Technology

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	3.	Phased implementation of ERP
Short definition		Implementation of financial and HR systems to replace the existing SITA transversal systems, LOGIS, BAS and PERSAL, which do not conform to the regulatory requirements of GRAP
Purpose or importance		To conform with legislation and to optimise and automate business processes, thereby improving the efficiency and effectiveness of the institution
Source or collection of data		Presentation of business case and decision by the WCPP's Executive Committee to proceed; allocation of budget and contracting of vendor
Method of calculation		Project charter
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Information and Communications Technology

Programme performance indicator	4.	Procurement and configuration of technology packages for new Members
Short definition		Procurement of technology packages, including laptops, software and printers for new Members after National and Provincial elections in 2019
Purpose or importance		The procurement of the technology enables members to execute their mandate and to communicate, administer and perform their duties efficiently.
Source or collection of data		Project Plan
Method of calculation		Project Progress report
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Information and Communications Technology

Programme performance indicator	5.	Percentage availability of all IT infrastructure services
Short definition		ICT services to Members depend on the acceptable and agreed level of service and availability of these services to support Members in their work
Purpose or importance		Members and staff are dependent on ICT services, which enables them to do their work. The non-availability or degradation of ICT infrastructure will have a significant impact on the ability of Members and staff to deliver on their mandates.
Source or collection of data		SLA reports from vendors as well as internal availability reports from the ICT Infrastructure Monitoring and Management Systems
Method of calculation		Reports
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Information and Communications Technology

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

9.2.8 Sub-programme: Security and Facilities Management

Strategic objective performance indicator	Year-on-year improvement in organisational effectiveness and efficiency
Short definition	Year-on-year improvement in WCPP performance with regards to their effectiveness and efficiency (security).
Purpose or importance	To improve security in line with the NKP Act
Source or collection of data	Results of the external assessment conducted by the Act.
Method of calculation	Results of assessment
Data limitations	None
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Planned performance in accordance with the APP's annual target
Indicator responsibility	Manager: Security and Facilities Management

Programme performance indicator	1.	Percentage compliance with the requirements of the National Key Points Act, Act 102 of 1980
Short definition		Year-on-year improvement in the WCPP's external NKP rating
Purpose or importance		To improve security in line with the NKP Act
Source or collection of data		Results of the external assessment conducted by the National Key Points Unit
Method of calculation		Results of assessment
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target; ensure that the NKP meets the minimum requirements
Indicator responsibility		Manager: Security and Facilities Management or Accounting Officer

Programme performance indicator	2.	Percentage security support provided for standing committees during oversight visits in line with the approved standard operating procedures for oversight visits
Short definition		Assurance reports for oversight visits
Purpose or importance		To ensure Members and staff are safe when away from the precincts of Parliament
Source or collection of data		Checklist or pre-site inspections or security reports from SSA and SAPS
Method of calculation		Incident reports or SOP compliance
Data limitations		Access to information
Type of indicator		Outcome
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Security unit or AO

Programme performance indicator	3.	Register the WCPP's accommodation requirements on U-AMP by the specified due date
Short definition		Submission on U-AMP
Purpose or importance		To ensure that all capital works (minor and major) and maintenance plans are accounted for in the U-AMP
Source or collection of data		Reports submitted to DTPW – accommodation needs assessment and facilities' conditional assessment
Method of calculation		U-AMP signed off and submitted, and assessment reports
Data limitations		Heritage requirements of own building
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Security and Facilities Management or Accounting Officer

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	4.	Number of planned evacuation exercises completed
Short definition		Plan and organise one emergency evacuation exercise per year
Purpose or importance		Ensure safe evacuation of all personnel and visitors
Source or collection of data		Building plans or escape routes
Method of calculation		One exercise completed in the prescribed time frame
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target. No incidents during the drill
Indicator responsibility		OHS Committee

Programme performance indicator	5.	Percentage verification and processing of visitors in the VMS system
Short definition		Registering visitors electronically
Purpose or importance		Verification of visitors for security and access purposes
Source or collection of data		Identity documents
Method of calculation		Number of visitors verified
Data limitations		None
Type of indicator		Output
Calculation type		Cumulative
Reporting cycle		Quarterly
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target; ensure that all visitors are verified
Indicator responsibility		Manager: Security and Facilities Management

