

WESTERN CAPE PROVINCIAL PARLIAMENT



ANNUAL PERFORMANCE PLAN 2019/2020

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ANNUAL PERFORMANCE PLAN 2019/20
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FOREWORD BY THE SPEAKER

I am pleased to submit the Western Cape Provincial Parliament's Annual Performance Plan for the 2019/20 financial year.

The 2019/20 year marks the final year of the WCPP's five year strategic plan (2015/16 – 2019/20) and with this in mind the WCPP during its planning process has assessed its Strategic Plan and achievements to date so to consolidate and identify areas which still needs to be addressed. This is to ensure that the WCPP completes all its goals that were set out at the beginning of the period.

The WCPP will continue to be committed to providing quality parliamentary and corporate support to enable Members to fulfil their constitutional functions. Scrutiny of government action, the law-making process and the involvement of the public in its processes and work will continue to receive priority attention.

This Annual Performance Plan will also transcend into the sixth parliament. In this regard, provision has been made in the plan for a smooth transition into the sixth parliament.

At the start of this planning period I have stated that it is vitally important that the WCPP utilise resources optimally and prioritise key areas of its operation to improve institutional efficiency and effectiveness. To this end, the WCPP embarked on a functional enhancement study and the implementation thereof has commenced during 2018/19 and will continue into 2019/20. It should also be noted that this plan is based on the organisational structure and establishment that was approved as a result of the functional enhancement study.

I wish to take this opportunity to thank all Members for their support and know that I can count on their continued support to improve our institution for the benefit of all our stakeholders.

I wish to extend my sincere gratitude and appreciation to the Deputy Speaker, the Secretary and his team for their contribution and commitment, as everything the WCPP has achieved to date would not have been possible without a supportive and dedicated leadership team and staff.

2019/20 will no doubt have its fair share of challenges. I am however confident that the WCPP will overcome any obstacle to ensure that it achieves its vision of being a dynamic, effective and efficient parliament supporting constitutional democracy, as set out in its Strategic Plan for 2015/16 – 2019/20.



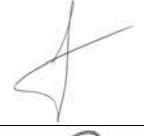
SHARNA FERNANDEZ
SPEAKER
EXECUTIVE AUTHORITY OF THE WESTERN CAPE PROVINCIAL PARLIAMENT

**WESTERN CAPE PROVINCIAL PARLIAMENT
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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 2019/20.

Name	Rank	Signature
Royston Hindley	Programme Manager: Programme 1: Governance, Leadership and Administration	
Jabu Nkabinde	Programme Manager: Programme 2: Parliamentary Support Services	
	Programme Manager: Programme 3: Public Engagement	
Dawood Jawoodien	Programme Manager: Programme 4: Members Support	
Nicole Petersen	Chief Financial Officer	
Gilbert Lawrence	Accounting Officer	

Approved by:



**SHARNA FERNANDEZ
SPEAKER**

EXECUTIVE AUTHORITY OF THE WESTERN CAPE PROVINCIAL PARLIAMENT

ACRONYMS AND ABBREVIATIONS

AO	Accounting Officer
APP	Annual Performance Plan
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
FM	Financial Management
FMIP	Financial Management Improvement Plan
FMPPLA	Financial Management of Parliament and Provincial Legislatures Act, 2009
G&A	Governance and Administration
GRAP	Generally Recognised Accounting Practice
HR	Human Resources
IAC	Internal Arrangements Committee
ICT	Information and Communications Technology
IE	Institutional Enablement
IT	Information Technology
IYM	In-Year Monitoring
JPC	Joint Planning Committee
MTEF	Medium-Term Expenditure Framework
NKP	National Key Point
PE	Public Engagement
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
PSS	Parliamentary Support Services
SLA	Service Level Agreement
SSA	State Security Agency
VMS	Visitor Management System
WCPP	Western Cape Provincial Parliament

WESTERN CAPE PROVINCIAL PARLIAMENT



PART A STRATEGIC OVERVIEW

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 Western Cape Provincial Parliament are based on the following constitutional mandates:

(i) The 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 make laws on provincial legislatures.
- (b) Section 114(2) of the Constitution provides that provincial legislatures must provide for mechanisms—
 - to ensure that all provincial executive organs of state are accountable to it; and
 - to maintain oversight of the exercise of provincial executive authority in the province, including the implementation of legislation, and of 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; may require any person or provincial institution to report to it; and may receive petitions, representations or submissions from any interested person or institution.
- (d) Section 116(1) of the Constitution provides that provincial legislatures may determine and control their internal arrangements, proceedings and procedures; and may 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 Western Cape Provincial Parliament, as amended from time to time, gives 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.
- (f) Section 118 of the Constitution places an obligation on provincial legislatures to facilitate public involvement in the legislative and other processes of the 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 provincial Constitution provides for certain distinct legislative and executive structures that differ from certain structures in the national Constitution. For example:

- (a) Section 9(1) of the provincial Constitution refers to the Western Cape's provincial legislature as the Western Cape Provincial Parliament, and section 13 provides that the Provincial Parliament consists of 42 members;

- (b) Where section 111(1) of the national 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 Provincial Parliament discretionary; and
- (c) Section 42 of the provincial Constitution refers to Provincial Ministers whereas section 132 of the national Constitution refers to members of the Executive Council.

4.2 Statutory mandates

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

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

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

(ii) Money Bills Amendment Procedure and Related Matters Act, 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, 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, 2006

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

(v) Western Cape Petitions Act, 2006

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

(vi) Western Cape Law on the Powers and Privileges of the Provincial Legislature, 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, 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, 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 Provincial Parliament. The *Code of Conduct for Members of the Western Cape Provincial Parliament* is premised on this Act.

(ix) Western Cape Provincial Languages Act, 1998

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

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

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

(xii) Electoral Act, 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, 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, 1997

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

(xv) National Key Points Act, 1980

This Act provides for the identification of national key points and for the safeguarding of national key points. The Western Cape Provincial Parliament, situated at 7 Wale Street, Cape Town, was declared a national key point by the Minister of Police.

4.3 Case law

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

(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.

(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 section 104 of the Constitution in the context of the provincial legislatures' capacity to legislate on the management of their own financial affairs.

(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.

(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 to have 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, 2004, that authorised the arrest of members who created or took part in a disturbance in the House, is unconstitutional.

(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.

(xiv) UDM v Speaker of the National Assembly and Others (Constitutional Court) case no: CCT 89/17

In this case the court considered the use of open or secret ballots to record a vote in Parliament.

(xv) Primedia Broadcasting (Pty) Ltd and Others v Speaker of the National Assembly and Others (Supreme Court of Appeal) case no: 784/2015

In this case the court considered the principles and values underpinning the public's right to an open Parliament.

(xvi) Land Access Movement of South Africa and Others v Chairperson of the National Council of Provinces and Others (Constitutional Court) case no: CCT 40/15

In this case the court considered the lawfulness of truncated timelines for public involvement.

(xvii) Marius Llewellyn Fransman v Speaker of the Western Cape Provincial Parliament and Another (Western Cape High Court) case no: 13097/2014

In this case the court found that it is not for the judiciary to determine the internal arrangements, proceedings and procedures of legislatures, but that these matter are reserved by the Constitution for determination by the legislatures themselves. The court also found that the proceedings of a parliamentary committee is not administrative action reviewable under the Promotion of Administrative Justice Act, 2000.

4.4 Planned policy initiatives

The South African Legislative Sector (SALS) is currently considering numerous sector initiatives such as the following:

- Amendments to the Financial Management of Parliament and Provincial Legislatures Act, 2009, (inclusive of Supply Chain Management and other section 65 regulations);
- Formalising the Legislative Sector through legislation (Legislative Sector Service Bill);
- Drafting of a protocol agreement between the South African Legislative Sector and the national and provincial treasuries on the implementation of the Financial Management of Parliament and Provincial Legislatures Act, 2009, to guide the relationship and protocols on budget processes of the Legislative Sector;
- Development of a Presiding Officers' Handbook; and
- The 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.

5.1.1 The purpose and role of the WCPP

The legislative authority of the Western Cape is vested in the Western Cape Provincial Parliament which is established in terms of Chapter 6 of the Constitution of the Republic of South Africa, 1996.

The Provincial Parliament consists of Members who are elected every five years in terms of the national electoral system. The number of Members in the Provincial Parliament is determined by the Constitution of the Western Cape.

The fifth Provincial Parliament was elected on 7 May 2014 in South Africa's fifth democratic elections and the political representation in the Western Cape Provincial Parliament is as follows:

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

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

The WCPP's stakeholders are as follows:

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

PARLIAMENTARY SUPPORT SERVICES (PSS)

The WCPP administration will aim to improve on its responsibilities relating to law-making, oversight and accountability, with special focus on improving approaches to informing Western Cape citizens,

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involving stakeholders and public citizens, e.g. earlier involvement of citizens in the budget MTEF process in terms of achieving more meaningful involvement, and to improve on the WCPP's mechanisms to maintain oversight of the implementation of legislation.

The review process of the Standing Rules will also be finalised and will be ready for implementation with the advent of the sixth parliament.

Law-making

Law-making is one of the WCPP's key constitutional mandates. The WCPP processes provincial bills such as appropriation and adjustment appropriation bills. It also deals with other provincial and National Council of Provinces (NCOP) bills. Public hearings are undertaken by the standing committees of the WCPP while dealing with bills to ensure public participation.

Oversight

Oversight is another one of the WCPP's key constitutional mandates. The standing committees scrutinise the performance of the executive departments by interrogating their annual performance plans, quarterly performance reports and annual reports. The WCPP's standing committees also monitor and evaluate the operations of the Western Cape Government through meetings and oversight visits.

Leading up to the 2019 elections, more emphasis will also be placed on holding the Executive accountable and subsequently more intensive oversight of the Executive will take place to ensure that the service delivery needs of the people of the province are met. This may result in more standing committee meetings and oversight visits as well as more intensive debates in the House on key policy issues.

Security

The Department of Community Safety continues to provide security support for standing committees during oversight visits in line with the approved service level agreement to ensure that Members and staff are safe when they are away from the precincts of the WCPP. This security support includes security threat assessments and physical security at venues.

In accordance with a resolution of the Rules Committee, a task team made up of WCPP and DTPW officials was established to investigate and provided solutions to the WCPP's accommodation challenges to the Internal Arrangements Committee (IAC). During the 2017/18 financial year, the IAC reported the findings of the task team to the Rules Committee. It was resolved that an outside option to house the WCPP should not be considered at present and that more office space should be made available to the WCPP by acquiring space on another floor in the Legislature Building.

Precinct management

The WCPP's accommodation challenges continues to be discussed and is well documented. 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.

A service level agreement with the DTPW is in place for the maintenance of the Legislature Building. Contact sessions take place quarterly in respect of the management of the building.

PUBLIC ENGAGEMENT (PE)

Public Education and Outreach

The third key constitutional mandate of the WCPP is public involvement in legislative processes. The public hearings and oversight visits provide the platform for the people of the province to participate in the legislative processes. However, for public participation to be effective and meaningful, the citizens of the province need to know what the WCPP is, what it does and how they can become involved. Hence the WCPP has as a key function of public participation: public education.

The WCPP will continue to fulfil its mandate to involve the public through engagement in pre-hearing legislative education initiatives and to facilitate involvement in actual hearings. The Public Education and Outreach Section will continue to work closely with the Committees Section and other support functions in order to support the standing committees. The WCPP will also be responsive to other public outreach initiatives coordinated by the legislative sector, including sectoral parliaments and commemorative events.

Going forward, in 2019/20 the WCPP seeks to expand its outreach to the people of the Western Cape. The WCPP will use digital means to foster relationships with its stakeholders.

