



## 2013/2014 2014/15 REVISED ANNUAL PERFORMANCE PLAN (APP) GAUTENG PROVINCIAL LEGISLATURE



**GAUTENG**  
LEGISLATURE  
Your View ~ Our Vision

# **OFFICE OF THE SPEAKER - ANNUAL TARGETS FOR 2014/15**

## **LEADERSHIP AND GOVERNANCE**

### **1.1 PURPOSE OF THE PROGRAMME**

1. Provide overall strategic leadership and direction to the institution.
2. To provide leadership and management of the Programme
3. Alignment of Legislature processes to the outlined strategy for the term 2009-2014.
4. To monitor and oversee the execution of institutional obligations.
5. Provide leadership and direction to the Legislative Services Board (LSB).
6. Ensure strategic Political Management of Presiding Officers and Office Bearers.
7. Strategic management of committees to ensure political outcomes.

### **1.2 STRATEGIC GOAL and STRATEGIC OBJECTIVES**

**STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE**

#### **STRATEGIC OBJECTIVES**

1. Improved Accountability by the Executive to the Legislature in respect of service delivery
2. Improved meaningful involvement by the public in Legislature business
3. Increased responsiveness of Laws to meet the needs of the people of Gauteng
4. Fostered coherent and coordinated legislative sector
5. Enhanced public confidence in the governance and leadership of the Legislature
6. Modernised business practices towards supporting the functions of the Legislature

OFFICE OF THE SPEAKER			ANNUAL TARGETS FOR 2014/15				
STRATEGIC GOAL			TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE				
<i>Strategic Objective</i>	<i>Measurable Objective</i>	<i>Performance Indicator/ Measure</i>	<i>Baseline (2013/14 Actual)</i>	<i>Target 2014/15</i>	<i>Target 2015/16</i>	<i>Target 2016/17</i>	<i>Direct outcome</i>
Improved Accountability by the Executive to the Legislature in respect of service delivery	Improved Monitoring on the implementation of House resolutions by the Executive.	Nr of assessment report prepared on the implementation of resolutions by the Executive to the House for adoption	0	1 assessment report prepared on the implementation of resolutions by the Executive to the House for adoption [In Quarter 3]	1 assessment report prepared on the implementation of resolutions by the Executive to the House for adoption [In Quarter 3]	1 assessment report prepared on the implementation of resolutions by the Executive to the House for adoption [In Quarter 3]	Improved accountability by the Executive to the house
Improved Accountability by the Executive to the Legislature in respect of service delivery	Improved alignment of the Legislature Programme in response to the mandate of the Institution	Number of Quarterly GPL Programmes adopted	4 Quarterly GPL Programmes adopted	4 Quarterly GPL Programmes adopted [Quarterly]	4 Quarterly GPL Programmes adopted [Quarterly]	4 Quarterly GPL Programmes adopted [Quarterly]	Executed mandate of the GPL
Improved meaningful involvement by the public in Legislature business	Increased accountability of the GPL to the people	Number of GPL reports prepared and delivered to the House.	3 GPL reports prepared and delivered to the House.	2 GPL reports prepared and delivered to the House. (Annual Report and Budget) [Quarter 4]	2 GPL reports prepared and delivered to the House. (Annual Report and Budget) [Quarter 4]	2 GPL reports prepared and delivered to the House. (Annual Report and Budget) [Quarter 2 and Quarter 4]	2 GPL reports prepared and delivered to the House. (Annual Report and Budget) [Quarter 4]
Increased responsiveness of Laws to meet the needs of the people of Gauteng	Laws that are responsive to the needs of the	Number of Submissions made by the	No such previously submitted.	One amendment Bill submitted to Parliament	N/A	N/A	N/A

