WESTERN CAPE
PROVINCIAL PARLIAMENT

PART B
PERFORMANCE INFORMATION

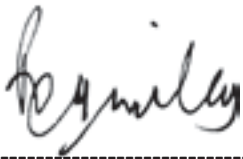Participants in the Youth Programme at Chrysalis Academy

Public Hearing on Community Safety Bill in Beaufort West

1. Accounting Officer's statement of responsibility for performance information for the year ended 31 March 2013

The Accounting Officer is responsible for the preparation of the Provincial Parliament's performance information and for the judgements made in this information.

The Accounting Officer is responsible for establishing and implementing a system of internal control designed to provide reasonable assurance as to the integrity and reliability of performance information.

In my opinion, the performance information fairly reflects the performance information of the Provincial Parliament for the financial year ended 31 March 2013.

Royston G Hindley
Accounting Officer
Date:

2. Auditor-General's Report: Predetermined Objectives

The Auditor-General South Africa currently performs the necessary audit procedures on the performance information to provide reasonable assurance in the form of an audit conclusion.

The audit conclusion on the performance against predetermined objectives is included in the report to management, with material findings being reported under the *Predetermined Objectives* heading in the *Report on other legal and regulatory requirements* section of the auditor's report.

Refer to page 104 of the Report of the Auditor-General, published as Part E: Financial Information.

3. Overview of the Provincial Parliament's performance

3.1 Service delivery environment

The Provincial Parliament as a constitutional entity remains at the core of ensuring service delivery to the people of the Western Cape and continues to:

- make laws serving the needs of the people of the Western Cape;
- ensure effective oversight of the Executive and Provincial Executive organs of state and holding them to account;
- promote public access, education and involvement in its work;
- promote co-operative governance with all spheres;
- empower its Members and holding them accountable to best serve the people of the province;
- utilise resources responsibly and cost-effectively thereby ensuring value-for-money;
- foster sound inter-parliamentary relations; and
- entrench good governance.

The Provincial Parliament has had numerous successes and experienced a number of challenges during the period under review as the following will illustrate.

The Committees section continues to provide support which includes providing procedural advice, as well as administrative and research support to the committees. Capacity was one of the main challenges within this section. A number of vacant positions were filled during this period of review, resulting in the allocation of a dedicated Committee Co-ordinator allocated to each standing committee, bar one. A key focus was on training of committee staff on procedural matters and this, together with the improved staffing within the section, had a significant positive impact on the support provided to the standing committees.

Plenary support services were further enhanced with the finalisation of the Rules review process which culminated in the publication and distribution of the Standing Rules booklet in October 2012.

The Provincial Parliament experienced challenges with regards to the provision of Hansard services. In response to this a new service provider was appointed on an ad-hoc basis during the period under review. While Hansard books were not produced, Members received Hansard electronically within a short space of time after each sitting.

The Public Education and Outreach section facilitated a number of successful education and outreach programmes with schools and universities. Numerous commemorative special sector

events and activities were held, such as the Youth month workshop and a seminar for women from rural districts during Women's month.

A special attempt was made to focus on rural towns and districts within the province therefore 60% of all participants in workshops and events on the administration of petitions, pre-hearings and municipal legislative education workshops and legislative processes were from rural areas.

The main challenges affecting Public Education and Outreach is that although a significant amount of workshops and information sessions on the content of specific bills by departments or petitions education were held, there has not been a significant increase in the participation of the citizens in these processes. Not all public hearings on bills are well attended and although thousands of petition pamphlets were distributed, only two petitions were registered with the Provincial Parliament during the year of review.

The Language unit continued to manage interpreting and translation services. More parliamentary papers were translated into the three official languages of the province. There is however a need to give full effect to the language policy of the province.

The Code of Conduct for Members was successfully implemented resulting in all Members, including Members of the Executive, disclosing their registered interests in respect of the 2012/13 year.

In 2012/13 the Information and Communication Technology section laid a solid foundation and made significant headway with ICT governance issues. An ICT SteerCom was established with revised terms of reference. The ICT Governance Framework was developed and adopted. The ICT Strategy was reviewed to align ICT support to the strategic goals of the Provincial Parliament. The section has established and implemented service level standards to enhance their ICT user support. Furthermore, a new improved PABX system was installed to enhance telephony services.