Stakeholder and Communication Services

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 an increased focus on internal communication, for example regular emails regarding the water crisis in the province, supporting the ERP and Project JUMP change management processes.

GOVERNANCE, LEADERSHIP AND ADMINISTRATION

Governance and leadership

As in previous years, the WCPP will maintain 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.

A Governance Framework for the WCPP was approved on 18 February 2019. The purpose of WCPP's Governance Framework is to ensure continuous improvements while meeting its governance obligations and, simultaneously, adhering to legislative requirements. The Governance Framework sets out the principles, methodologies and procedures used within the WCPP to support effective governance.

Preparation of new Parliament (sixth term)

The next national elections for South Africa will take place on 8 May 2019. The Office of the Secretary will drive the process in establishing the sixth parliament. This includes the swearing in of new Members, the establishment of new committees, the orientation of Members and ensuring that the required facilities and equipment are available for new Members.

FMPPLA compliance

During the 2018/19 financial year the WCPP transferred to an Enterprise Resource Planning (ERP) system. In 2019/20 the WCPP will continue to stabilise and optimise the system.

Budgetary process

During the latter part of the 2017/18 financial year, after consultation, the Speaker, as Executive Authority, a Terms of Engagement with the Provincial Minister of Finance was concluded and signed off in order to comply with the FMPPLA and the spirit thereof. This Terms of Engagement outlines the process of consultation and streamlines the budgetary processes between the WCPP and the Provincial Treasury.

Similarly, on a sector level, the legislative sector and the National Treasury are in discussions to enter into a Memorandum of Understanding regarding the funding of the legislative sector.

Risk management

The risk management function continues to be performed by the Office of the Secretary, which is in compliance with section 7(c) of the FMPPLA (Act 10 of 2009) and the National Treasury Public Sector Risk Management Framework. The WCPP reviewed its Enterprise Risk Management (ERM) Policy for the 2018/19 and 2019/20 financial years and it was approved by the Accounting Officer on 20 March 2018. Subsequently the WCPP adopted the ERM Strategy and ERM Implementation Plan which were also approved on 20 March 2018.

The WCPP assesses quarterly the risks that could have an impact on the achievement of its objectives – at a strategic, operational and project risk level – as well as new or emerging risks. The Enterprise Risk Management Committee (ERMCO) continues to meet quarterly to deliberate on those strategic, operational and project risks that are outside the desired tolerance levels and to recommend further actions to risk owners to reduce the risks to fall within the desired tolerance range.

The WCPP plans to develop a risk management maturity tool to assess its maturity level in terms of risk management. This tool will determine the maturity of the WCPP in relation to its risk management policy and performance improvement.

The Audit Committee is provided with a quarterly Enterprise Risk Management Report that focuses on the risk management process of the WCPP, evaluates those risks that are outside the approved tolerance levels and considers the management actions or responses to mitigate the risks with a view to bringing them within the approved risk-tolerance levels.

In terms of fraud and corruption, the WCPP maintains a stance of not tolerating corrupt or fraudulent activities, whether internal or external, and commits itself to pursuing and prosecuting any parties vigorously, by all legal means available, that engage or attempt to engage in such practices. The WCPP conducts fraud risk assessments and reviews existing risks quarterly. These fraud risks are overseen quarterly by the ERMCO.

Western Cape water crisis

The water crisis affecting the Western Cape has been registered and will continue to be a risk for the foreseeable future to the business continuity of the WCPP. In response to this crisis, the WCPP has developed a Business Continuity Plan (BCP) that informs the actions required to ensure that business operations continue despite the possibility of extended water-supply disruptions and water shortages in Cape Town. These actions includes the identification of alternative sites in water-secure

municipal areas to ensure that sittings of the House and meetings of the standing committees continue to take place. Various water-saving initiatives have also been implemented in collaboration with the DTPW to ensure that water consumption is reduced.

Registrar of Members' Interests

The House approved the appointment of the Registrar of Members' Interest on a retainer for two years. The Code of Conduct, which was adopted by the Provincial Parliament in 2003, makes provision for the disclosure of financial interests of Members to the Registrar.

INSTITUTIONAL ENABLEMENT (IE)

Human Resources

Skills development

The skills development and training of our staff were a priority over the past few years. Training in GRAP and the ERP system continued during the 2018/19 financial year. Additional functional training sessions were also held during the 2018/19 financial year.

Employee wellness

During the 2017/18 financial year the employee wellness programme was adjusted to incorporate a different approach for the 2018/19 financial year, which focused more directly on the needs of staff. In addition to the usual counselling support, a variety of activities, information sets, quizzes and professional services on various themes have been arranged. Staff will also have the opportunity to have access to a yearly health day, which includes health measurements and assessments, a cooking demonstration, a "getting active" event and an individual appointment with a dietician.

Information Technology and Digital Services

The primary responsibility of the ICT Section is to provide service support to Members and staff by resolving any reported ICT-related incidents and by answering any requests for new or enhanced ICT required services. This function is performed against an agreed service catalogue and service level agreement which measures against response times to incidents and requests and time to repair or provide the requested service. The ICT Section continues to ensure that Member and staff are assisted quickly so that their work is largely uninterrupted and that the WCPP is not adversely affected by ICT-related incidents.

During 2019/20, the ICT Section will continue to ensure the improved availability and stability of ICT infrastructure and associated systems such as email, e-filing and the internet. Improved service delivery to Members and staff continues as the ICT Section ensures that all logged calls are resolved within the timelines stipulated in the service level agreement.

5.1.3 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

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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. These reports are tabled by the Executive Authority and referred to the POC in terms of section 54(1) and (2) of the FMPPLA.

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.

5.2 Organisational environment

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, 1995 (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.

Functional Enhancement (FE)

The WCPP has concluded the FE study. The main reason for embarking on this exercise was for the WCPP to evolve with environmental changes, enhance its performance, and eliminate service overlapping and to have an optimal team within the current financial constraints. A new organisational structure and establishment have been approved for the WCPP. The implementation of the functional enhancement study has commenced and will continue into 2019/20.

The WCPP has 118 approved positions on its new establishment. Of the 118 positions, four positions are unfunded and 99 positions are filled. There are 15 funded vacant positions.

Programmes and main functions

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

Programme	Main functional areas
Programme 1: Governance, Leadership and Administration	<ul style="list-style-type: none"> • Exercise strategic and institutional oversight; • Develop and coordinate parliamentary procedures and systems; • Ensure effective public engagement; • Ensure effective institutional support; • Provide effective and compliant financial management services; • Provide legal support; • Maintain effective institutional governance; • Perform functions in terms of relevant statutory provisions; • Render secretarial and office support services to presiding officers; • Formulate and execute policy and operational policies; and • Establish norms and standards in compliance with relevant legislation and practices.
Programme 2: Parliamentary Support Services	<ul style="list-style-type: none"> • Provide committee support; • Provide plenary support; • Provide security and precinct management services; and • Manage Hansard services.
Programme 3: Public Engagement	<ul style="list-style-type: none"> • Provides stakeholder management and communication services; and • Facilitate public education and outreach
Programme 4: Members Support	<ul style="list-style-type: none"> • Manage enabling allowance; and • Manage constituency and secretarial allowances.



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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	71	4	57	19,72%	6	3
Programme 2	27	0	26	3,70%	0	1
Programme 3	17	0	14	17,65%	0	0
Programme 4	3	0	2	33,33%	0	0
Total	118	4	99	16,10%	6	4

5.2.3 Employment and vacancies by salary band

Salary band	Number of approved posts on the establishment	Number of posts on the establishment filled	Vacancy rate
Semi-skilled (Bands A1 to B1)	4	3	25%
Skilled technical (Bands B2 to C3)	69	64	7,25%
Professionally qualified (Bands C4 to C5)	23	18	21,74%
Senior management (Bands D1 to D3)	16	11	31,25%
Top management (Bands D4 to E2)	6	3	50%
Total	118	99	16,10%

5.2.4 Description of the strategic planning process

To commence the 2019/20 strategic planning process, the EXCO met on 29 March 2018 to discuss high-level issues that the administration will need to focus on during the last year of the 2015/16 to 2019/20 Strategic Plan.

The WCPP's first management strategic planning session took place from 23 to 24 April 2018. The main focus of the two-day session was to assess where the WCPP is in terms of achieving the targets set out in its 2015/16 to 2019/20 Strategic Plan, to use the information to formulate the Annual Performance Plan for 2019/20 and to discuss the preparation work required for the sixth parliament and the final report on the fifth parliament. The management team met on 5 February 2019 to review the targets of the APP for 2019/20 against the five-year strategic plan and resources required to give effect to the plan.

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

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7. OVERVIEW OF THE 2019 BUDGET AND MTEF ESTIMATES

7.1 Expenditure estimates

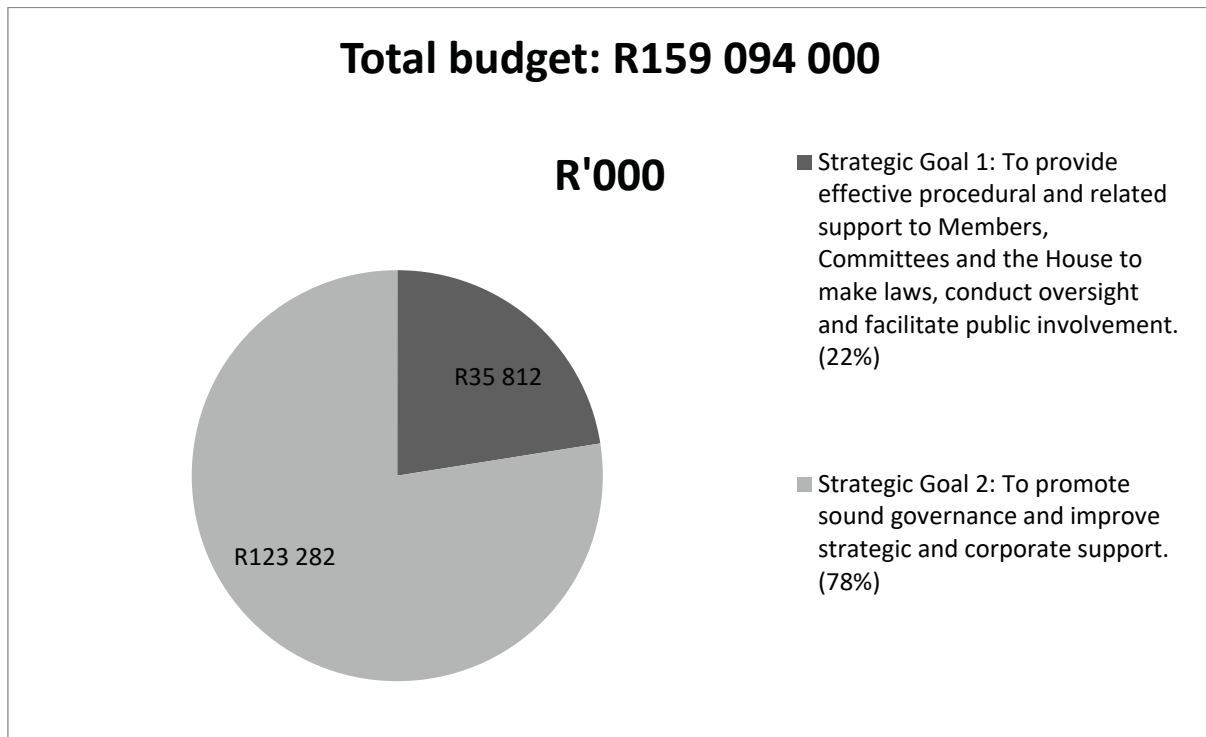
Summary of payments and estimates

Programme R'000	Outcome			Main appro- priation 2018/19	Adjusted appro- priation 2018/19	Revised estimate 2018/19	Medium-term estimate			
	Audited	Audited	Audited				% Change from Revised estimate			
	2015/16	2016/17	2017/18				2019/20	2018/19	2020/21	2021/22
1. Governance (Leadership) and Administration	48 017	51 806	55 559	61 484	60 909	61 714	70 423	14.11	71 780	76 779
2. Parliamentary Support Services	19 177	16 759	18 546	19 929	20 880	20 629	22 150	7.37	23 889	24 676
3. Public Engagement	7 844	8 101	9 000	10 722	10 346	9 773	13 206	35.13	13 516	13 320
4. Members Support	41 088	44 079	47 431	51 739	51 739	51 758	53 315	3.01	55 495	58 259
Total payments and estimates	116 126	120 745	130 536	143 874	143 874	143 874	159 094	10.58	164 680	173 034