Programme performance indicator	6.	Number of contact sessions with the Department of Transport and Public Works in respect of management of the service level agreement
Short definition		DTPW service level agreement management
Purpose or importance		To monitor adherence to SLA provisions
Source or collection of data		Reports and minutes of meetings
Method of calculation		Number of contact sessions
Data limitations		None
Type of indicator		Output
Calculation type		Cumulative
Reporting cycle		Quarterly
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target; effective adherence to SLA
Indicator responsibility		Manager: Security and Facilities Management

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

PROGRAMME 2: FACILITIES AND BENEFITS TO MEMBERS AND POLITICAL PARTIES

10.2.1 Sub-programme: Facilities and Benefits for Members

The below Strategic objective performance indicator relates to Facilities and Benefits for Members and Political Parties Support Service.

Strategic objective performance indicator	Digitising and modernising Members' Affairs services
Short definition	Digitising and modernising Members' Affairs services
Purpose or importance	To provide Members with remote transactional abilities in terms of enabling allowances and other enquiries or transactions
Source or collection of data	Implementation and utilisation of the relevant technology
Method of calculation	Simple count
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Planned performance in accordance with the APP's annual target; acquired or developed and implemented the appropriate technology to allow remote transactions
Indicator responsibility	Manager: Human Resources

Programme performance indicator	1.	Percentage implementation of scheduled training programmes per year for Members
Short definition		Implementation of scheduled training for Members
Purpose or importance		To ensure that Members have the required skills and competencies to perform their functions as Members effectively
Source or collection of data		Approved programme and implementation reports
Method of calculation		Simple count; check verification
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target; establishment of a comprehensive programme and the implementation of 80% of the scheduled training programmes
Indicator responsibility		Manager: Human Resources

Programme performance indicator	2.	Percentage of claims (submitted electronically complying with the requirements of the Members' Guide) processed
Short definition		Increase in number of off-site electronic transactions processed
Purpose or importance		To provide Members with remote transactional abilities in terms of enabling allowances and other enquiries or transactions
Source or collection of data		Transaction register
Method of calculation		Simple count
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target; acquired or developed and implemented the appropriate technology to allow remote transactions
Indicator responsibility		Manager: Human Resources

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

10.2.2 Sub-programme: Political Parties Support Services

Programme performance indicator	1.	Number of working days to process transfer payments after receipt of required documents in terms of the Members' Guide
Short definition		Date of receipt of required documents and process dates of payments to parties to ensure payments are effected within seven days after receipt of required documents in accordance with the Members' Guide
Purpose or importance		The indicator would reflect whether transfer payments of constituency and secretarial allowances to the political parties were processed by the required due date to ensure compliance with the policies on constituency and secretarial allowances
Source or collection of data		Payments processed and approved financial statements
Method of calculation		Output
Data limitations		Target depends on timeous submission of required documentation by political parties based on requirements of the policies on constituency and secretarial allowances
Type of indicator		Activities, output
Calculation type		Non-cumulative
Reporting cycle		Quarterly
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Finance

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

PROGRAMME 3: PARLIAMENTARY SERVICES

11.2.1 Sub-programme: Plenary Support

The below Strategic objective performance indicator relates to Plenary Support, Committee Support and Hansard and Language Services

Strategic objective performance indicator	Year-on-year percentage compliance to SOPs for plenary and committee procedural and related support for all programmed sittings and committee meetings
Short definition	Compliance with SOPs
Purpose or importance	To ensure that the provision of procedural and related support is in line with established standards in accordance with SOPs.
Source or collection of data	Monthly and quarterly reports submitted to the Deputy Secretary: Procedural Services and Chief Parliamentary Officer briefs for chairpersons; procedural guides for POs; committee documents and House Papers
Method of calculation	Only the targets relating to the SOPs will be taken into consideration for calculating actual performance
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly report prepared by the seventh working day of the month after the end of the quarter and submitted to the Chief Parliamentary Officer and/or the Deputy Secretary: Procedural Services
New indicator	No
Desired performance	Planned performance in accordance with the APP's annual target; degree of variance for unusual circumstances not covered in SOPs as indicated under each indicator or provided for in the SOPs
Indicator responsibility	Section Managers