OFFICE OF THE SPEAKER			ANNUAL TARGETS FOR 2014/15				
STRATEGIC GOAL			TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE				
<i>Strategic Objective</i>	<i>Measurable Objective</i>	<i>Performance Indicator/ Measure</i>	<i>Baseline (2013/14 Actual)</i>	<i>Target 2014/15</i>	<i>Target 2015/16</i>	<i>Target 2016/17</i>	<i>Direct outcome</i>
	people of Gauteng	GPL to Parliament		[Development in Q3, Submission in Q4]			
Increased responsiveness of Laws to meet the needs of the people of Gauteng	Monitor the law making process of the GPL	Level of compliance to the revised integrated law making framework	Draft Law Making Framework in Place	Revision and Adoption of the revised integrated Law Making Framework [Quarter 3 and Quarter 4]	N/A	N/A	N/A
Enhanced public confidence in the governance and leadership of the Legislature	Quality and timeous reports considered and adopted in line with the relevant and applicable legislation and requirements -	No of Financial Management Reports considered and adopted.	12 Monthly Financial Management Reports considered and adopted.	12 Monthly Financial Management Reports considered and adopted. [3 per Quarter]	12 Monthly Financial Management Reports considered and adopted	12 Monthly Financial Management Reports considered and adopted.	Fostering public confidence.
Enhanced public confidence in the governance and leadership of the Legislature	Improved strategic leadership processes of the GPL.	Revision and Adoption of the Presiding Officers Strategic plan.	Presiding Officers Strategic plan revised and adopted.	Presiding Officers Strategic plan revised and adopted. [Quarter 1]	Presiding Officers Strategic plan revised and adopted	Presiding Officers Strategic plan revised and adopted	Improved leadership practices for good governance



OFFICE OF THE SPEAKER			ANNUAL TARGETS FOR 2014/15				
STRATEGIC GOAL			TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE				
<i>Strategic Objective</i>	<i>Measurable Objective</i>	<i>Performance Indicator/ Measure</i>	<i>Baseline (2013/14 Actual)</i>	<i>Target 2014/15</i>	<i>Target 2015/16</i>	<i>Target 2016/17</i>	<i>Direct outcome</i>
Enhanced public confidence in the governance and leadership of the Legislature				Revised ToR of all Governance Fora chaired by POs [Review in Quarter 3, Revision in Quarter 4]	N/A	N/A	N/A
Enhanced public confidence in the governance and leadership of the Legislature	Improved strategic leadership processes of the GPL.	APP and Budget developed and approved	APP and Budget developed and approved	APP and Budget developed and approved [Quarter 3]	APP and Budget developed and approved	APP and Budget developed and approved	Improved leadership practices for good governance
Fostered coherent and coordinated legislative sector	Improved implementation of the GSF 5 Year Strategic Plan	No of Progress reports on the GSF 5 year Strategic Plan adopted by the GSF	4 Progress reports on the implementation of the GSF 5 year Strategic Plan adopted by the GSF	4 Progress reports on the implementation of the GSF 5 year Strategic Plan adopted by the GSF [Quarterly]	4 Progress reports on the implementation of the GSF 5 year Strategic Plan adopted by the GSF	4 Progress reports on the implementation of the GSF 5 year Strategic Plan adopted by the GSF	Enhanced co-operative governance through establishment of Local Legislatures
Fostered coherent and coordinated legislative sector	Increased collaboration and formalised relations with other Legislatures	No of Formalized and maintained Relations with	3 Formalised and maintained relations with	3 Formalised and maintained relations with other	3 Formalised and maintained relations with	3 Formalised and maintained relations with other Parliaments.	Enhanced co-operative governance through formalized Relations with other Parliaments.