Summary of payments and estimates by economic classification:

Economic classification R'000	Outcome			Main appro- priation 2018/19	Adjusted appro- priation 2018/19	Revised estimate 2018/19	Medium-term estimate			
	Audited	Audited	Audited				% Change from Revised estimate			
	2015/16	2016/17	2017/18				2019/20	2018/19	2020/21	2021/22
Current payments	77 577	77 172	85 214	96 195	94 354	93 971	110 640	17.74	116 063	121 778
Compensation of employees	49 404	53 291	57 544	68 712	63 996	63 188	78 449	24.15	85 586	90 639
Goods and services	28 173	23 881	27 670	27 483	30 358	30 783	32 191	4.57	30 477	31 139
Transfers and subsidies to	36 519	38 630	42 057	44 287	44 287	44 673	44 930	0.58	46 823	49 305
Departmental agencies and accounts	21	21	22	28	28	28	30	7.14	32	35
Foreign governments and international organisations	286	429	312	279	279	279	299	7.17	312	326
Non-profit institutions	34 854	37 005	40 185	42 444	42 444	42 444	42 854	0.97	44 564	46 847
Households	1 358	1 175	1 538	1 536	1 536	1 922	1 747	(9.11)	1 915	2 097
Payments for capital assets	2 006	4 927	3 167	3 392	5 233	5 230	3 524	(32.62)	1 794	1 951
Machinery and equipment	2 006	3 574	3 095	3 392	4 741	4 738	3 524	(25.62)	1 794	1 951
Software and other intangible assets		1 353	72		492	492		(100.00)		
Payments for financial assets	24	16	98							
Total economic classification	116 126	120 745	130 536	143 874	143 874	143 874	159 094	10.58	164 680	173 034

7.2 Relating expenditure trends to strategic goals



The Provincial Parliament will continue to provide procedural and related support to the House and committees to conduct their business of law-making and effective oversight. The Provincial Parliament 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 continually reviewed and assessed annually.

A main focus area for the 2019/20 financial year will be the continuous implementation and application of the Enterprise Resource Planning (ERP) system and the phased implementation of functional enhancement.

WESTERN CAPE PROVINCIAL PARLIAMENT



PART B STRATEGIC OBJECTIVES

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PART B: PROGRAMME AND SUBPROGRAMME PLANS

This section of the Annual Performance Plan sets the performance targets for the 2019/20 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 subprogramme are also included.

8. BUDGET PROGRAMME STRUCTURE

The budget programme structure is depicted below:

Old structure		New structure	
Subprogramme number	Subprogramme name	Subprogramme number	Subprogramme name
		1	<u>Programme 1: Governance, Leadership and Administration (GLA)</u>
1.1	Office of the Speaker	1.1	Office of the Speaker
1.2	Office of the Secretary	1.2	Office of the Secretary
1.2.1	Office of the Secretary	1.2.1	• Programme Management (GLA)
1.2.2	Communication and Information	1.2.2	• Legal Services
1.2.3	Library	1.2.3	• Risk Management
		1.2.4	• Strategy and Organisational Performance
1.3	Finance	1.3	Financial Management
1.4	Supply Chain Management	1.3.1	• Supply Chain and Asset Management
1.5	Internal Control	1.3.2	• Financial and Management Accounting
1.6	Human Resources	1.3.3	• Financial Compliance and Internal Control
1.7	Information Technology	1.4	Institutional Enablement
1.8	Security and Facilities Management	1.4.1	• Human Resources
		1.4.2	• Information Technology and Digital Services
		1.4.3	• Knowledge Management and Information Services
		1.4.4	• Logistical Services
		2	<u>Programme 2: Parliamentary Support Services (PSS)</u>
3.1	Plenary Support	2.1	Programme Management (PSS)
3.2	Committee Support	2.2	Plenary Support
3.2.1	Committees	2.3	Committee Support
3.2.2	Standing Committees	2.3.1	• Standing Committee Administration
3.3	Public Education and Outreach	2.3.2	• Standing Committees
3.4	Hansard and Language Services	2.4	Hansard Services
		2.5	Serjeant-at-Arms
		3	<u>Programme 3: Public Engagement (PE)</u>
3.1	Plenary Support	3.1	Programme Management (PE)
3.2	Committee Support	3.2	Stakeholder Management and Communication Services
3.2.1	Committees		
3.2.2	Standing Committees	3.3	Public Education and Outreach
3.3	Public Education and Outreach		
3.4	Hansard and Language Services		

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Old structure		New structure	
2.1	Facilities and Benefits to	4	Programme 4: Members Support
2.1.1	Members	4.1	Members administration
2.1.2	Allowances	4.2	Enabling allowances
2.2	Contributions	4.2.1	• Allowances
	Political Parties Support Service	4.2.2	• Contributions
	Secretarial Allowances	4.3	Political Party Funding
	Constituency Allowances	4.3.1	• Secretarial Allowances
		4.3.2	• Constituency Allowances

9. PROGRAMME 1: GOVERNANCE, LEADERSHIP AND ADMINISTRATION

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

9.1 Strategic objectives for Programme 1

Strategic outcome-oriented goals	Sub-programmes		Strategic objective
To promote sound governance and improve strategic and corporate support	1.1	Governance, Leadership and Administration Office of the Speaker Office of the Secretary (including Programme Management, Legal Services, Risk Management and Strategy and Organisational Performance)	To enhance sound governance by establishing structures, processes and procedures in accordance with legislation and relevant guidelines
	1.2		
	1.3	Financial Management Financial and Management Accounting Supply Chain and Asset Management Financial Compliance and Internal Control	To improve services to stakeholders by providing strategic support and by implementing seamless and synergistic corporate and parliamentary processes and systems
	1.4	Institutional Enablement Human Resources Information Technology and Digital Services Knowledge Management and Information Services Logistical Services	

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Strategic objective title	Enhance sound governance
Strategic objective	To enhance sound governance by establishing structures, processes and procedures in accordance with 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, 2009 (Act 10 of 2009), or FMPPLA, passed and effective from 1 April 2015. The WCPP complies with the FMPPLA in terms of Accounting Officer and Executive Authority requirements.
	Clean audit outcome for 2017/18: <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.
	Language Services: Standard operating procedures in place, standards set out in Western Cape Provincial Languages Act, 1998 (Act 13 of 1998); and the WCPP Language Policy was adopted.
	The WCPP implemented Phase 4 of the ERP system. The go-live date was 1 April 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.

Strategic objective title	Improve 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	2017/18 clean audit outcome.
	During the 2017/18 financial year, 83,63% of planned targets were achieved. Out of a total of 55 annual targets, 46 were achieved.
	Satisfaction level of staff: An average of 78,41% of respondents scored "Good" and above for support services in the 2017/18 staff survey. No survey was conducted for Members.
	Performance Management Framework for Legal Services reviewed and implemented.
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.

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Strategic objective performance indicator	Baseline 2017/18	2020
Establishing mechanisms year-on-year to monitor mandated functions	Financial Management of Parliament and Legislature Act, 2009 (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	2017/18 clean audit outcome on governance	Maintain clean audit outcome on governance
Year-on-year improvement in organisational effectiveness and efficiency	During the 2017/18 staff survey an average of 78,41% of clients or stakeholder respondents scored 3 ("Good") and above on support services received from the administration	90% of clients or stakeholders rate the support services received from the WCPP as "Good" – as in the annual survey
	Rating of 94% given by the NKP Commander on the external assessment of the WCPP's compliance with the National Key Points Act, 1980 (Act 102 of 1980)	96% compliance to the National Key Points Act, 1980 (Act 102 of 1980), as assessed by the NKP Commander
Clean audit outcome	2017/18 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, organisational development and management information) 3 human resource processes currently digitised (salaries, leave and performance management) 30 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 by subprogramme for 2019/20

9.2.1 Subprogramme: Office of the Speaker

The purpose of this subprogramme is as follows:

- 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 2019/20

Strategic objective performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
Establishing mechanisms year-on-year to monitor mandated functions	New PI	1	1	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	

Programme performance indicators and annual targets for 2019/20

Programme performance indicators	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
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 Baseline: 2017/18 Numerator: 18 (number of indicators complied with) Denominator: 19 (total number of compliance indicators)	100%	100%	95%	100%	100%	100%	100%
2 Number of directives issued in terms of oversight, law-making and public participation	1	2	1	1	1	1	1

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PART B: PROGRAMME AND SUBPROGRAMME PLANS

Quarterly targets for 2019/20

Performance indicators		Reporting Period	Annual target 2019/20	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 FMPPLA by the required due dates	Annually	100%				100%
2	Number of directives issued in terms of oversight, law-making and public participation	Annually	1				1

Summary of payments and estimates by economic classification and establishment information

Classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation	
				R'000
Current payments:				
Compensation of employees	3 724	4 136	11,06	
Goods and services	1 944	1 764	-9,26	
Transfers to:				
Households	-			
Payment for capital assets	664	702	5,72	
TOTAL	6 332	6 602	4,26	

Establishment	
Filled	Total funded positions
6	6

9.2.2 Subprogramme: Office of the Secretary

The purpose of this subprogramme is as follows:

- to formulate operational policies and establish norms and standards in compliance with relevant legislation and practices;
- to perform strategic and institutional oversight;
- to manage public engagement, parliamentary support services, institutional enablement and financial management services;
- to provide legal support services to the administration and committees; and
- to facilitate risk management services.

9.2.2.1 Sub-subprogramme: Programme Management (Governance, Leadership and Administration)

The purpose of this sub-subprogramme is to provide management and administrative support.

Strategic objective performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
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	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 Material misstatement of the predetermined objectives resulting in a negative audit outcome Non-compliance with legislative or statutory obligations resulting in possible legal breaches	Developing a Business Continuity Plan for water disruptions Validation of performance information with evidence Ensure all policies and standard operating procedures are in place and implemented

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Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation	
	R'000	R'000		%
Current payments:				
Compensation of employees	7 340	9 173		24,97
Goods and services	1 831	1 060		-42,11
Transfers to:				
Households	6	7		16,67
TOTAL	9 177	10 060		9,51

Filled	Vacant	Total funded positions
7	4	11

* Director: Institutional Enablement, Administrative Officer, Office Administrator and Service Officer

9.2.2.2 Sub-subprogramme: Legal Services

The purpose of this sub-subprogramme is to provide legal support.