The Security and Facilities Management section drafted the Security Plan and although it was not approved by the Rules Committee during the review period, extensive progress has been made in the implementing of physical security measures and document security.

The Communication and Information section continues to strive to strengthen national and international relations. The Library continues to provide a high quality reference and information service to Members and staff.   The Library has also received excellent reviews from their clients on the services rendered to them during the annual survey on support services.

The Finance and Supply Chain Management sections provide support to Members and staff. To further enhance this support, manuals on the Finance and Supply Chain processes were developed during the period of review. Interim Financial statements are compiled on a quarterly basis which greatly contributes to the compilation of the Annual Financial Statements.
Payments to creditors are well below the required average of 30 days.

3.2 Organisational environment

The Secretary is the Accounting Officer of the Provincial Parliament. This position has been filled through a secondment of the Deputy Secretary: Corporate Services. The duties of the Deputy Secretary: Corporate services were primarily shared between the Chief Financial Officer and Secretary from 1 June 2012.

Although the Provincial Parliament had its lowest vacancy rate since 2008 at the end of March 2013, the retention of staff with sector specific skills is still very challenging. In order to address this matter, a market related remuneration structure was implemented. The Provincial Parliament will also look at alternative and other remunerative strategies to recruit and retain staff.

3.3 Key policy developments and legislative changes

The Parliamentary Service and Finance Management Bill was not proceeded with during the period of review. The Constitutional Court's ruling[1] found that a legislature does not have competence to pass a law dealing with its own financial management, because it has not been expressly assigned to it by national legislation and there is no provision in the Constitution that envisages the enactment of such legislation by provincial legislatures.

The Speaker`s Forum agreed that Parliament will amend its Financial Management of Parliament Act, 2009 to include provincial legislatures. This bill will be dealt with in terms of Section 76 of the national Constitution.

4. Performance information by programme

The Western Cape Provincial Parliament is one of nine provincial legislatures which is established in terms Chapter 6 of the Constitution of the Republic of South Africa, 1996.

It also derives its mandate from the Constitution of the Western Cape, 1997. The affairs of the Western Cape Provincial Parliament are further administered in terms of the Western Cape Law on Powers and Privileges of the Provincial Legislature (Law 3 of 1995), as amended, and Powers and Immunities of Parliament and Provincial Legislatures Act (Act 4 of 2004).

The core constitutional functions include law-making, oversight over the provincial executive authority and any provincial organ of state and facilitating public involvement in its activities.

The parliamentary administration supports the functioning of the Provincial Parliament and can be divided into three main programmes as depicted in the table below:

Programmes	Purpose
Programme 1: Administration	To provide strategic management of the institution and to provide quality corporate support services to the Provincial Parliament.
Programme 2: Facilities for Members and Political Parties	To provide enabling facilities and benefits to Members and political parties.
Programme 3: Parliamentary Services	To provide quality procedural support and facilitate public participation.

[1] Premier: Limpopo Province v Speaker of the Limpopo Provincial Legislature and Others 2011 (6) SA 396 (CC)

5. Programme 1: Administration

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

5.1 Strategic Goals - Programme 1: Administration

The following table lists the strategic objectives for the financial year under review relating to the strategic outcomes orientated goals and sub-programmes in this programme:

Strategic Outcomes Orientated Goals	Sub-programme	Strategic Objectives
Strategic Goal 4: Promote sound administration to ensure organisational efficiency	Office of the Secretary	Effective strategic management by the provision of planning, security, monitoring, evaluation and reporting; risk and information management, and corporate legal services
Strategic Goal 2: Corporate support to Members and staff to perform their duties effectively	Finance	Effective financial management by providing management and financial accounting in terms of the relevant legislation and directives and agreed timeframes
	Supply Chain Management	Effective supply chain management
	Internal Control	Effective internal control system by monitoring and evaluating internal control systems
	Human Resources	Effective utilisation of human resources by providing training and development; personnel administration; employee wellness and labour relations in terms of the Human Resources Strategy within agreed timeframes
	Information Technology	Effective information and technological services through the provision of network management; user support; application development and maintenance and audio visual services in terms of the Information and Communication Technology Strategy and within the agreed timeframes
	Security and Facility Management	Effective household and logistical services by providing transport and accommodation; telephony; records management; facility co-ordination; mail and messenger services; catering; occupational health and safety; security and heritage management to the satisfaction of the Members and staff within agreed timeframes and service charter standards and Sergeant-at-Arms in the House.