OFFICE OF THE SPEAKER			ANNUAL TARGETS FOR 2014/15				
STRATEGIC GOAL			TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE				
<i>Strategic Objective</i>	<i>Measurable Objective</i>	<i>Performance Indicator/ Measure</i>	<i>Baseline (2013/14 Actual)</i>	<i>Target 2014/15</i>	<i>Target 2015/16</i>	<i>Target 2016/17</i>	<i>Direct outcome</i>
		other Parliaments.	other Parliaments.	Parliaments. [1 on Quarter 3 and 2 in Quarter 4]	other Parliaments.		
Fostered coherent and coordinated legislative sector	Strengthened relations with Government Constitutional Structures	Number of Relations maintained with institutions supporting democracy (CH9/CH10)	8 Relations with Government Constitutional Structures strengthened	10 Relations maintained with institutions supporting democracy (CH9/CH10) [4 in Quarters 2, 3 and 3 in Quarter 4]	10 Relations maintained with institutions supporting democracy (CH9/CH10)	10 Relations maintained with institutions supporting democracy (CH9/CH10)	Enhanced oversight and accountability by GPL through partnerships with Government / Constitutional Structures
Fostered coherent and coordinated legislative sector	Improved participation and contribution in the national Speakers' forum.	No of participatory sessions in National Speakers' Forum	4 participatory sessions in National Speakers' Forum	4 participatory sessions in National Speakers' Forum [Quarterly]	4 participatory sessions in National Speakers' Forum	4 participatory sessions in National Speakers' Forum	Cohesive and unified Legislative Sector
Fostered coherent and coordinated legislative sector	Improved participation and contribution in the CPA	No of participatory sessions in CPA initiatives	10 participatory sessions in CPA initiatives	4 participatory sessions in CPA initiatives [Quarterly]	4 participatory sessions in CPA initiatives	4 participatory sessions in CPA initiatives	Strengthened African Renewal Agenda.
Fostered coherent and coordinated legislative sector	Improved participation and contribution to the NCSL	No of participatory sessions in NCSL initiatives	1 x participatory session in	1 x participatory session in NCSL initiatives	1 x participatory session in NCSL initiatives	1 x participatory session in NCSL initiatives	

OFFICE OF THE SPEAKER			ANNUAL TARGETS FOR 2014/15				
STRATEGIC GOAL			TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE				
<i>Strategic Objective</i>	<i>Measurable Objective</i>	<i>Performance Indicator/ Measure</i>	<i>Baseline (2013/14 Actual)</i>	<i>Target 2014/15</i>	<i>Target 2015/16</i>	<i>Target 2016/17</i>	<i>Direct outcome</i>
			NCSL initiatives	/ sessions [Quarter 2]			

## OFFICE OF THE SPEAKER – QUARTER TARGETS FOR 2014/15

Quarterly performance information must be in line with the changes in annual performance information

### OFFICE OF THE SPEAKER

OFFICE OF THE SPEAKER				QUARTER TARGETS FOR 2014/15					
STRATEGIC GOAL				TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE					
Measurable Objectives	Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
				Q1	Q2	Q3	Q4		
Improved Monitoring on the implementation of House resolutions by the Executive.	No of assessment report prepared on the implementation of resolutions by the Executive to the House for adoption.	0	1 assessment report prepared on the implementation of resolutions by the Executive to the House for adoption [Quarter 3]	N/A	N/A	1 x assessment report prepared and presented on the implementation of resolutions by the	N/A	Annually	Improved accountability by the Executive to the house.

OFFICE OF THE SPEAKER				QUARTER TARGETS FOR 2014/15					
STRATEGIC GOAL				TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE					
Measurable Objectives	Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
				Q1	Q2	Q3	Q4		
						Executive to the House for adoption.			
Improved alignment of the Legislature Programme in response to the mandate of the Institution	Number of Quarterly GPL Programmes adopted	4 Quarterly GPL Programmes adopted	4 Quarterly GPL Programmes adopted [Quarterly]	1 Quarterly GPL Programmes adopted	1 Quarterly GPL Programmes adopted	1 Quarterly GPL Programmes adopted	1 Quarterly GPL Programmes adopted	Quarterly.	Executed the mandate of the GPL.
Increased accountability of the GPL to the people	Number of GPL reports prepared and delivered to the House	3 GPL reports prepared and delivered to the House	2 GPL reports prepared and delivered to the House. (Annual Report and Budget) [Quarter 4]	N/A	N/A	N/A	2 GPL reports prepared and delivered to the House. (Annual Report and Budget)	Annually.	Increased accountability by the GPL to people of Gauteng
Laws that are responsive to the needs of the people of Gauteng	Number of Submissions made by the GPL to Parliament	No such previously submitted	One amendment Bill submitted to Parliament [Development in Quarter 3, Submission in Quarter 4]	N/A	N/A	Development of one amendment Bill [Electoral Act Amendment Bill]	Submission of one amendment Bill to Parliament [Electoral Act Amendment Bill]	1 x Quarter Report at the end of Q3 and 1 x Quarter Report at end of Q4	