Programme performance indicators and annual targets for 2019/20

Programme performance indicators	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
1 Percentage compliance with the reviewed Performance Management Framework for Legal Services Denominator and Numerator needed Numerator: 185 (number of indicators complied with) Denominator: 185 (Total number of compliance indicators)	Implemented and 98,93% compliance	Reviewed and implemented Performance Management Framework for Legal Services	100%	80%	82%	84%	86%

Quarterly targets for 2019/20

Performance indicator		Reporting Period	Annual target 2019/20	Quarterly targets			
				1st	2nd	3rd	4th
1	Percentage compliance with the reviewed Performance Management Framework for Legal Services	Annually	82%				82%

Summary of payments and estimates by economic classification and establishment information

Summary of payments and estimates by economic classification and administrative institution				
Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation	
	R'000	R'000	%	
Current payments:				
Compensation of employees	1 808	2 924	61,73	
Goods and services	296	525	77,36	
Transfers to:				
Households	-	-	-	
TOTAL	2 104	3 449	63,93	

Establishment	
Filled	Vacant
2	1*
Total funded positions	
3	

* Senior Legal Adviser

9.2.2.3 Sub sub-programme: Risk Management

The purpose of this sub-subprogramme is the facilitation and coordination of risk management.

Programme performance indicators and annual targets for 2019/20

Programme performance indicators		Audited actual performance			Estimated performance 2018/19	Medium-term targets		
		2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
1	Conduct a risk management assessment to benchmark the maturity level of the institution	New PI	New PI	New PI	1	1	1	1

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Quarterly targets for 2019/20

Performance indicator		Reporting Period	Annual target 2019/20	Quarterly targets			
				1st	2nd	3rd	4th
1	Conduct a risk management assessment to benchmark the maturity level of the institution	Annually	1			1	

Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation
	R'000	R'000	%
Current payments:			
Compensation of employees	758	803	5,94
Goods and services	-	-	-
Transfers to:			
Households	-	1	100
TOTAL	758	804	6,07

Establishment	
Filled	Vacant
1	0
Total funded positions	
1	

9.2.2.4 Sub-subprogramme: Strategy and Organisational Performance

The purpose of this sub-subprogramme is the facilitation of strategic and institutional oversight.

Programme performance indicators and annual targets for 2019/20

Programme performance indicators	Audited actual performance				Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18	2018/19		2019/20	2020/21	2021/22
1 Establishment of the sixth parliament	New PI	New PI	New PI	New PI	New PI	Establishment of the sixth parliament		
2 Percentage of planned APP annual targets achieved Baseline: 2017/18:	80%	88%	84%	98%	98%	96%	100%	100%

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Programme performance indicators	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
Numerator: 46 (number of planned annual targets achieved) Denominator: 55 (total number of planned annual targets) 2019/20: 60 Planned targets							
3 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 2017/18: Numerator: 19 (number of indicators complied with) Denominator: 19 (Total number of compliance indicators)	95%	95%	100%	100%	100%	100%	100%

Quarterly targets for 2019/20

Performance indicator	Reporting Period	Annual target 2019/20	Quarterly targets			
			1st	2nd	3rd	4th
1 Establishment of the sixth parliament	Annual	Establishment of the sixth parliament 96%	Establishment of the sixth parliament			
2 Percentage of planned APP annual targets achieved	Annually	100%				96%
3 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%

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Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation %
	R'000	R'000	
Current payments:			
Compensation of employees	81	1 698	1 996,30
Goods and services	-	9	-
Transfers to:			
Households	-	1	-
TOTAL	81	1 708	2008.64

Establishment		
Filled	Vacant	Total funded positions
0	2	2

* Manager: Office of the Secretary and Senior Officer Strategy and Organisational Performance

9.2.3 Subprogramme: Financial Management

9.2.3.1 Sub-subprogramme: Supply Chain and Asset Management

The purpose of this sub-subprogramme is to render supply chain and asset management services.

Strategic objective performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome

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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 2019/20

		Audited actual performance			Estimated performance 2018/19	Medium-term targets		
		2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
Programme performance indicators								
1	Percentage of assets reconciling to the Asset Register Baseline 2017/18: Numerator: 6 335 (number of assets reconciling to the asset register) Denominator: 6 691 (total number of assets on the asset register)	99,8%	90,11%	94,68%	100%	100%	100%	100%
2	Percentage compliance with service-delivery standards, as amended, taking GRAP into consideration Baseline 2017/18: Three delivery standards are measured Numerator: 1 046 (number of standards complied with) Denominator: 1 243 (total number of standards to be complied with)	86%	84,15%	74,72%	85%	87%	89%	91%
3	Percentage compliance with the Supply Chain Management Manual Checklist Estimated baseline 2017/18: Numerator: 16 (number of indicators on checklist complied with) Denominator: 16 (total number of indicators on checklist)	100%	100%	100%	100%	100%	100%	100%

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Performance indicators		Reporting Period	Annual target 2019/20	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	87%	87%	87%	87%	87%
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

Summary of payments and estimates of economic classification and estimation information			
Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation
	R'000	R'000	%
Current payments:			
Compensation of employees	4 674	4 891	4,64
Goods and services	423	454	7,33
Transfers to:			
Households	8	7	-12,50
TOTAL	5 105	5 352	4,84

Establishment	
Filled	Total funded positions
8	8
Vacant	
0	

9.2.3.2 Sub-subprogramme: Financial and Management Accounting

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

Strategic objective performance indicator	Audited actual performance		Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18	2019/20	2020/21	2021/22
Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome	Clean audit outcome

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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 2019/20

	Programme performance indicators	Audited actual performance		Estimated performance 2018/19	Medium-term targets		
		2015/16	2016/17	2017/18	2019/20	2020/21	2021/22
1	Number of verifiable annual financial statements submitted by the statutory due date	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
3	Number of meetings held with programme managers prior to the adjustments estimate submission	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	1	1	1
5	Number of verifiable interim financial statements submitted by the required due date	3	3	3	3	3	3
6	Number of quarterly in-year monitoring (IYM) narrative reports to track expenditure and identify early warning signals	4	4	4	4	4	4
7	Percentage of payments processed to creditors within 30 calendar days of receipt of invoice or resolution of dispute Baseline 2017/18: Numerator: 2 285 (number of payments processed within 30 calendar days) Denominator: 2 291 (total number of payments for the period)	99%	99%	99,74%	99%	99%	99%

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Performance indicators		Reporting Period	Annual target 2019/20	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 (IYM) 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	Main appropriation 2018/19		Estimate 2019/20		Percentage change from main appropriation
	R'000	R'000	R'000	R'000	
Current payments:					
Compensation of employees	4 065		4 075		0,25
Goods and services	157		148		-5,73
Transfers to:					
Households	7		6		-14,29
Payments for financial assets	-		-		-
TOTAL	4 229	4 229	4 229	-	-

Establishment		
Filled	Vacant	Total funded positions
7	0	7

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9.2.3.3 Sub-subprogramme: Financial Compliance and Internal Control

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

Strategic objective performance Indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
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, 2009 (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 2019/20

Programme performance indicators	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
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	4	4	4
3 Number of follow-up inspection reports reflecting progress on implementation of recommendations	3	3	3	3	3	4	4
4 Percentage of payment vouchers subjected to post audit Baseline: 2017/18: Numerator: 2 450 (number of post-audit payments) Denominator: 2 450 (total number of payments for the period)	100%	100%	100%	100%	100%	100%	100%

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Performance indicator	Reporting Period	Annual target 2019/20	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	4	1	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	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation
	R'000	R'000	%
Current payments:			
Compensation of employees	1 213	2 303	89,86
Goods and services	3 030	3 522	16,24
Transfers to:			
Households	2	2	-
TOTAL	4 244	5 827	37,30

Establishment	
Filled	Total funded positions
2	3

*Manager Financial Compliance and Internal Control (funded) *Internal Control Officer (unfunded)

9.2.4 Subprogramme: Institutional Enablement

The purpose of this subprogramme is to:

- render human resource management services;
- render administrative and user support services and enhance and maintain information technology infrastructure;
- provide knowledge management and information services (including research, language and interpretation services); and
- provide logistical services including catering, telephony, travelling and transport, cleaning, venue management and parking management services.

9.2.4.1 Sub-subprogramme: Human Resources

The purpose of this sub-subprogramme is to render human resource management services.

Strategic objective performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
Modernisation and integration of Human Resource Management	New PI	Business requirements planning	Most of the implementation and migration to ERP was done	Decrease in time spent on transactional activities and reporting	Identify projects and implement in financial year	Review HR Strategy and Plan	Implement projects or business cases according to reviewed strategy.

Risk		Mitigation	
User resistance to change		Implementation of a change management plan which includes training and awareness sessions for staff, both before and after the implementation of projects	

Programme performance indicators and annual targets for 2019/20

Programme performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
1 Number of formal training sessions focused on identified skills gaps and structure	11	12	7	15	17	19	21
2 Number of positive quality assurance forms returned	New PI	New PI	-	82	84	86	88
3 Number of approved reports on functional enhancement implemented	New PI	New PI	New PI	2	2	As in plan	

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Programme performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
4 Number of human resource information sessions aimed at adding value to the institution and its employees facilitated	New PI	3	5	4	8	8	8
5 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	2	2	-	-

Quarterly targets for 2019/20

Performance indicator	Reporting Period	Annual target 2019/20	Quarterly targets			
			1st	2nd	3rd	4th
1 Number of formal training sessions focused on identified skills gaps and structure	Annually	17				17
2 Number of positive quality assurance forms returned	Annually	84				84
3 Number of approved reports on functional enhancement implemented	Annually	2	1	1		
4 Number of human resource information sessions aimed at adding value to the institution and its employees facilitated	Quarterly	8	2	2	2	2
5 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	Main appropriation 2018/19		Estimate 2019/20	Percentage change from main appropriation	
	R'000	R'000		R'000	%
Current payments:					
Compensation of employees	3 564	5 438		52,58	
Goods and services	1 956	1 576		-19,43	
Transfers to:					
Households	8	5		-37,50	
TOTAL	5 528	7 019		26,97	

Establishment		
Filled	Vacant	Total funded positions
5	1*	5
Senior Officer Talent Management and Learning and Development (unfunded)		

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9.2.4.2 Sub-subprogramme: Information and Communication Technology and Digital Services

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

Strategic objective performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
Upward change in the capability maturity level year-on-year based on the Control Objectives for Information Technology (COBIT) Maturity Model	2 – Repeatable but intuitive	2,5 – Repeatable but intuitive with some evidence of defined	3- Defined processes	Defined processes	Defined processes	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			
Sustainability of implemented ERP System and alignment to organisational goals				Regular oversight by the ERP Operational Steering Committee where risks, challenges and complexities of the operational system are reported and decisions made. Ensuring adequate resources are available to maintain and support the system.			
Business continuity: Disruption of business systems resulting in the non-availability and loss of information				Successful tests twice a year			
Inadequate funding to refresh aging ICT Infrastructure				Request additional funding through policy options			

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Programme performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
1 Percentage year-on-year improvement of service support delivered against service level agreement (SLA) Baseline 2017/18: Numerator: 955 (number of calls logged, responded to and resolved in SLA framework) Denominator: 1 391 (total number of calls logged)	Define and agree SLA. Baseline: 60%	15%	15%	5% on baseline of 66,15% = 69,45%	5% on baseline of 69,45% = 73%	5% on baseline of 73% = 76,5%	5% on baseline of 76,5% = 80%
2 Implement and operationalise disaster recovery	New PI	New PI	Operationalised and implemented disaster recovery for ERP; plan for non-ERP systems	Operationalised and implemented disaster recovery for non-ERP systems	Two successful disaster recovery tests	Two successful disaster recovery tests	
3 Phased implementation of ERP	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	98% completion phase 3: Achieved milestone, 3, 4, 5 and 6	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	100% procured and configured	100% deployed to new Members		
5 Percentage availability of all IT infrastructure services Baseline 2017/18: Numerator: 23,3 hours' availability Denominator: 24 hours per day	99%	97%	99,13%	95%	95%	95%	95%

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Performance indicator	Reporting Period	Annual target 2019/20	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 69,45% = 73%				5% year-on-year improvement, target 73%
2 Implement and operationalise disaster recovery	Annually	Two successful disaster recovery tests		Successful test		Successful test
3 Phased implementation of ERP	Annually	Implemented phase 5 part 1: Further enhancements to the Finance, SCM and HR processes				Implemented phase 5 part 1: Further enhancements to the Finance, SCM and HR processes
4 Procurement and configuration of technology packages for new Members	Annually	100% deployed to new Members	100% deployed to new Members			
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	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation
	R'000	R'000	
Current payments:			
Compensation of employees	4 579	4 590	0,24
Goods and services	4 335	5 046	16,40
Transfers to:			
Households	6	6	-
Payments for capital assets	3 721	2 380	-36,04
Payments for financial assets	-	-	-
TOTAL	12 641	12 022	-4,90

Establishment			
Filled	Vacant	Total funded positions	Number of posts filled additional to the establishment
7	0	7	1

- Project Assistant additional (contract)

9.2.4.3 Sub-subprogramme: Knowledge Management and Information Services

The purpose of this sub-subprogramme is to provide knowledge management and information services (including research, language and interpretation services).