5.2 Overview of 2012/13 - Programme 1: Administration

Progress has been made towards the achievement of the strategic orientated goals within this Programme.

Notwithstanding that the Information and Technology section had a vacancy rate of 50% as at 31 March 2013, the reliability and security of the Provincial Parliament's network was enhanced by approving and implementing the ICT End User Policy; ICT Backup Policy and the ICT Change Management Framework.

The stabilised network has contributed to improved email and internet services, including WIFI connectivity and access. Hardware and software were purchased to refresh dated notebooks and desktops. The more than 95% availability of the network together with the above ensured that Members and staff are able to perform their duties effectively and efficiently. The PABX system was upgraded to improve the telephony system within the Provincial Parliament. Due to the shortage of human resources capacity the e-Filing system could not be implemented as planned however, the ground work regarding the set-up of the e-Filing functionality on the network and training was completed for all sections by 31 March 2013. The upgrade to the website did not materialise but a service provider was appointed with an anticipated completion date of the project during the 2013/14 financial year.

During the reporting period the recommendation as per the Security Appreciation Report in respect of the installation of CCTV cameras, including the upgrade to the Control Room at the 7 Wale Street entrance of the Legislature Building commenced.

The Provincial Parliament's Records Policy is approved and the file plan was also reviewed and amended to incorporate new sections, as well as sections where names had been changed (i.e. Procurement to Supply Chain Management, House Proceedings to Plenaries, General Services to Security and Facility Management etc.).

In collaboration with the Department of Public Works, accommodation refurbishment has commenced on the ground floor (Visitor's Centre), fifth and sixth floor of the Legislature Building. It is envisaged that this exercise will be finished during the 2013/14 financial year.

The Heritage project was put on hold and the conservation and appraisal of heritage assets is currently a priority for the Provincial Parliament. Other services such as catering and transport were rendered satisfactorily by the section during the period of review.

Legal services for the Provincial Parliament have been consolidated in the Office of the Secretary. Legal services in respect of corporate and procedural matters are now dealt with by two Legal Advisors.

The Communication and Information section has interacted effectively and efficiently with the media. It has developed publications, of which the internal newsletter is a huge success. The section has also facilitated successful local and international visits.

Due to the challenges with the appointment of a service provider for the upgrade to the website, the date for the launch of the new website has been shifted to the new financial year. This will enable the Communication and Information section to be able to improve its usefulness, navigation ability and ensure that the information is current.

In summary, the following significant achievements within this programme have ensured organisational efficiency and effective support been given to Members and staff to ensure that their duties can be performed effectively:

- implementation of a new, modern remuneration structure;
- payment of creditors well below the average of 30 days;
- development of standard operating procedure manuals for Finance and Supply Chain Management;
- successful hosting of an Employee Wellness Health Day;
- the finalisation of the audio-visual upgrade to the Chamber;
- e-Filing set-up on the network and training completed for all sections;
- finalisation and implementation of ICT policies relating to ICT governance;
- increase in training opportunities for staff; and
- the lowest vacancy rate since 2008.

5.3 Sub-programme: Office of the Speaker

Purpose

The Speaker is the principal office-bearer in the Provincial Parliament. The Speaker presides over all plenary sittings and applies the practices, procedures and precedents of the House, as set out in the Standing Rules of the Provincial Parliament.

The Speaker, as the Executive Authority is also ultimately responsible for the parliamentary administration and provides political, executive leadership and guidance to Members, Management and the administration.

Expenditure: Office of the Speaker

2012/13			2011/12		
Final Appropriation	Actual Expenditure	(Over)/Under Expenditure	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure
R'000	R'000	R'000	R'000	R'000	R'000
3 657	3 657	-	3 699	2 250	1 449

5.4 Sub-programme: Office of the Secretary

The purpose of this sub-programme is to:

- formulate operational policy and establish norms and standards in compliance with relevant legislation and practices;
- manage corporate and procedural support services;
- provide legal support services to the administration;
- provide communication and information services; and
- provide library services to Members, staff and other users.

