











SERVICE DELIVERY TARGETS AND PERFORMANCE INDICATORS 2015/16

FINANCIAL SERVICES

Specific Objective	Strategies	Strategy Code	Key Performance Indicator	Indicat or Type	Baseline 2014/15	2015/16 Target	Quarter 1 Target - Ending September 2015	Potfolio of Evidence	Quarter 1 Actual Performance	Rating Key	Reason for Deviation	Corrective Measures proposed
1.KPA:MUNICIPAL TRANSFORMATION AND ORGANISATIONAL DEVELOPMENT												
Roll-out indigent scheme to all indigent household in BCM	Implement Indigent Policy	MFVM5	% of households earning less than R2460 per month with access to free basic services	Input	31.3% (70 000)	34% (75 000)	32% (71250)	Formal report from the Financial System	77 563		N/A	N/A
2.KPA:MUNICIPAL BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT												
To ensure that BCMM is financially viable	Accelerate implementation of grant / capital projects	MFVM5	% of a municipality's capital budget actually spent on capital projects identified for a particular financial year in terms of the municipality's integrated development plan	Input	>80%	>90%	5%	Section 71 Report	8%		N/A	N/A
KPA 4. MUNICIPAL FINANCIAL VILABITY AND MANAGEMENT												
Maintenance of Credit rating at better than A		MFVM3	Credit rating maintained	Output	> A	> A	A	Rating Report	A1/A		Target achieved but is based on an assessment performed in May 2014 on the 2013/14 financial statements	In process of concluding SLA, new rating to be performed

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To ensure that BCMM is financially viable	Implement revenue enhancement strategies.	MFVM3	% revenue collection rate as measured in accordance with the MSA Performance Regulations.	Input	92%	93%	92.00%	Monthly Section 71 Report to Council	91.00%		The instability of the network, especially in the inland and midland areas has had a negative impact on credit control actions which had to be limited due to the network problems.	Full credit control actions will continue to be implemented in the form of blocking of prepayment meters and disconnection of both prepayment and conventional meters for customers in arrears. SMS notifications prior to due date and pre-termination notices immediately following due date will also continue to be issued to encourage customers to pay their accounts prior to credit control action being implemented.
	Maintain favourable cash management procedures	MFVM3	Cash is available for regular commitments. (Current ratio)	Input	1.6:1	1.65:1	1.61:1	Per calculation	2.87:1		N/A	N/A
To ensure that BCMM is financially viable	Maintain favourable cash management procedures	MFVM3	Debt coverage ratio	Input	>20 times	>20 times	>20 times	Per calculation	44.48		N/A	N/A
KPA 4. MUNICIPAL FINANCIAL VILABILITY AND MANAGEMENT												
To ensure that BCMM is financially viable	Maintain long term borrowings below NT threshold	MFVM3	Debt to revenue ratio.	Input	<35%	<35%	<35%	Per calculation	11.98%		N/A	N/A
		MFVM3	Outstanding service debtors to revenue ratio	Input	<32%	<32%	<32%	Per calculation			N/A	N/A
		MFVM3	Cost coverage	Input	>3 x fixed operating expenditure	>3 x fixed operating expenditure	>3 x fixed operating expenditure	Per calculation			N/A	N/A
5.KPA: GOOD GOVERNANCE												
Compliance with all applicable accounting standards	Preparation of the AFS	MFVM1	Compile AFS 2014/15	Input	Prepared a time table for the compilation of the Annual Financial Statement (AFS)	Produce of the AFS	Preparation of the AFS for 2014/15	AFS for the 2014/15	AFS for 2014/15 prepared and submitted to the AG on 31 August 2015		N/A	N/A