Risks	Mitigations
<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 Section, poor quality translation services; and non-availability in the marketplace of experienced translators for all three official languages of the province.</p> <p>Research that does not provide for the technical and content knowledge requirements of Members and committees disables decision-making and compromises legislative oversight.</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> <p>Continuous focus on quality of research draft output and adherence to sound research methodology.</p>

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Programme performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
1 Number of year-on-year increase in registry usage by units Baseline: 2017/18 Average usage 7 out of 22 units	4	7	7	7	9	10	11
2 Number of records management training sessions held	New PI	New PI	New PI	15	16	17	
3 Number of library publications produced per year	63	76	83	75	86	87	88
4 Percentage of recommendations arising from the external quality assessment of translation services accepted for implementation Baseline 2017/18: 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)	86%	100%	0%	97%	98%	100%	100%
5 Percentage availability of official House papers in all three official languages of the province Estimated baseline 2017/18: Numerator: 285 (number of House papers made available in all three official languages) Denominator: 285 (total number of House papers published for the period)	99,59%	96%	100%	98%	100%	100%	100%
6 Percentage availability of interpreting services for the House and committees where confirmed Estimated baseline 2017/18: Numerator: 228 (number of meetings provided with interpreting services) Denominator: 228 (total number of meetings for the period)	100%	100%	100%	100%	100%	100%	100%
7 Percentage of recommendations arising from the external quality assessment of interpreting services that have been accepted and implemented	88%	100%	100%	97%	98%	100%	100%

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Programme performance indicator	Audited actual performance				Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18	2018/19		2019/20	2020/21	2021/22
Baseline 2017/18: 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)								
8 Percentage of requested research services provided in accordance with SOPs, to committees, senior management and presiding officers *Services are demand-driven Baseline 2017/18: 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)	100%	100%	100%	100%	100%	100%	100%	100%

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Quarterly targets for 2019/20

Performance indicator		Reporting Period	Annual target 2019/20	Quarterly targets			
				1st	2nd	3rd	4th
1	Number of year-on-year increases in registry usage by units	Annually	9				9
2	Number of records management training sessions held	Quarterly	16	4	4	4	4
3	Number of library publications produced per year	Quarterly	86	26	26	18	16
4	Percentage of recommendations arising from the external quality assessment of translation services that have been accepted and implemented	Annually	98%				98%
5	Percentage availability of official House papers in all three official languages of the province	Quarterly	100%	100%	100%	100%	100%
6	Percentage availability of interpreting services for the House and committees where confirmed	Quarterly	100%	100%	100%	100%	100%
7	Percentage of recommendations arising from the external quality assessment of interpreting services that have been accepted and implemented	Annually	98%				98%
8	Percentage of requested research services provided in accordance with SOPs, to committees, senior management and presiding officers	Quarterly	100%	100%	100%	100%	100%

Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation	
	R'000	R'000		%
Current payments:				
Compensation of employees	6 531	7 380		13,00
Goods and services	1 721	1 884		9,47
Transfers to:				
Households	9	11		22,22
TOTAL	8 261	9 275		12,27
Establishment				
Filled	Vacant		Total funded positions	
	10	1		11

9.2.4.4 Sub-subprogramme: Logistical Services

The purpose of this sub-subprogramme is to provide logistical services including catering, telephony, travelling and transport, cleaning, venue management and parking management services.

Risks		Mitigations
Household and logistical requests and complaints are not reported or responded to timeously.		One contact sessions are held with the Department of Transport and Public Works each quarter.

Programme performance indicators and annual targets for 2019/20

Programme performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
1 Develop a policy and standard operating procedure for the booking and usage of venues	New PI	New PI	New PI	New PI	1		
2 Appoint and contract long term service provider for catering services	New PI	New PI	New PI	New PI	1		

Quarterly targets for 2019/20

Performance indicator	Reporting Period	Annual target 2019/20	Quarterly targets			
			1st	2nd	3rd	4th
1 Develop a policy and standard operating procedure for the booking and usage of venues	Annually	1		1		
2 Appoint and contract long term service provider for catering services	Annually	1			1	

Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation	
	R'000	R'000	%	
Current payments:				
Compensation of employees	625	1 321	111,36	
Goods and services	1 833	1 699	-7,31	
Transfers to:				
Households	30	34	13,33	
Payments for capital assets	845	442	-47,70	
TOTAL	3 333	3 496	4,89	

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Establishment		Total funded positions
Filled	Vacant	
2	2*	3

* 1 post of Logistics Officer unfunded

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9.3 Reconciling performance targets with the budget and MTEF

9.3.1 Payments and estimates: Programme 1 Governance, Leadership and Administration

Sub-programme R'000	Outcome			Main appro- priation 2018/19	Adjusted appro- priation 2018/19	Revised estimate 2018/19	Medium-term estimate			
	Audited	Audited	Audited				% Change from Revised estimate			
	2015/16	2016/17	2017/18				2019/20	2018/19	2020/21	2021/22
1. Office of the Speaker	4 536	4 404	4 832	6 205	6 332	6 332	6 602	4.26	6 851	7 129
2. Office of the Secretary	10 326	9 777	10 860	14 663	12 152	12 117	16 601	37.01	17 887	19 019
Programme Management: Governance (Leadership) and Administration	8 314	7 037	8 231	10 627	8 285	9 174	10 640	15.98	11 783	12 391
Legal Services	2 012	2 105	1 927	2 276	2 106	2 104	3 449	63.93	3 445	3 818
Risk Management		635	702	747	758	758	804	6.07	853	903
Strategy and Organisational Performance				1 013	1 003	81	1 708	2008.64	1 806	1 907
3. Financial Management	11 101	12 508	13 150	13 247	13 579	13 578	15 408	13.48	16 609	17 346
4. Institutional Enablement	22 054	25 117	26 717	27 369	28 846	29 687	31 812	7.16	30 433	33 285
Total payments and estimates	48 017	51 806	55 559	61 484	60 909	61 714	70 423	14.11	71 780	76 779

Payments and estimates by economic classification

Economic classification R'000	Outcome			Main appro- priation 2018/19	Adjusted appro- priation 2018/19	Revised estimate 2018/19	Medium-term estimate			
	Audited	Audited	Audited				% Change from Revised estimate			
	2015/16	2016/17	2017/18				2019/20	2018/19	2020/21	2021/22
Current payments	45 905	46 822	52 156	58 018	55 600	56 408	66 819	18.46	69 901	74 740
Compensation of employees	30 301	32 418	35 014	44 327	39 668	38 959	49 132	26.11	54 379	57 627
Goods and services	15 604	14 404	17 142	13 691	15 932	17 449	17 687	1.36	15 522	17 113
Transfers and subsidies to	82	44	186	74	76	76	80	5.26	85	88
Departmental agencies and accounts	21	21	22	28	28	28	30	7.14	32	35
Households	61	23	164	46	48	48	50	4.17	53	53
Payments for capital assets	2 006	4 927	3 119	3 392	5 233	5 230	3 524	(32.62)	1 794	1 951
Machinery and equipment	2 006	3 574	3 047	3 392	4 741	4 738	3 524	(25.62)	1 794	1 951
Software and other intangible assets		1 353	72		492	492		(100.00)		
Payments for financial assets	24	13	98							
Total economic classification	48 017	51 806	55 559	61 484	60 909	61 714	70 423	14.11	71 780	76 779

9.3.2 Performance and expenditure trends

The Programme's increase is as a result of the implementation of functional enhancement which resulted in structural changes to the Programme. Additional functions were added to the Programme which resulted in an increase in all economic classifications.

In terms of compensation of employees, provision has been made for the additional staff complement related to the implementation of functional enhancement as well as salary adjustments.

The increase in the goods and services budget is as a result of the procurement for preparation of the new parliament in 2019/20 as well as the operational shift in terms of functions which has been moved to the Programme.

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

The increase in households relates to the increased provision for incentive rewards to qualifying staff due to the implementation of functional enhancement and increases over the MTEF as the number of staff increases with the phased approach of functional enhancement.

The capital expenditure budget for 2019/20 increases due to the procurement of hardware and furniture related to sixth parliament, as well as hardware and furniture for the increased staff complement related to functional enhancement.

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10. PROGRAMME 2: PARLIAMENTARY SUPPORT SERVICES

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

10.1 Strategic objectives for Programme 2

Strategic outcome-oriented goals	Subprogramme	Strategic objectives
To provide effective procedural and related support to Members, committees and the House to make laws, conduct oversight and facilitate public involvement	2. Parliamentary Support Services 2.1 Plenary Support 2.2 Committee Support (including Standing Committees) 2.3 Serjeant-at-Arms (Security and Precinct Management) 2.4 Hansard Services	To enhance effective and timely procedural and related support

Strategic objective title	Effective and timely procedural and related support
Strategic objective	To enhance effective and timely procedural and related support
Baseline	Services 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 Public Participation Strategy and Oversight and Accountability Policy approved Reviewed Standing Rules submitted to political parties for comment and been discussed at Subcommittee on Rules. Envisaged to be finalised by fourth quarter of 2018/19.
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 2017/18	2017/18 baseline: 83% compliance with standard operating procedures: Plenary Support: 100%; Committee Support: 100%; and Hansard Services: 50%
2020	100% compliance with all standard operating procedures

Strategic objective performance indicator	Baseline 2017/18	2020
Year-on-year percentage compliance with SOPs for plenary and committee procedural and related support for all programmed sittings and committee meetings	83% 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

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Summary of payments and estimates by economic classification and establishment information

Filled	Vacant	Total funded positions
2	1	3

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

Risks	Mitigations
Inadequate support given or procedurally flawed advice provided	Regular meetings held with the Director: PSS; 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.

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<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>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, Director: PSS; ensure implementation of internal procedural training programmes.</p>
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Programme performance indicators and annual targets for 2019/20

	Programme performance indicators	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
		2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
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 2017/18: Numerator: 229 (number of output produced in support of programmed plenaries and related activity) Denominator: 229 (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 2017/18: Numerator: 129 (number of procedural advice output provided) Denominator: 129 (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 2017/18: Of the 251 resolutions passed in the House, 251 will be communicated within 15 working days	15	15	15	15	15	15	15

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Quarterly targets for 2019/20

	Performance indicators	Reporting period	Annual target 2019/20	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

Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation	
	R'000	R'000		%
Current payments:				
Compensation of employees	3 714	3 559		-4,17
Goods and services	619	379		-38,77
Transfers to:				
Households	4	4		-
TOTAL	4 337	3 942		-9,11

Filled	Vacant	Total funded positions	Number of posts filled additional to the establishment
5	0	5	0*

*1 Parliamentary Officer contract

10.2.3 Subprogramme: Committee Support

10.2.3.1 Sub-subprogramme: Committee Administration

The purpose of this sub-subprogramme is to provide procedural advice and administrative support to committees.