Strategic objectives, performance indicators and actual achievements

Office of the Secretary						
Strategic objectives	Performance Indicator	Actual Achievement 2011/2012	Planned Target 2012/2013	Actual Achievement 2012/2013	Deviation from planned target to Actual Achievement for 2012/2013	Comment on deviations
Effective strategic management (planning, security, monitoring, evaluation and reporting; risk and information management, corporate legal services)	70% Implementation of Security Plan	Not achieved	4 Reports reflecting progress of Security Implementation Plan	Not achieved	No actual reports could be submitted on progress against the plan as the plan was not approved. The section however, started with the first phase which was physical security – the upgrade of CCTV cameras	The newly adopted Security Plan as referred below under Sub-programme: Security and Facility management will be tabled at the Rules Committee during the new financial year
	Fully operational risk management system	Not achieved	Reviewed Risk Management Plan	Not achieved	The Risk Management Plan was due 31 March 2013 but could only be finalised during April 2013	Plan finalised in April 2013, as per Enterprise Risk Management schedule
		Achieved	4 Reports on activities as per Risk Management Plan	Achieved		

Strategy to overcome underperformance:

70% Implementation of Security Plan:
To be tabled at the Rules Committee during 2013/14.
Fully operational Risk management system:
Annual performance plan targets were finalised before service schedules with the Department of the Premier: Enterprise Risk Management was finalised. Future targets will be based on the service schedules.

26

Communication and Information						
Strategic objectives	Performance Indicator	Actual Achievement 2011/2012	Planned Target 2012/2013	Actual Achievement 2012/2013	Deviation from planned target to Actual Achievement for 2012/2013	Comment on deviations
Effective strategic management (planning, security, monitoring, evaluation and reporting; risk and information management, corporate legal services)	Implementation of social media plan	New target	Social media plan implemented	Not achieved	Social Media Plan could not be implemented therefore no progress reports were submitted	Implementation of the plan reliant on launch of the new website. Target carried over to coincide with the launch of the new website in the 3rd quarter of the 2013/14 financial year
	Development of publications as per approved publications plan	Achieved	Publications produced as per plan	Achieved - 4 quarterly reports on compliance with publications plan		
	Maintain current and accurate website	Achieved	Website up to date and accurate	Achieved - indicated in 12 monthly reports on updates and amendments		

Strategy to overcome underperformance:
Implementation of social media plan:
Target was carried over to the new financial year and will be monitored to ensure that the target is met.

27

Library

Strategic objectives	Performance Indicator	Actual Achievement 2011/2012	Planned Target 2012/2013	Actual Achievement 2012/2013
Effective strategic management (planning, security, monitoring, evaluation and reporting; risk and information management, corporate legal services)	Develop and implement library modernisation project as per implementation plan	New target	Developed plan and 50 % implementation[2]	Achieved – Indicated in 4 quarterly reports on progress and percentage of implementation achieved
	Provide library and reference services as per client service level agreements and needs assessment	Achieved	90% compliance with client requirements	Achieved - Indicated in 12 monthly reports stating compliance percentage

Expenditure: Office of the Secretary

2012/13			2011/12		
Final Appropriation	Actual Expenditure	(Over)/Under Expenditure	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure
R'000	R'000	R'000	R'000	R'000	R'000
11 931	10 508	1 423	11 359	7 789	3 570

---

2   The 50% relates to the following information being made available to users:

Sabinet Netlaw   (Electronically available national and provincial legislation: 10%)
Amlib   (Electronic version of Library Catalogue available on all desktops: 10%)
SA Media   (Electronic newspaper clipping service available: 10%)
Online Public Access Computer   (Installed in Library, with weblinks, ready for use: 20%)

5.5 Sub-programme: Finance

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

Strategic objectives, performance indicators and actual achievements

Strategic objectives	Performance Indicator	Actual Achievement 2011/2012	Planned Target 2012/2013	Actual Achievement 2012/2013
Effective financial management by providing management and financial accounting in terms of the relevant legislation and directives and agreed timeframes	Full and accurate reflection of financial transactions of WCPP by:	Achieved	1 Annual Financial Statement	Achieved
	100% verifiable financial statements by the required due date	Achieved	3 Interim Financial Statements	Achieved
	Average number of days for payment to creditors	Achieved	Average number of 30 days for the payment of creditors	Achieved
	Production of Financial Manual	New target	Production of Financial Manual	Achieved

Expenditure: Finance

2012/13			2011/12		
Final Appropriation	Actual Expenditure	(Over)/Under Expenditure	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure
R'000	R'000	R'000	R'000	R'000	R'000
2 278	2 253	25	1 858	1 751	107