Programme performance indicator	1.	Percentage of procedural support services provided in terms of the standard operating procedures (SOPs) on Plenary Support to all plenaries programmed in accordance with approved parliamentary programme
Short definition		Procedural support services to ensure compliance with applicable laws, Standing Rules and precedents and within the stipulated time frames
Purpose or importance		Constitutional mandate in accordance with sections 114 and 116 of the Constitution
Source or collection of data		1. Quarterly reports on procedural support services provided for 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 Officers; and 4. Evaluation of all procedural support for plenaries
Method of calculation		Planned versus actual
Data limitations		Targets dependent on programmed sittings for the session
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly report to be submitted to the Chief Parliamentary Officer before or on the seventh working day of the month after the end of the quarter
New indicator		No (constitutional mandate)
Desired performance		Planned performance in accordance with the APP's annual target; degree of variance for unusual circumstances not covered in SOPs as indicated under each indicator or provided in the SOPs
Indicator responsibility		Manager: Plenary Support

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	2.	Percentage of procedural advice provided for presiding officers and Members on request
Short definition		Procedural advice to ensure compliance with applicable laws, Standing Rules and precedents and within stipulated time frames in response to Presiding Officer's requests, as and when required
Purpose or importance		Constitutional mandate in accordance with sections 114 and 116 of the Constitution
Source or collection of data		<ol style="list-style-type: none"> 1. Quarterly reports on procedural advice provided for plenaries, presiding officers and Members on request and as and when required; 2. Considered rulings prepared for presiding officers; 3. Register of advice provided routinely to presiding officers and Members on procedural matters; and 4. Record of procedural advice and guidance provided in the House to presiding officers during sittings by means of the Lync system
Method of calculation		Planned versus actual
Data limitations		Targets dependent on requests for procedural advice
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly report submitted to CPO before or on the seventh working day of the month after the end of the quarter
New indicator		No (constitutional mandate)
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Plenary Support

Programme performance indicator	3.	Number of working days taken after a sitting to communicate House resolutions to third parties in accordance with approved SOPs
Short definition		Capturing of all resolutions that meet the parliamentary format, passed by the House, and communication of the resolutions to stakeholders
Purpose or importance		To strengthen the oversight role of Members by capturing the resolutions taken by the House and timeously communicating them to relevant stakeholders; ensure that all the resolutions that meet the parliamentary format are communicated within agreed time frames
Source or collection of data		Resolutions that meet the parliamentary format are captured in Minutes of Proceedings and communicated in accordance with the Register in the agreed time frames Communication takes place post, e-mail or through the website
Method of calculation		Planned versus actual
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly report submitted to CPO before or on the seventh working day of the month after the end of the quarter
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Plenary Support

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

11.2.2 Sub-programme: Committee Support

Programme performance indicator	1.	Percentage of committee support provided, in accordance with the approved standard operating procedures (SOPs) for committees, to all programmed committee meetings according to approved parliamentary programme
Performance description		To allow for the provision of committee support, which includes procedural, logistical and administrative support, in terms of the agreed time frames in accordance with the standard operating procedures and guidelines document of the Committee Section to the satisfaction of the WCPP administration
Purpose or 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 or collection of data		Evidence will be provided in terms of a quarterly committee section report for the support provided relating to draft committee reports produced and submitted to chairpersons; all the above will be provided in accordance with the approved SOPs
Method of calculation		Planned versus actual
Data limitations		Availability of committee output against committee activities *Note that services are demand-driven
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly report to the Chief Parliamentary Officer for approval (by the seventh working day after the end of the quarter)
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target or exceeding it, subject to the parliamentary programme, is desirable. Accurate reflection of committee meetings; degree of variance for unusual circumstances not covered in SOPs as indicated under each indicator
Indicator responsibility		Manager: Committees