Strategic objective performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
Year-on-year percentage compliance to SOPs for plenary and committee procedural and related support for all programmed sittings and committee meetings	95%	99%	83%	99%	100%	100%	99%

Risks	Mitigations
<p>The impact of elections on smooth running of committee proceedings.</p> <p>Flawed procedures followed in committee proceedings due to inexperience and capacity.</p> <p>Capacity constraints make it difficult to sustain the demands of increasing legislative and oversight activities.</p>	<p>Orientation and induction of new Members and returning Members. Continued growing strength of experienced staff to support Members and committees in the new parliamentary term.</p> <p>Ongoing training for committee staff and capacity building for Members.</p> <p>Continuous planning, organising and evaluation of work plans among staff to ensure best practice and optimal resource utilisation; and encourage staff to utilise the Employee Wellness Programme and improve staff motivation.</p>

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Programme performance indicators and annual targets for 2019/20

Programme performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
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 2017/18: Numerator: 103 (number of times committee support provided in terms of draft committee reports and in accordance with SOPs) Denominator: 103 (total number of times committee support rendered in terms of draft committee reports and in accordance with the approved parliamentary programme)	95%	97.59%	100%	98%	100%	100%	100%

Quarterly targets for 2019/20

Performance indicator	Reporting period	Annual target 2019/20	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	100%	100%	100%	100%	100%

Summary of payments and estimates by economic classification and establishment information

Summary of payments and estimates by economic classification and establishment information				
Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation	
	R'000	R'000		%
Current payments:				
Compensation of employees	9 444	9 894		4,76
Goods and services	2 798	2 275		-18,69
Transfers to:				
Households	15	15		-
TOTAL	12 257	12 184		-0,60

Establishment		
Filled	Vacant	Total funded positions
16	0	16

10.2.3.2 Sub-subprogramme: Standing Committees

The purpose of this sub-subprogramme is to provide financial support to the standing committees.

Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation
	R'000	R'000	
Current payments:			%
Goods and services	2 457	2 053	-16,44
TOTAL	2 457	2 053	-16,44

10.2.4 Subprogramme: Hansard Services

The purpose of this subprogramme is to manage the provision of verbatim reports of the proceedings of the House.

Strategic objective performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
Year-on-year percentage compliance to SOPs for plenary and committee procedural and related support for all programmed sittings and committee meetings	85%	99%	83%	98%	99%	100%	100%

Risks		Mitigations	
The non-availability of a proper record of House proceedings		Provide a fully-fledged Hansard service through a fixed-term contract monitored through a service level agreement	

Programme performance indicators and annual targets for 2019/20

Programme performance indicators		Audited actual performance			Estimated performance 2018/19	Medium-term targets		
		2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
1	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	12	12	12	12	12	12	12

Quarterly targets for 2019/20

Performance indicator		Reporting period	Annual target 2019/20	Quarterly targets			
				1st	2nd	3rd	4th
1	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	3

Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation
	R'000	R'000	
Current payments:			
Goods and services	1 000	1 000	-
TOTAL	1 000	1 000	-

10.2.5 Subprogramme: Serjeant-at-Arms (Security and Precinct Management)

The purpose of this subprogramme is to provide security and precinct management, including the facilitation of occupational health and safety.

Strategic objective performance indicator	Audited actual performance		Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18	2019/20	2020/21	2021/22
Year-on-year improvement in organisational effectiveness and efficiency	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, 1980 (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, 1980 (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, 1980 (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, 1980 (Act 102 of 1980)

Risks	Mitigations
Inadequate management oversight of the security requirements of the institution resulting in security breaches	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 security services provided during external oversight visits by committees may result in security-related incidents	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.

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Programme performance indicators and annual targets for 2019/20

	Programme performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
		2015/16	2016/17	2017/18		2019/20	2020/21	2020/21
1	Percentage compliance with the requirements of the National Key Points Act, 1980 (Act 102 of 1980) Baseline: 2017/18: 94%	New PI	90%	94%	94%	96%	98%	100%
2	Percentage security support provided for standing committees during oversight visits in line with approved standard operating procedures for oversight visits Baseline: 2017/18 Numerator: 27 (number of oversight visits covered) Denominator: 29 (total number of oversight visits)	New PI	60%	94%	94%	96%	100%	100%
3	Register the WCPP's accommodation requirements on U-AMP by the specified due date	New PI	New PI	Accommodation requirements registered on U-AMP by 30 June 2017	Accommodation requirements registered on U-AMP	Accommodation requirements registered on U-AMP	Accommodation requirements registered on U-AMP	Accommodation requirements registered on U-AMP
4	Number of planned evacuation exercises completed	New PI	1	1	1	1	1	1
5	Percentage verification and processing of visitors in the VMS system	New PI	New PI	New PI	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	New PI	New PI	8	8	4	4	4

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Quarterly targets for 2019/20

Performance indicator	Reporting period	Annual target 2019/20	Quarterly targets			
			1st	2nd	3rd	4th
1 Percentage compliance with requirements of the National Key Points Act, 1980 (Act 102 of 1980)	Annually	96%			96%	
2 Percentage security support provided for standing committees during oversight visits in line with the approved standard operating procedure for oversight visits	Annually	96%				96%
3 Register the WCPP's accommodation requirements on U-AMP by the specified due date	Annually	Accommodation requirements registered on U-AMP by the specified due date		Accommodation requirements registered on U-AMP		
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	4	1	1	1	1

Summary of payments and estimates by economic classification and establishment information

Summary of payments and estimates of economic classification and economic classification information				
Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation	
	R'000	R'000		%
Current payments:				
Compensation of employees	2 035	2 200		8,11
Goods and services	120	759		532,50
Transfers to:				
Households	2	2		-
TOTAL	2 175	2 691		23,72

Establishment		
Filled	Vacant	Total funded positions
3	0	3

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10.3 Reconciling performance targets with the budget and MTEF

10.3.1 Payments and estimates: Programme 2: Parliamentary Support Services

Sub-programme R'000	Outcome						Medium-term estimate			
	Audited	Audited	Audited	Main	Adjusted	Revised	% Change from Revised estimate			
	2015/16	2016/17	2017/18	2018/19	2018/19	2018/19	2019/20	2018/19	2020/21	2021/22
1. Programme Management: Parliamentary Support Services	523	579	587	621	634	802	2 063	157.23	2 184	2 314
2. Plenary Support	3 311	3 294	3 497	3 936	4 427	4 338	3 942	(9.13)	4 180	4 404
Committee Support	10 450	9 973	11 692	12 038	12 460	12 257	12 184		13 696	14 036
3. Committees	7 487	8 227	9 191	9 507	9 751	9 800	10 131	3.38	10 829	11 353
Standing Committees	2 963	1 746	2 501	9 507	9 751	9 800	10 131	3.38	10 829	11 353
4. Hansard Services	3 065	1 093	812	952	1 100	1 000	1 000		1 100	1 032
5. Serjeant-At-Arms	1 828	1 820	1 958	2 382	2 259	2 232	2 961	32.66	2 729	2 880
Total payments and estimates	19 177	16 759	18 546	19 929	20 880	20 629	22 150	7.37	23 889	24 676

Payments and estimates by economic classification

Economic classification R'000	Outcome						Medium-term estimate			
	Audited	Audited	Audited	Main	Adjusted	Revised	% Change from Revised estimate			
	2015/16	2016/17	2017/18	2018/19	2018/19	2018/19	2019/20	2018/19	2020/21	2021/22
Current payments	19 162	16 747	18 533	19 908	20 859	20 608	22 127	7.37	23 866	24 653
Compensation of employees	12 184	13 235	14 528	15 431	15 786	15 996	17 686	10.57	18 839	19 911
Goods and services	6 978	3 512	4 005	4 477	5 073	4 612	4 441	(3.71)	5 027	4 742
Transfers and subsidies to	15	12	13	21	21	21	23	9.52	23	23
Households	15	12	13	21	21	21	23	9.52	23	23
Total economic classification	19 177	16 759	18 546	19 929	20 880	20 629	22 150	7.37	23 889	24 676

10.3.2 Performance and expenditure trends

The Programme is new on the establishment and mainly focuses on the core functions of the WCPP. It relates to functions previously found in Programme 3: Parliamentary Services on the old structure.

In terms of compensation of employees, provision has been made for salary adjustments.

The goods and services budget includes operational costs related to committee activity as well as the costs related to House sittings and Hansard services.

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

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11. PROGRAMME 3: PUBLIC ENGAGEMENT

The purpose of this programme is to ensure effective public engagement and to facilitate public involvement in legislative and other processes.

11.1 Strategic objectives for Programme 3

Strategic outcome-oriented goals	Subprogramme		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. 3.1 3.2	Public Engagement Public Education and Outreach Stakeholder Management and Communication Services	To enhance effective and timely procedural and related support

Strategic objective title	Effective and timely procedural and related support
Strategic objective	To enhance effective and timely procedural and related support
Baseline	Communication Strategy; Website Policy and Social Media Policy as well as Media Policy approved and Social Media Plan implemented
	2017/18 statistics: Website sessions: 53 040; Tweets: 1 029; and Facebook updates: 1 098
	Services provided in accordance with approved parliamentary programme
	Public Participation Strategy and Oversight and Accountability Policy approved
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 2017/18	2017/18 baseline: 83%% compliance with standard operating procedures: Language Services: 50%
2020	100% compliance with all standard operating procedures

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11.2 Programme performance Indicators, annual and quarterly targets according to subprogramme for 2019/20

11.2.1 Subprogramme: Programme Management (Public Engagement)

The purpose of this subprogramme is to provide management and administrative support to Programme 3: Public Engagement.

Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation
	R'000	R'000	%
Current payments:			
Compensation of employees	356	1 942	445,51
Goods and services	-	27	-
Transfers to:			
Households	-	2	-
TOTAL	356	1 971	453,65
Filled	Vacant		Total funded positions
1	2		3

11.2.2 Subprogramme: Stakeholder Management and Communication Services

The purpose of this subprogramme is to provide stakeholder management and communication services.

Strategic objective performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
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	Year-on-year improvement in organisational effectiveness and efficiency	Year-on-year improvement in organisational effectiveness and efficiency

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Programme performance indicators and annual targets for 2019/20

Programme performance indicators	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
1 Percentage year-on-year increase in website statistics in respect of website sessions Baseline: 2017/18 Total 53 040 website sessions Baseline: 2017/18 - Total 45 449 website sessions	14%	11%	17%	5%	5%	5%	5%
2 Percentage year-on-year increase in social media presence and activities Baseline: 2017/18 12% increase on the previous year's baseline in social media activities. 1 029 Tweets; 1 098 Facebook updates	87%	35%	11%	5%	5%	5%	
3 Number of international relations or protocol training or briefing sessions held with Members or staff	New PI	New PI	New PI	2	3	4	

Quarterly targets for 2019/20

Performance indicators	Reporting Period	Annual target 2019/20	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 international relations or protocol training or briefing sessions held with Members or staff	Biannual	3		1	1	1

Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation	
	R'000	R'000		%
Current payments:				
Compensation of employees	3 723	4 232		13,67
Goods and services	1 488	2 275		52,89
Transfers to:				
Households	7	7		-
TOTAL	5 218	6 514		24,84

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Filled	Vacant	Total funded positions
7	1	8

*Receptionist or Switchboard Operator

11.2.3 Subprogramme: Public Education and Outreach

The purpose of this subprogramme is to facilitate public education and public participation.