OFFICE OF THE SPEAKER				QUARTER TARGETS FOR 2014/15					
STRATEGIC GOAL				TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE					
Measurable Objectives	Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
				Q1	Q2	Q3	Q4		
Monitor the law making process of the GPL	Level of compliance to the revised integrated law making framework	Draft Law Making Framework in Place	Revision and Adoption of the revised integrated Law Making Framework [Quarter 3 and Quarter 4]	N/A	N/A	1 x Quarter Report on Commission of Revision of integrated Law Making Framework	1 x Quarter Report on Monitoring Revision of integrated Law Making Framework	1 x Quarter Report at end of Q3 and 1 x Quarter Report at end of Q4	
Quality and timeous reports considered and adopted in line with the relevant and applicable legislation and requirements -	No of Financial Management Reports considered and adopted.	12 Monthly Financial Management Reports considered and adopted.	12 Monthly Financial Management Reports considered and adopted. [3 per Quarter]	3 Monthly Financial Management Reports.	3 Monthly Financial Management Reports	3 Monthly Financial Management Reports	3 Monthly Financial Management Reports	Quarterly	Fostering Public Confidence.
Improved strategic leadership processes of the GPL.	Revision and Adoption of the Presiding Officers Strategic plan.	Presiding Officers Strategic plan revised and adopted.	Presiding Officers Strategic plan revised and adopted. [Quarter 1]	Presiding Officers Strategic Plan revised and adopted	N/A	N/A	N/A	Annually	Improved leadership practices for good governance.
			Revised ToR of all Governance Fora chaired by POs [Review in Quarter 3, Revision in Quarter 4]	N/A	N/A	Review ToR of all Governance Fora chaired by POs	Revised ToR of all Governance Fora chaired by POs	1 x Quarter Report at end of Q3 and 1 x Quarter Report at end of Q4	

OFFICE OF THE SPEAKER				QUARTER TARGETS FOR 2014/15					
STRATEGIC GOAL				TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE					
Measurable Objectives	Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
				Q1	Q2	Q3	Q4		
Improved strategic leadership processes of the GPL.	APP and Budget developed and approved	APP and Budget developed and approved	APP and Budget developed and approved [Quarter 3]	N/A	N/A	APP and Budget developed and approved	N/A	Annually.	Improved leadership for good governance.

OFFICE OF THE SPEAKER				QUARTER TARGETS FOR 2014/15					
STRATEGIC GOAL				TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE					
Measurable Objectives	Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
				Q1	Q2	Q3	Q4		
Improved implementation of the GSF 5 Year Strategic Plan	No of Progress reports on the GSF 5 year Strategic Plan	4 Progress reports on the GSF 5 year Strategic Plan	4 Progress reports on the implementation of the GSF 5 year Strategic Plan adopted by	1 Progress report on the GSF 5 year Strategic Plan	1 Progress report on the GSF 5 year Strategic Plan	1 Progress report on the GSF 5 year Strategic Plan	1 Progress report on the GSF 5 year Strategic Plan	Quarterly	