Programme performance indicator	2.	Percentage of requested research services provided in accordance with the SOPs, to committees, senior management and presiding officers
Performance definition		To allow for the provision of requested research support in accordance with the standard operating procedures to the satisfaction of committees, presiding officers and the WCPP's senior management
Purpose or 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 fulfil their roles and responsibilities effectively
Source or collection of data		<ol style="list-style-type: none"> 1. A quarterly report of the Committee Section's research support relating to requested research services (Requested research includes all types of research output, provided it was requested. It would exclude proactive and cyclical research output.). 2. Register of Research Service Requests 3. Assessment/vetting Table of Requested Research <p>The following will serve as qualifying criteria for any requested research to be included for counting in the reporting cycle:</p> <ul style="list-style-type: none"> • The requested research must be signed off and agreed to by the research requester (Research Request Form); • The scope of the research requested must not change midstream; • The research requester may change the date of expected delivery or cancel the request; • The research request must be made within a time frame that will enable delivery within the reporting period; • The specific data required for the research will be accessible to researchers from specific sources.
Method of calculation		Planned versus actual
Data limitations		Reactive research depends on demand for research support as well as accessibility of information or data, especially within the availability of the Executive and provincial departments and entities.
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly report to the Chief Parliamentary Officer for approval (by the seventh working day after the end of the quarter)

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

New indicator	No
Desired performance	Planned performance in accordance with the APP's annual target or exceeding it, subject to the parliamentary programme, is desirable; degree of variance for unusual circumstances not covered for in SOPs as indicated under each indicator
Indicator responsibility	Manager: Committees

11.2.3 Sub-programme: Public Education and Outreach

Strategic objective performance indicator	Number of year-on-year increases in the planned education initiatives to improve public participation in the legislative and other processes of the legislature
Short definition	The WCPP is compelled by the Constitution to involve the public in its legislative and other processes. By increasing the number of education initiatives a greater percentage of citizens will be capacitated to participate in the legislative processes.
Purpose or importance	Involving the public in the legislative and other processes of the legislature and its committees is a constitutional imperative.
Source or 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 versus actual
Data limitations	Timeous availability of parliamentary programme
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly report to be submitted to the Deputy Secretary: Procedural Services for approval (by the seventh working day after the end of the quarter)
New indicator	No
Desired performance	Actual performance that is equal to or higher than the targeted performance is desirable.
Indicator responsibility	Manager: Public Education and Outreach

Programme performance indicator	1.	Annual education programme on law-making, oversight, public participation and petitions processes developed by 28 February 2019
Short definition		Annual education programme developed for the 2019/20 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 and will elaborate on the curriculum to be followed to give effect to education and outreach activities.
Purpose or importance		Constitutional mandate as set out in section 118 of the Constitution, 1996; programme aligned with the parliamentary programme with particular reference to committee activities, sectorial initiatives, as well as requests for education programmes; programme also takes into account the target audience, for example learners or students at different educational levels and geographic locations (urban or rural)
Source or collection of data		Signed-off approval of the Annual Programme by the Deputy Secretary: Procedural Services
Method of calculation		Planned versus actual
Data limitations		Timeous approval of Annual Programme and timeous availability of parliamentary and committee programmes for the new financial year
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually (before or on 28 February 2019)
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target or exceeding it
Indicator responsibility		Manager: Public Education and Outreach

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	2.	Number of education initiatives rolled out in accordance with the annual programme
Short definition		Annual education programme implemented quarterly
Purpose or importance		Annual education programme implemented quarterly
Source or collection of data		Constitutional mandate as set out in section 118 of the Constitution, 1996; programme aligned with the parliamentary programme with particular reference to committee activities, sectoral initiatives, as well as requests for education programmes; programme further takes into account the target audience, for example learners or students at different educational levels and geographic locations (urban or rural)
Method of calculation		Quarterly implementation plan developed in the month preceding the end of the quarter and submitted to the Deputy Secretary: Procedural Services for approval before or on the last day of the preceding quarter; programmes implemented in accordance with the Quarterly Implementation Plan, attendance register and report on workshops contained in the monthly report to the Deputy Secretary: Procedural Services.
Data limitations		Planned versus actual
Type of indicator		Approval and support for the annual and quarterly implementation plans; finalisation of parliamentary and committee programmes
Calculation type		Output
Reporting cycle		Non-cumulative
New indicator		Annually Annual report to be submitted to the Deputy Secretary: Procedural Services for approval (by the last working day of the financial year)
Desired performance		No
Indicator responsibility		Planned performance in accordance with the APP's annual target or exceeding it