The WCPP reviewed the following 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 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
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 2017/18: Demand-driven: 70 education initiatives	66	91	70	72	75	78	81

Risks	Mitigations
Limited staff complement having to educate a wide ranging stakeholder base across the vast geographical area of the Western Cape province. Capacity constraints and added workload result in staff work overload and fatigue (physical and mental) due to an increasing number of annual legislative educational initiatives. The fluidity of parliamentary and committee programmes does not allow sufficient time to prepare for public pre-hearings.	Continuous planning and adjustment of work plans by staff to ensure optimal resource utilisation. Planned staff time-off at the end of high activity periods as a means of physical and mental restoration. Regular synergy meetings with the Committees Section about the committee programme. Limiting the number of Public Education and Outreach public pre-hearings in relation to bills and instead providing relevant stakeholders with the required information to make submissions at public hearings.

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Programme performance indicators and annual targets for 2019/20

Programme performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
1 Annual education programme on law-making, oversight, public participation and petitions processes developed by 28 February 2020	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)	Annual education programme developed (2022/23)
2 Number of education initiatives rolled out in accordance with the annual programme	66	91	70	72	75	78	81
3 Number of new education items developed	3	2	2	2	2	2	2
4 Percentage of petitions processed in accordance with the relevant legislation Baseline 2017/18: three petitions received and administered	100%	100%	100%	100%	100%	100%	100%

Quarterly targets for 2019/20

Performance indicator	Reporting period	Annual target 2019/20	Quarterly targets			
			1st	2nd	3rd	4th
1 Annual education programme on law-making, oversight, public participation and petitions processes developed by 28 February 2020	Annually	Annual education programme developed (2020/21)				Annual education programme developed (2020/21)
2 Number of education initiatives rolled out in accordance with the annual programme	Annually	75				75
3 Number of new education items developed	Quarterly	2		1		1
4 Percentage of petitions processed in accordance with the relevant legislation	Quarterly	100%	100%	100%	100%	100%

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Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation
	R'000	R'000	
Current payments:			
Compensation of employees	2 974	3 529	18,66
Goods and services	1 220	1 187	-2,70
Transfers to:			
Households	5	5	-
TOTAL	4 199	4 721	12,43
Establishment			
Filled	Vacant		Total funded positions
5	1		6

*Manager: Public Education and Outreach

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11.3 Reconciling performance targets with the budget and MTEF

11.3.1 Payments and estimates: Programme 3: Public Engagement

Sub-programme R'000	Outcome			Main appro- priation 2018/19	Adjusted appro- priation 2018/19	Revised estimate 2018/19	Medium-term estimate			
	Audited	Audited	Audited				% Change from Revised estimate			
	2015/16	2016/17	2017/18				2019/20	2018/19	2020/21	2021/22
1. Programme Management: Public Engagement	217	220	231	243	249	356	1 971	453.65	2 090	2 211
2. Stakeholder Management and Communication Services	4 346	4 015	4 540	5 749	5 898	5 218	6 514	24.84	5 819	6 358
Stakeholder Management	4 346	4 015	4 540	5 749	5 898	5 218	6 514	24.84	5 819	6 358
3. Public Education and Outreach	3 281	3 866	4 229	4 730	4 199	4 199	4 721	12.43	5 607	4 751
Total payments and estimates	7 844	8 101	9 000	10 722	10 346	9 773	13 206	35.13	13 516	13 320

Payments and estimates by economic classification

Economic classification R'000	Outcome			Main appro- priation 2018/19	Adjusted appro- priation 2018/19	Revised estimate 2018/19	Medium-term estimate			
	Audited	Audited	Audited				% Change from Revised estimate			
	2015/16	2016/17	2017/18				2019/20	2018/19	2020/21	2021/22
Current payments	7 835	8 098	8 945	10 708	10 334	9 761	13 192	35.15	13 502	13 306
Compensation of employees	5 986	6 581	7 067	7 793	7 381	7 053	9 703	37.57	10 317	10 921
Goods and services	1 849	1 517	1 878	2 915	2 953	2 708	3 489	28.84	3 185	2 385
Transfers and subsidies to Households	9		7	14	12	12	14	16.67	14	14
Households	9		7	14	12	12	14	16.67	14	14
Payments for capital assets			48							
Machinery and equipment			48							
Payments for financial assets		3								
Total economic classification	7 844	8 101	9 000	10 722	10 346	9 773	13 206	35.13	13 516	13 320

11.3.2 Performance and expenditure trends

The Programme is new on the establishment and mainly focuses on the core functions of the WCPP. It relates to functions previously found in Programme 3: Parliamentary Services as well as Programme 1: Administration on the old structure.

In terms of compensation of employees, provision has been made for salary adjustments.

Included in the goods and services budget is operational costs related to educational workshops as well as costs for the printing of publications, advertising costs as well as the costs related to the opening of Parliament.

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

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12. PROGRAMME 4: MEMBERS SUPPORT

The purpose of this programme is to provide enabling facilities and benefits to Members and political parties.

12.1 Strategic objectives for Programme 4

Strategic outcome-oriented goals	Subprogramme		Strategic objectives
To promote sound governance and improve strategic and corporate support	4. 4.1 4.2 4.3	Members Support Members Administration Enabling Allowances Political Party Support (including secretarial and constituency allowances)	To improve services to stakeholders by providing strategic support and by implementing seamless and synergistic corporate and parliamentary processes and systems

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 and 0 electronic claims were received and processed during the 2017/18 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-mentioned, corporate support to Members will be improved.
Strategic objective performance indicators	Digitising and modernising Members' Affairs services
Baseline 2017/18	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 2017/18	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	

12.2 Programme performance indicators, annual and quarterly targets according to subprogramme for 2019/20

12.2.1 Subprogramme: Members Administration

Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation
	R'000	R'000	%
Current payments:			
Compensation of employees	1 180	1 928	63,39
Transfers to:			
Households	-	3	-
TOTAL	1 180	1 931	63,64
Establishment			
Filled	Vacant	Total funded positions	
2	1	3	

12.2.2 Subprogramme: Enabling Allowance

The purpose of this subprogramme 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.

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Strategic objectives annual targets for 2019/20

Strategic objective performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
Digitising and modernising Members Affairs services	E-claims implemented	Increase in e-claims submitted and mobile communication service activated	98% completion (implementation of ERP)	Self-service and enhanced mobility	Technology assessment and training	Identify and implement digitalisation of Member work.	Technology assessment and training

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

Programme performance indicators and annual targets for 2019/20

Programme Performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
1. Percentage implementation of scheduled training programmes per year for Members Baseline 2017/18: 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%	80%
2. Percentage of claims (submitted electronically and complying with the requirements of the Members' Guide) processed Baseline: 2017/18: Numerator: 0 (number of claims processed) Denominator: 0 (total number of electronic claims received) Baseline: 2017/18: Numerator: 18 (number of claims processed) Denominator: 18 (total number of electronic claims received)	Technology needs assessments finalised	100%	No electronic claims received	100%	100%	100%	100%

Quarterly targets for 2019/20

Performance indicator		Reporting period	Annual target 2019/20	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	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation
	R'000	R'000	%
Current payments:			
Goods and services	6 014	8 814	46,56
TOTAL	6 014	8 814	46,56

12.2.3 Subprogramme: Political Parties Support

The purpose of the subprogramme 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.

12.2.3.1 Sub-subprogramme: Secretarial Allowances

Programme performance indicators and annual targets for 2019/20

Programme performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
1 Number of working days to process transfer payments after receipt of required documents in terms of the Members' Guide	7	7	7	7	5	5	4

Risk	Mitigation
Financial statements of political parties are not approved, leading to payments not processed timeously, as prescribed by the policies on secretarial 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 2019/20

Performance indicator	Reporting period	Annual target 2019/20	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	5	5	5	5	5

Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation	
	R'000	R'000		%
Transfers to:				
Non-profit institutions	12 136	12 689		4,56
TOTAL	12 136	12 689		4,56

12.2.3.2 Sub-subprogramme: Constituency Allowances

Programme performance indicators and annual targets for 2019/20

Programme performance indicator	Audited actual performance			Estimated performance 2018/19	Medium-term targets		
	2015/16	2016/17	2017/18		2019/20	2020/21	2021/22
1 Number of working days to process transfer payments after receipt of required documents in terms of the Members' Guide	7	7	7	7	5	5	4

Risk	Mitigation
Financial statements of political parties are not approved, leading to payments not processed timeously, as prescribed by the policies on 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 2019/20

Performance indicator	Reporting period	Annual target 2019/20	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	5	5	5	5	5

Summary of payments and estimates by economic classification and establishment information

Economic classification	Main appropriation 2018/19	Estimate 2019/20	Percentage change from main appropriation	
	R'000	R'000	%	
Transfers to:				
Non-profit institutions	30 308	30 165		-0,47
TOTAL	30 308	30 165		-0,47

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12.3 Reconciling performance targets with the budget and MTEF

12.3.1 Payments and estimates – Programme 4: Members Support

Sub-programme R'000	Outcome			Main appro- priation 2018/19	Adjusted appro- priation 2018/19	Revised estimate 2018/19	Medium-term estimate			
	Audited	Audited	Audited				% Change from Revised estimate			
	2015/16	2016/17	2017/18				2019/20	2018/19	2020/21	2021/22
1. Members Administration	933	1 057	935	1 161	1 161	1 180	1 931	63.64	2 054	2 183
2. Members Facilities	5 301	6 017	6 311	8 134	8 134	8 134	8 530	4.87	8 877	9 229
3. Political Party Funding and Constituency	34 854	37 005	40 185	42 444	42 444	42 444	42 854	0.97	44 564	46 847
Total payments and estimates	41 088	44 079	47 431	51 739	51 739	51 758	53 315	3.01	55 495	58 259

Payments and estimates by economic classification

Economic classification R'000	Outcome			Main appro- priation 2018/19	Adjusted appro- priation 2018/19	Revised estimate 2018/19	Medium-term estimate			
	Audited	Audited	Audited				% Change from Revised estimate			
	2015/16	2016/17	2017/18				2019/20	2018/19	2020/21	2021/22
Current payments	4 675	5 505	5 580	7 561	7 561	7 194	8 502	18.18	8 794	9 079
Compensation of employees	933	1 057	935	1 161	1 161	1 180	1 928	63.39	2 051	2 180
Goods and services	3 742	4 448	4 645	6 400	6 400	6 014	6 574	9.31	6 743	6 899
Transfers and subsidies to	36 413	38 574	41 851	44 178	44 178	44 564	44 813	0.56	46 701	49 180
Foreign governments and international organisations	286	429	312	279	279	279	299	7.17	312	326
Non-profit institutions	34 854	37 005	40 185	42 444	42 444	42 444	42 854	0.97	44 564	46 847
Households	1 273	1 140	1 354	1 455	1 455	1 841	1 660	(9.83)	1 825	2 007
Total economic classification	41 088	44 079	47 431	51 739	51 739	51 758	53 315	3.01	55 495	58 259

12.3.2 Performance and expenditure trends

The Programme was previously Programme 2: Facilities for Members and Political Parties and its purpose is to provide for increases of Members enabling allowances and transfers to political parties.

Provision was made for Members enabling allowances under the goods and services budget.

The transfer payments budget includes increases in the secretarial and constituency allowances, the payment of medical aid contributions in respect of Members whose term continues and the payment of subscription fees to the Commonwealth Parliamentary Association.