OFFICE OF THE SPEAKER				QUARTER TARGETS FOR 2014/15					
STRATEGIC GOAL				TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE					
Measurable Objectives	Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
				Q1	Q2	Q3	Q4		
	adopted by the GSF	adopted by the GSF	the GSF [Quarterly]	adopted by the GSF	adopted by the GSF	adopted by the GSF	adopted by the GSF		
Increased collaboration and formalised relations with other Legislatures	No of Formalized and maintained Relations with other Parliaments.	3 Formalised and maintained relations with other Parliaments.	3 Formalised and maintained relations with other Parliaments. [1 on Quarter 3 and 2 in Quarter 4]	N/A	N/A	1 Formalised relations with other Parliaments	2 Formalised relations with other Parliaments.	Annually	Enhanced co-operative governance through formalised relations with other Parliaments.
Strengthened relations with Government Constitutional Structures	Number of Relations with Government Constitutional Structures strengthened	8 Relations with Government Constitutional Structures strengthened	10 Relations maintained with institutions supporting democracy (CH9/CH10) [4 in Quarter 2, 3 and 3 in Quarter 4]	N/A	4 Relations maintained with institutions supporting democracy (CH9/CH10)	3 Relations maintained with institutions supporting democracy (CH9/CH10)	3 Relations maintained with institutions supporting democracy (CH9/CH10)	Quarterly	Enhanced oversight and accountability by GPL through partnerships with Government/Constitutional structures.

OFFICE OF THE SPEAKER				QUARTER TARGETS FOR 2014/15					
STRATEGIC GOAL				TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE					
Measurable Objectives	Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
				Q1	Q2	Q3	Q4		
Improved participation and contribution in the national Speakers' forum.	No of participatory sessions in National Speakers' Forum	4 participatory sessions in National Speakers' Forum	4 participatory sessions in National Speakers' Forum [Quarterly]	1 participatory sessions in National Speakers' Forum	1 participatory sessions in National Speakers' Forum	1 participatory sessions in National Speakers' Forum	1 participatory sessions in National Speakers' Forum	Quarterly	Cohesive and unified Legislative sector
Improved participation and contribution in the CPA	No of participatory sessions in CPA initiatives	10 participatory sessions in CPA initiatives	4 participatory sessions in CPA initiatives [Quarterly]	1 participatory sessions in CPA initiatives	1 participatory sessions in CPA initiatives	1 participatory sessions in CPA initiatives	1 participatory sessions in CPA initiatives	Quarterly	Strengthen Africa's renewal agenda.
Improved participation and contribution to the NCSL.	No of participatory sessions in NCSL initiatives	1 x participatory session in NCSL initiatives	1 x participatory session in NCSL initiatives / sessions [Quarter 2]	N/A	1 x participatory session in NCSL initiatives / sessions	N/A	N/A	Annually	Cohesive and unified Legislative sector.

## OFFICE OF THE DEPUTY SPEAKER - ANNUAL TARGETS FOR 2014/15

**STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE**

Strategic Objective	Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
Enhanced public confidence in the governance and leadership of the Legislature	Improved oversight over the GPL Administration Services.	Quality and timeous oversight report over	4 Quarterly Capital Projects Oversight Forum (CPOF) Oversight Reports	4 Quarterly Capital Projects Oversight Forum (CPOF) Oversight Reports [Quarterly]	4 Quarterly Capital Projects Oversight Forum (CPOF) Oversight Reports	4 Quarterly Capital Projects Oversight Forum (CPOF) Oversight Reports	An efficient and effective Institution
Enhanced public confidence in the governance and leadership of the Legislature	Improved oversight over the GPL Administration Services.	Quality and timeous HRD report	Quarterly HRD report	Quarterly HRD Chairpersons reports prepared in Q2, Q3 and Q4	Quarterly HRD Chairpersons reports prepared in Q2, Q3 and Q4	Quarterly HRD Chairpersons reports prepared in Q2, Q3 and Q4	An efficient and effective Institution
Enhanced public confidence in the governance and leadership of the Legislature	Improved oversight over Members Ethics & Privileges.	Quality and timeous Ethics & Privileges report prepared	1 annual Quality and timeous Ethics & Privileges report prepared	2 annual Quality and timeous Ethics & Privileges report prepared [Quarter 3 and Quarter 4]	1 annual Quality and timeous Ethics & Privileges report prepared	1 annual Quality and timeous Ethics & Privileges report prepared	Improved public confidence in the Legislature.
Enhanced public confidence in the governance and leadership of the Legislature		Level of compliance to the GPL Governance Framework	Draft Annual Performance Plan for the Privileges and Ethics Committee	<ul style="list-style-type: none"> <li>• [Development of the Strategic Plan for the Privileges and Ethics committee]</li> <li>• [Adoption of the Strategic Plan for the</li> </ul>	Phase 1: Implementation of the Strategic Plan for Privileges and Ethics Committee as per the implementation plan	Phase 2: Implementation of the Strategic Plan for Privileges and Ethics Committee as per the	