Programme performance indicator	3.	Conduct Baseline Study for Public Participation and Related Matters
Short definition		A baseline study to be undertaken focusing on public participation and related functions in the WCPP; the study will entail the collection of data on public involvement in the processes of the provincial parliament, public awareness and understanding of the parliamentary processes; and opportunities to access and participate in these processes.
Purpose or importance		The implementation of any public participation strategy, initiatives and interventions amounts to nothing if in the end these cannot be measured in terms of their impact, in addition to the normal quantification carried out. It is only when a proper baseline has been established that any future impact assessment can be undertaken systematically and objectively. A baseline study will therefore serve as a point of reference to determine whether interventions implemented have made any qualitative change in the previously existing state of affairs.
Source or collection of data		Signed-off approval by the Deputy Secretary: Procedural Services of the Final Report on the baseline study
Method of calculation		Planned versus actual
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annual (before or on 28 February 2019)
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target or exceeding it.
Indicator responsibility		Manager: Public Education and Outreach

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	4.	Number of new education items developed
Short definition		The development of two education items that support the legislative processes and which are relevant to the involvement and empowerment of all targeted stakeholders
Purpose or importance		New education items need to be developed in order to comply with the constitutional obligations of the WCPP. The items must support the activities and legislative responsibilities of the parliamentary programme. (State of the Nation and State of the Province addresses; committees; submissions; petitions; Annual Report processes; how to participate in the law-making process, and so forth.) The items must be relevant to specific stakeholders and must be translated into the three languages of the Province.
Source or collection of data		Two new education items developed by the PEO Section and approved by the Deputy Secretary: Procedural Services on law-making, oversight and public participation activities of the WCPP
Method of calculation		Planned versus actual
Data limitations		Timeous development and availability of relevant educational items
Type of indicator		Output
Calculation type		Cumulative
Reporting cycle		Quarterly
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target or exceeding it. The focus of new education items may change due to the changing needs of the organisation.
Indicator responsibility		Manager: Public Education and Outreach

Programme performance indicator	5.	Percentage of petitions processed in accordance with the relevant legislation
Short definition		Percentage of petitions administered and processed in accordance with the: Western Cape Petitions Act, Act 3 of 2006, and the applicable regulations. This Act and regulations provide for the public to petition the WCPP and makes provision for the processing of petitions in the Legislature. Updated Register of Petitions: administered, received and processed to ensure compliance with the Western Cape Petitions Act and regulations are prepared by the Public Education and Outreach Section.
Purpose or importance		Constitutional mandate: section 115 of the Constitution, 1996
Source or collection of data		Register of Petitions, and petitions received as processed in terms of applicable legislation
Method of calculation		Number of petitions processed or number of petitions received
Data limitations		Subject to receipt of petitions
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly report to be submitted to the Deputy Secretary: Procedural Services for approval (by seventh working day after the end of the quarter).
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target or exceeding it
Indicator responsibility		Manager: Public Education and Outreach

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

11.2.4 Sub-programme: Hansard and Language Services

Programme performance indicator	1.	Percentage of recommendations arising from the external quality assessment of interpreting services that have been accepted and implemented
Short definition		To implement accepted recommendations arising from the quality assessment of interpreting services rendered at the meetings of the House and its committees so as to ensure and maintain the quality of interpreting that is in line with industry practice and facilitates the purpose stated below. Implementation must be preceded by an assessment of the services and an action plan must be in place to implement accepted recommendations.
Purpose or importance		Rendering of interpreting services at 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 three official languages of the Province. This is in compliance with the Language Policy of the Province. Therefore, the importance of continuous monitoring and periodic assessment of the service are intended to give the WCPP some assurance that a service of good quality is provided by the outsourced interpreting services.
Source or collection of data		Annual reports on the implementation of accepted recommendations on the quality assessment of the interpreting services rendered. External experts to assess the quality of interpreting services rendered and to submit a written report on the services. Action plan to implement accepted recommendations after quality assessment
Method of calculation		Planned versus actual
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually report on: the outcome of the quality assessment conducted by the end of quarter one; the implementation of accepted recommendations arising from the quality assessment of the interpreting services submitted to the Deputy Secretary by the seventh working day after the end of the financial year. Operational reporting on progress is made to the Deputy Secretary by the seventh working day of the month after the end of the second and fourth quarters.
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target Tolerance level: Due to the financial implications of some of the recommendations, which may require additional funding, such recommendations may be indicated in the action plan for implementation in the following financial year once funding has been secured.
Indicator responsibility		Chief Parliamentary Officer

Note: The assessment and monitoring of the quality of interpreting services will alternate annually for Xhosa and Afrikaans.