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ANNEXURES TECHNICAL INDICATOR DESCRIPTIONS

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ANNEXURES: TECHNICAL INDICATOR DESCRIPTIONS

PROGRAMME 1: GOVERNANCE, LEADERSHIP AND ADMINISTRATION

9.2.1 Subprogramme: 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 the 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	Annually
New indicator	No
Desired performance	Planned performance in accordance with APP's annual target
Indicator responsibility	Office of the Speaker, Public Engagement and Parliamentary Support 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, 2009 (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		ATCs and signed off reports
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, Accounting Officer

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, Public Engagement and Parliamentary Support Services

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9.2.2 Subprogramme: Office of the Secretary

9.2.2.1 Subprogramme: Programme Management (Governance, Leadership and Administration)

Strategic objective performance indicator	Year-on-year improvement in organisational effectiveness and efficiency
Short definition	Year-on-year improvement in the WCPP's 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 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

9.2.2.2 Sub-subprogramme: Legal Services

Programme performance indicator	1.	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

9.2.2.3 Sub-subprogramme: Risk Management

Programme performance indicator	1.	Conduct a risk management assessment to benchmark the maturity level of the institution
Short definition		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 assessment by ERMCO facilitated by the CRO and extraction of data relevant to maturity level achieved
Method of calculation		Assessment session with ERMCO members

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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	Senior Risk Management Officer

9.2.2.4 Sub-subprogramme: Strategy and Organisational Performance

Programme performance indicator	1.	Establishment of the sixth parliament. Roll-out of orientation programme for new and returning Members.
Short definition		Roll-out of comprehensive orientation programme for new and returning Members after elections
Purpose or importance		The importance of this target is to implement a programme that will enable Members who are not familiar with the parliamentary procedures and practices to assimilate this and function effectively within a short period of time.
Source or collection of data		Orientation programme and attendance registers
Method of calculation		Attendance registers, feedback
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

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 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, 2009 (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

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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

9.2.3 Subprogramme: Financial Management

The below-mentioned strategic objective performance indicator relates to Financial and Management Accounting; Supply Chain Management and Asset Management and Financial Compliance and Internal Control.

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 Secretary; Chief Financial Officer and Directors)

9.2.3.1 Sub-subprogramme: Supply Chain and Asset 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: Supply Chain and Asset Management 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 and Asset Management

Programme performance indicator	2.	Percentage compliance with service delivery standards, as amended, taking GRAP into consideration
Short definition		A measurement of how Supply Chain and Asset Management is complying with the standards Supply Chain and Asset Management had committed to achieving
Purpose or importance		Ensure a reliable level of service delivery to our clients
Source or collection of data		Supply Chain and Asset Management 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 and Asset Management

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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 and Asset Management

9.2.3.2 Sub-subprogramme: Financial and Management Accounting

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 Annual 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		Non-cumulative
Reporting cycle		Annually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Financial and Management Accounting

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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 managers (SMT)
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		Manager: Financial and Management Accounting

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: Financial and Management Accounting; 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 subprogramme 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: Financial and Management Accounting

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 times 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%

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Indicator responsibility	Manager: Financial and Management Accounting
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9.2.3.3 Sub-subprogramme: Financial Compliance and 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		Biannually
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		Inspections by Internal Control 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

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9.2.4 Subprogramme: Institutional Enablement

9.2.4.1 Sub-subprogramme: 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 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

Programme performance indicator	3.	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

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Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Biannually
New indicator	No
Desired performance	Planned performance in accordance with the APP's annual target
Indicator responsibility	Manager: Human Resources

Programme performance indicator	4.	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		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Human Resources

Programme performance indicator	5.	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		Biannually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Human Resources

9.2.4.2 Sub-subprogramme: Information and Communication Technology and Digital Services

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 are 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</p>

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

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 reported ICT-related incidents, as well as any requests for required new or enhanced ICT services. 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 requested service.
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 or 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 and Digital Services

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Programme performance indicator	2.	Two successful disaster recovery tests
Short definition		Disaster recovery tests
Purpose or importance		Members and staff are dependent on ICT services that enable them to do their work. The tests will ensure that the work of Members and staff is uninterrupted and the institution is not adversely affected.
Source or collection of data		Test results
Method of calculation		Simple count
Data limitations		None
Type of indicator		Output
Calculation type		Non-cumulative
Reporting cycle		Biannually
New indicator		Yes
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Information and Communications Technology and Digital Services

Programme performance indicator	3.	Phased implementation of ERP
Short definition		Implemented phase 5 part 1: Further enhancements to the Finance, SCM and HR processes
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 and Digital Services

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 the 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 and Digital Services

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

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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 and Digital Services

9.2.4.3 Sub-subprogramme: Knowledge Management and Information Services

Programme performance indicator	1.	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: Knowledge Management and Information Services

Programme performance indicator	2.	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		Cumulative
Reporting cycle		Quarterly
New indicator		No
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: Knowledge Management and Information Services

Programme performance indicator	3.	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: Knowledge Management and Information Services

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Programme performance indicator	4.	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 the 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 Western Cape Language Policy. 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 Director: Institutional Enablement by the seventh working day after the end of the financial year. Operational reporting on progress is made to the Director: Institutional Enablement 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		Manager: Knowledge Management and Information Services

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

Programme performance indicator	5.	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, 1998
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

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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 Director: Institutional Enablement
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	Director: Institutional Enablement

Programme performance indicator	6.	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, 1998; 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 Director: Institutional Enablement
New indicator		None
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Knowledge Management and Information Services

Programme performance indicator	7.	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, 1998, 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 Director: Institutional Enablement 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 Director: Institutional Enablement by the seventh working day after the end of the financial year. Operational reporting to the Director: Institutional Enablement 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

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	funding, such recommendations may be indicated in the action plan for implementation in the following financial year once funding has been secured.
Indicator responsibility	Manager: Knowledge Management and Information Services

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

Programme performance indicator	8.	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 or 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 Director: Institutional Enablement 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; degree of variance for unusual circumstances not covered for in SOPs as indicated under each indicator
Indicator responsibility		Manager: Knowledge Management and Information Services

9.2.4.4 Sub-subprogramme: Logistical Services

Programme performance indicator	1.	Develop a policy and standard operating procedure for the booking and usage of venues
Short definition		The development of a policy and standard operating procedure for the booking and usage of venues
Purpose or importance		To ensure that there is a standard procedure for the booking and usage of venues
Source or collection of data		Policy and standard operating procedure for the booking and usage of venues
Method of calculation		Number of policies produced
Data limitations		None
Type of indicator		Output
Calculation type		Cumulative
Reporting cycle		Annually

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New indicator	Yes
Desired performance	Planned performance in accordance with the APP's annual target
Indicator responsibility	Director: Institutional Enablement

Programme performance indicator	2.	Appoint and contract long term service provider for catering services
Short definition	The appointment and contract long term service provider for catering services	
Purpose or importance	To ensure that there is a long term service provider for catering services to cater for WCPP activities	
Source or collection of data	Contract with a long term service provider for catering services	
Method of calculation	Number of appointments made	
Data limitations	None	
Type of indicator	Output	
Calculation type	Cumulative	
Reporting cycle	Annually	
New indicator	Yes	
Desired performance	Planned performance in accordance with the APP's annual target	
Indicator responsibility	Director: Institutional Enablement	

PROGRAMME 2: PARLIAMENTARY SUPPORT SERVICES

10.2.1 Subprogramme: Programme Management (Parliamentary Support Services)

The below-mentioned strategic objective performance indicator relates to **Plenary Support, Committee Support and Hansard 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 Director: Parliamentary Support Services who briefs the 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 Director: Parliamentary Support 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	Director: Parliamentary Support Services

10.2.2 Subprogramme: Plenary Support

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	<ol style="list-style-type: none"> Quarterly reports on procedural support services provided for plenaries; Preparation, production and distribution of parliamentary papers, namely Order Papers, Question Papers, Minutes of Proceedings, ATCs and bills for assent; Preparation of Guides for Officers; and Evaluation of all procedural support for plenaries 	
Method of calculation	Planned versus actual	
Data limitations	Targets dependent on programmed sittings for the session	

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Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly report to be submitted to the Director: Parliamentary Support Services 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

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		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 Director: Parliamentary Support Services 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 by post, email 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 Director: Parliamentary Support Services 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

10.2.3 Subprogramme: Committee Support

10.2.3.1 Sub-subprogramme: Committee Administration

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

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	administrative support, in terms of the agreed time frames in accordance with the standard operating procedures and guidelines document of the Committees 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 Committees 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 Director Parliamentary Support Services 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

10.2.3.2 Sub-subprogramme: Standing Committees

10.2.4 Subprogramme: Hansard Services

Programme performance indicator	1.	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
New indicator		None
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Director: Parliamentary Support Services

10.2.5 Subprogramme: Serjeant-at-Arms (Security and Precinct Management)

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 (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	Serjeant-at-arms

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Programme performance indicator	1.	Percentage compliance with the requirements of the National Key Points Act, 1980 (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		Serjeant-at-arms/ 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		Serjeant-at-arms/ Accounting Officer

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		Biannually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Serjeant-at-arms/ Accounting Officer

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		Serjeant-at-arms

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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		Non-cumulative
Reporting cycle		Quarterly
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target; ensure that all visitors are verified
Indicator responsibility		Serjeant-at-arms

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		Management of the DTPW service level agreement
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		Serjeant-at-arms

PROGRAMME 3: PUBLIC ENGAGEMENT

11.2.1 Subprogramme: Programme Management (Public Engagement)

11.2.2 Subprogramme: Stakeholder Management and Communication Services

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 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	Annually
New indicator	No
Desired performance	Decrease in issues raised by clients or stakeholders

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	Positive survey results
Indicator responsibility	Director: Public Engagement

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: Stakeholder Management and Communication Services

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 to 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: Stakeholder Management and Communication Services

Programme performance indicator	3.	Number of international relations or protocol training or briefing sessions held for Members or staff
Short definition		Improved understanding of international relations and compliance with state protocol by Members and staff
Purpose or importance		To ensure understanding international relations and 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		Biannually
New indicator		No
Desired performance		Planned performance in accordance with the APP's annual target
Indicator responsibility		Manager: Stakeholder Management and Communication Services

11.2.3 Subprogramme: 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.

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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 Director: Public Engagement 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 2020
Short definition		Annual education programme developed for the 2020/21 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, sectoral 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 Director: Public Engagement
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 2020)
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

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 Director: Public Engagement 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 Director: Public Engagement.
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 Director: Public Engagement for approval (by the last working day of the financial year)
Desired performance		Planned performance in accordance to APP annual target
Indicator responsibility		Manager: Public Education and Outreach

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Programme performance indicator	3.	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 official languages of the province.
Source or collection of data		Two new education items developed by the PEO Section and approved by Director: Public Engagement 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	4.	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, 2006 (Act 3 of 2006), and the applicable regulations. This Act and regulations provide for the public to petition the WCPP and make provision for the processing of petitions at the WCPP. Updated Register of Petitions prepared by the Public Education and Outreach Section: administered, received and processed to ensure compliance with the Western Cape Petitions Act and regulations.
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 Director: Public Engagement 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

PROGRAMME 4: MEMBERS SUPPORT

12.2.1 Subprogramme: Members Administration

12.2.2 Subprogramme: Enabling Allowances

The below-mentioned 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

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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: Financial and Management Accounting

12.2.3 Subprogramme: Political Parties Support

12.2.3.1 Sub-subprogramme: Secretarial Allowances

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

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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: Financial and Management Accounting

12.2.3.2 Sub-subprogramme: Constituency Allowances

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: Financial and Management Accounting