Strategic Objective	Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
				Privileges and Ethics Committee] <ul style="list-style-type: none"> <li>• [Development and Adoption of an Implementation Plan for the Privileges and Ethics Strategic Plan]</li> <li>• [Adoption in Quarter 3 and Implementation in Quarter 4]</li> </ul>		implementation plan	
Fostered coherent and coordinated legislative sector	[Improved mainstreaming of CRC activities into Legislature Functions through the CRC 5 Year Strategy]	[Level of compliance with the CRC 5 year Strategy [ODS]]	[Draft CRC 5 Year Strategy]	Adopted CRC 5 year Strategy and implementation plan  Phase 1: part Implementation of the CRC 5 Year Strategy as per the implementation plan [Strategy in Quarter 3 and	[Phase 1: Implementation of the CRC 5 Year Strategy as per the implementation plan]	[Phase 2: Implementation of the CRC 5 Year Strategy as per the implementation plan]	Cooperation and collaboration within the Legislative Sector



Strategic Objective	Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
				Implementation in Quarter 4]			

## OFFICE OF THE DEPUTY SPEAKER – QUARTER TARGETS FOR 2014/15

Quarterly performance information must be in line with the changes in annual performance information

### OFFICE OF THE DEPUTY SPEAKER

STRATEGIC GOAL : TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE								
Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Q1	Q2	Q3	Q4	Direct outcome
Improved oversight over the GPL Administration Services.	Quality and timeous oversight report over	4 Quarterly Capital Projects Oversight Forum (CPOF) Oversight Reports	4 Quarterly Capital Projects Oversight Forum (CPOF) Oversight Reports [Quarterly]	1 Quarterly Capital Projects Oversight Forum (CPOF) Oversight Report	1 Quarterly Capital Projects Oversight Forum (CPOF) Oversight Report	1 Quarterly Capital Projects Oversight Forum (CPOF) Oversight Report	1 Quarterly Capital Projects Oversight Forum (CPOF) Oversight Report	An efficient and effective Institution
Improved oversight over the GPL Administration Services.	Quality and timeous HRD report	Quarterly HRD report	Quarterly HRD Chairpersons reports prepared in Quarter 2, Quarter 3 and Quarter 4	N/A	Quarterly HRD Chairpersons reports prepared in Q2	Quarterly HRD Chairpersons reports prepared in Q3	Quarterly HRD Chairpersons reports prepared in Q4	

STRATEGIC GOAL : TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE								
Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Q1	Q2	Q3	Q4	Direct outcome
Improved oversight over Members Ethics & Privileges.	Quality and timeous Ethics & Privileges report prepared	1 annual Quality and timeous Ethics & Privileges report prepared	2 annual Quality and timeous Ethics & Privileges report prepared [Quarter 3 and Quarter 4]	N/A	N/A	1 annual Quality and timeous Ethics & Privileges report prepared	1 annual Quality and timeous Ethics & Privileges report prepared	Improved public confidence in the Legislature.
	[Level of compliance to the GPL Governance Framework]	Draft Annual Performance Plan for the Privileges and Ethics Committee	<ul style="list-style-type: none"> <li>• [Development of the Strategic Plan for the Privileges and Ethics committee]</li> <li>• [Adoption of the Strategic Plan for the Privileges and Ethics Committee]</li> <li>• [Development and Adoption of an Implementation Plan]</li> </ul>	N/A	N/A	[Adoption of the Strategic Plan for the Privileges and Ethics Committee]	[Implementation Plan for the Privileges and Ethics Strategic Plan]	

STRATEGIC GOAL : TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE								
Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Q1	Q2	Q3	Q4	Direct outcome
			for the Privileges and Ethics Strategic Plan] • [Adoption in Quarter 3 and Implementation in Quarter 4]					