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	2.	Percentage of recommendations arising from the external quality assessment of translation services accepted for implementation
Short definition		To implement accepted recommendations arising from the assessment of translation services rendered to the WCPP so as to ensure and maintain the quality of translation that is in line with industry practice and facilitates the purpose as stated below. Implementation must be preceded by an assessment of the services first, and an action plan must be in place to implement the accepted recommendations.
Purpose or importance		To give effect to the Western Cape Provincial Languages 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 with which they are comfortable. Therefore, the importance of continuous monitoring and periodic assessment of the service using external language experts is to ensure that a good standard of translation is maintained.
Source or collection of data		Report on the outcome of the quality assessment conducted by the end of quarter one Annual report on the implementation of accepted recommendations on the assessment of the quality of translation services rendered; operational reporting to the Deputy Secretary on progress by the seventh working day of the month after the end of the second and fourth quarters
Method of calculation		Planned versus actual
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Annually: Report on the outcome of the quality assessment conducted at the end of quarter one Annual report submitted to Deputy Secretary by the seventh working day after the end of the financial year. Operational reporting to the Deputy Secretary on progress by the seventh day of the month
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target. Tolerance level: Due to the financial implications of some of the recommendations, which may require additional funding, such recommendations may be indicated in the action plan for implementation in the following financial year once funding has been secured.
Indicator responsibility		Chief Parliamentary Officer

Note: The assessment and monitoring of the quality of translation services will alternate annually for Afrikaans and Xhosa.

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	3.	Percentage availability of official House Papers in all three official languages of the Province
Short definition		To ensure the availability of all House Papers in the three official languages of the Province by providing a translation service (English, Afrikaans and Xhosa)
Purpose or 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 of the Province in compliance with the Western Cape Provincial Languages Act
Source or collection of data		<ul style="list-style-type: none"> Quarterly reports from Language Services on documents translated in terms of an agreed timeline; 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 (ATCs) (committee reports not always translated on publication due to time constraints, but the complete translation to be made available within seven working days after publication); and Hansard (translation of speeches from either Afrikaans or Xhosa into English available on publication of the transcript).
Method of calculation		Total number of House Papers fully translated into all three official languages versus total number of House Papers not fully translated into all three official languages
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly report prepared by the seventh working day of the month after the end of the quarter and submitted to the Deputy Secretary
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target. Tolerance level: ATCs may, due to time constraints and the urgency concerning the tabling of committee reports, not be translated at first instance but will be fully translated within seven working days after the date of publication of the ATC.
Indicator responsibility		Chief Parliamentary Officer

Programme performance indicator	4.	Percentage availability of interpreting services for the House and committees where confirmed
Short definition		To ensure the provision of an interpreting service for all the proceedings of the House and the proceedings of all committee meetings where required and where confirmed
Purpose or importance		Compliance with the Constitution, both national and provincial, as well as the Western Cape Provincial Languages Act; to ensure that Members and the public can express themselves in a language with which they are comfortable
Source or collection of data		Quarterly report prepared by language practitioners on interpreting services provided; and Members' quarterly satisfaction survey report
Method of calculation		Not applicable, this service is demand-driven
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Quarterly by the seventh working day of the month following the end of the quarter and submitted to the Deputy Secretary
New indicator		None
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Chief Parliamentary Officer

WESTERN CAPE PROVINCIAL PARLIAMENT
ANNUAL PERFORMANCE PLAN 2018/19
ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

Programme performance indicator	5.	Number of contact meetings held with the service provider to ensure that Hansard services provided are in accordance with the 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 or importance		Hansard is an important source of information for Members and is often used as a basis for performing oversight. Apart from this, it records parliamentary business.
Source or collection of data		Minutes of meetings with service provider; quarterly report on Hansard services rendered in accordance with agreed time frames in the service level agreement; and the service level agreement.
Method of calculation		Not applicable, this service is demand-driven
Data limitations		None
Type of indicator		Output
Calculation type		Cumulative
Reporting cycle		Quarterly, by the seventh working day of the month after the end of the quarter, and submitted to the Deputy Secretary
New indicator		None
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Chief Parliamentary Officer