5.6 Sub-programme: Supply Chain Management

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

Strategic objectives, performance indicators and actual achievements

Strategic objectives	Performance Indicator	Actual Achievement 2011/2012	Planned Target 2012/2013	Actual Achievement 2012/2013
Effective supply chain management	Demand and acquisition management to predetermined standards and timeframes by:			
	Updating and reviewing relevant sections of the current Accounting Officer System	Achieved	Update and review relevant sections of the current Accounting Officer System	Achieved
	Developing a Procurement Plan for 2013/14 by 31 July 2012	Achieved	Develop Procurement Plan for 2013/14	Achieved
	Providing an accurate and updated Asset Register	Achieved	2 stock-take reports; 4 inventory stock-takes	Achieved
	Quarterly reporting on implementation against plan for 2012/13, identifying achievements, challenges and interventions	Achieved	3 Reports on implementation against plan for 2012/13 identifying achievements, challenges and interventions	Achieved
	Updated register of contracts in respect of goods and services to ensure efficient contract administration	Achieved	Efficient contract management through maintaining an updated register on contracts in respect of goods and services and liaising with stakeholders	Achieved
	Production of Financial Manual	New target	Production of Financial Manual	Achieved

30

Expenditure: Supply Chain Management

	2012/13				2011/12	
Final Appropriation	Actual Expenditure	(Over)/Under Expenditure		Final Appropriation	Actual Expenditure	(Over)/Under Expenditure
R'000	R'000	R'000		R'000	R'000	R'000
2 955	2 955	-		2 172	1 740	432

Annual Report 2012/13
Vote 2: Western Cape Provincial Parliament
PART B – Performance Information

5.7 Sub-programme: Internal Control

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

Strategic objectives, performance indicators and actual achievements

Strategic objectives	Performance Indicator	Actual Achievement 2011/2012	Planned Target 2012/2013	Actual Achievement 2012/2013
Effective internal control system by monitoring and evaluating internal control systems	Implement and maintain an effective internal control and monitoring system to ensure compliance with relevant policies and procedures	Achieved	2 Implementation reports against the Financial Management Improvement Plan (FMIP)	Achieved
		Not achieved	3 Internal control inspection reports reflecting findings, root cause and recommendations	Achieved
		Achieved	3 Follow-up inspection reports reflecting progress on implementation of recommendations	Achieved
		Achieved	12 Post audit reports reflecting findings and recommendations and monitoring implementation	Achieved

Expenditure: Internal Control

2012/13			2011/12		
Final Appropriation	Actual Expenditure	(Over)/Under Expenditure	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure
R'000	R'000	R'000	R'000	R'000	R'000
3 006	3 006	-	2 056	1 928	128

5.8 Sub-programme: Human Resources

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

Strategic objectives, performance indicators and actual achievements

Strategic objectives	Performance Indicator	Actual Achievement 2011/2012	Planned Target 2012/2013	Actual Achievement 2012/2013	Deviation from planned target to Actual Achievement for 2012/2013	Comment on deviations
Effective utilisation of Human Resources by providing training and development; personnel administration; employee wellness and labour relations in terms of the HR Strategy and within agreed timeframes	Review Human Resources Strategy by 30 June 2012	New target	Reviewed Human Resources Strategy by 30 June 2012	Achieved		The HR Strategy was reviewed and found to be valid until 2014. Thus only the implementation plan of the HR Strategy was updated
	Develop and implement a holistic learning plan for WCPP aimed at improving the skills level of employees as well as a meaningful contribution in terms of the Skills Development Act, and report quarterly on progress	Achieved	Develop and implement a holistic learning plan that includes a Workplace Skills Plan, Study Assistance, Mentoring and Coaching, Recognised Prior Learning, Learnerships and Internships	Achieved – Progress, challenges and interventions indicated in 3 quarterly reports		
	Effective management of the recruitment and selection of employees aimed at recruiting appropriate employees	Achieved	Recruitment and Selection effectively managed by appointing appropriate human resources	Achieved – Progress indicated in 12 monthly reports, and review of the Recruitment and Selection Plan		

Expenditure: Human Resources

2012/13			2011/12		
Final Appropriation	Actual Expenditure	(Over)/Under Expenditure	Final Appropriation	Actual Expenditure	(Over)/Under Expenditure
R'000	R'000	R'000	R'000	R'000	R'000
4 404	4 290	114	4 756	3 723	1 033