STRATEGIC GOAL : TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE								
Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Q1	Q2	Q3	Q4	Direct outcome
Improved mainstreaming of CRC activities into Legislature Functions	Level of compliance with the CRC 5 year Strategy	Draft CRC 5 Year Strategy	Adopted CRC 5 year Strategy and implementation plan  Phase 1: part Implementation of the CRC 5 Year Strategy as per the implementation	N/A	N/A	• Development of the CRC 5 Year Strategy • Adoption of the CRC 5 Year Strategy	• Development and Adoption of an Implementation Plan for the CRC 5 year Strategy • Phase 1: part Implementation	

<b>STRATEGIC GOAL : TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE</b>								
<b>Measurable Objective</b>	<b>Performance Indicator/ Measure</b>	<b>Baseline (2013/14 Actual)</b>	<b>Target 2014/15</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Direct outcome</b>
			n plan [Strategy in Quarter 3 and Implementatio n in Quarter 4]				on of the CRC 5 Year Strategy as per the implementati on plan	

## OFFICE OF THE CHAIR OF CHAIRS – ANNUAL TARGETS FOR 2014/15

### STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE

<b>OFFICE OF THE CHAIR OF CHAIRS ANNUAL TARGETS FOR 2014 / 15</b>							
<b>STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE</b>							
<b>Strategic Objective</b>	<b>Measurable Objective</b>	<b>Performance Indicator/ Measure</b>	<b>Baseline (2013/14 Actual)</b>	<b>Target 2014/15</b>	<b>Target 2015/16</b>	<b>Target 2016/17</b>	<b>Direct outcome</b>
Improved Accountability by the Executive to the Legislature in respect of service delivery	Improved oversight on Committee performance for enhanced service delivery.	Nr of Oversight assessments conducted on Committee Performance	1 assessment conducted on Committee Performance	4 assessments conducted on Committee Performance (Quarterly)	4 assessments conducted on Committee Performance (Quarterly)	4 assessments conducted on Committee Performance (Quarterly)	Enhanced service delivery and improved quality of life for the people of Gauteng

OFFICE OF THE CHAIR OF CHAIRS ANNUAL TARGETS FOR 2014 / 15							
STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE							
Strategic Objective	Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
Improved Accountability by the Executive to the Legislature in respect of service delivery	Improved oversight on Committee performance for enhanced service delivery.	Nr of Feedback sessions on Committee Performance	3 Feedback sessions on Committee Performance	4 Feedback sessions on Committee Performance (Quarterly)	4 Feedback sessions on Committee Performance (Quarterly)	4 Feedback sessions on Committee Performance (Quarterly)	Enhanced service delivery and improved quality of life for the people of Gauteng
Improved Accountability by the Executive to the Legislature in respect of service delivery	Improved oversight on Committee performance for enhanced service delivery.	Nr of Oversight assessments conducted on the Committee Inquiry Process	1 Oversight assessment conducted on the Committee Inquiry Process	4 Oversight assessment conducted on the Committee Inquiry Process Quarterly)	4 Oversight assessment conducted on the Committee Inquiry Process (Quarterly)	4 Oversight assessment conducted on the Committee Inquiry Process (Quarterly)	Enhanced service delivery and improved quality of life for the people of Gauteng
Improved Accountability by the Executive to the Legislature in respect of service delivery		Level of Compliance with the COVAC Framework	COVAC Framework developed	Roll Out of COVAC Framework to Portfolio Committees (Pilot in Quarter 3, Roll Out in Quarter 4)	Development of the FINAL DRAFT ToR, scope and parameters of the Standardization of Performance Information in Gauteng	Phase 1: Roll Out Standardization of Performance Information in Gauteng	

OFFICE OF THE CHAIR OF CHAIRS ANNUAL TARGETS FOR 2014 / 15							
STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE							
Strategic Objective	Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
Improved Accountability by the Executive to the Legislature in respect of service delivery		Level of implementation of recommendations of the 5 and 20 year reports as it relates to Oversight	Five year report developed	A roll-out plan of recommendations of the 5 and 20 year reports as it relates to Oversight (Development in Quarter 3, Adoption in Quarter 4)	Development of a monitoring tool for the implementation of recommendations of the 5 and 20 year reports as it relates to Oversight	Quarterly monitoring the implementation of recommendations of the 5 and 20 year reports as it relates to Oversight	



## OFFICE OF THE CHAIR OF CHAIRS – QUARTER TARGETS FOR 2014/15

### STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE

OFFICE OF THE CHAIR OF CHAIRS: QUARTER TARGETS 2014 / 15								
STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE								
				Quarterly Targets				
Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Annual Target 2014/15	Q1	Q2	Q3	Q4	Direct Outcome
Improved oversight on Committee performance for enhanced service delivery.	Nr of Oversight assessments conducted on Committee Performance	1 assessment conducted on Committee Performance	4 assessments conducted on Committee Performance (Quarterly)	1 Quarterly assessment conducted on Committee Performance	1 Quarterly assessment conducted on Committee Performance	1 Quarterly assessment conducted on Committee Performance	1 Quarterly assessment conducted on Committee Performance	Enhanced service delivery and improved quality of life for the people of Gauteng
Improved oversight on Committee performance for enhanced service delivery.	Nr of feedback sessions on Committee Performance	3 Feedback sessions on Committee Performance	4 Feedback sessions on Committee Performance (Quarterly)	1 Feedback session on Committee Performance	1 Feedback session on Committee Performance	1 Feedback session on Committee Performance	1 Feedback session on Committee Performance	Enhanced service delivery and improved quality of life for the people of Gauteng
Improved oversight on Committee performance for	Nr of Oversight assessments conducted on the Committee Inquiry Process	1 Oversight assessment conducted on the Committee	4 Oversight assessment conducted on the Committee	1 Quarterly Oversight assessment conducted on	1 Quarterly Oversight assessment conducted on	1 Quarterly Oversight assessment conducted on the	1 Quarterly Oversight assessment conducted on the	Enhanced service delivery and improved quality of life for the people of Gauteng

OFFICE OF THE CHAIR OF CHAIRS: QUARTER TARGETS 2014 / 15								
STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE								
Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Annual Target 2014/15	Quarterly Targets				Direct Outcome
				Q1	Q2	Q3	Q4	
enhanced service delivery.		Inquiry Process	Inquiry Process (Quarterly)	the Committee Inquiry Process	the Committee Inquiry Process	Committee Inquiry Process	Committee Inquiry Process	
	Level of Compliance with the COVAC Framework	COVAC Framework developed	Roll Out of COVAC Framework to Portfolio Committees (Pilot in Quarter 3, Roll Out in Quarter 4)	N/A	N/A	Pilot COVAC Templates with Portfolio Committees on Quarter Assessments	Adoption of the Implementation Plan for full Roll-Out of COVAC to Portfolio Committees	
	Level of implementation of recommendations of the 5 and 20 year reports as it relates to Oversight	Five year report developed	A roll-out plan of recommendations of the 5 and 20 year reports as it relates to Oversight (Development in Quarter 3, Adoption in Quarter 4)	N/A	N/A	Development of a roll-out plan of recommendations of the 5 and 20 year reports as it relates to Oversight	Adoption and implementation of roll-out plan of recommendations of the 5 and 20 year reports as it relates to Oversight	

## OFFICE OF THE DEPUTY CHAIR OF CHAIRS – ANNUAL TARGETS FOR 2014/15

### STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE

OFFICE OF THE DEPUTY CHAIR OF CHAIRS: ANNUAL TARGETS FOR 2014/15							
STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE							
Strategic Objective	Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
Improved meaningful involvement by the public in Legislature business	Improved oversight on the implementation of Public Participation strategy	Nr of assessments conducted on the implementation of the PP Strategy	Oversight Assessments conducted on Public Participation in the Institution	Quarterly assessments conducted on the implementation of the PP Strategy	Quarterly assessments conducted on the implementation of the PP Strategy	Quarterly assessments conducted on the implementation of the PP Strategy	Enhanced Public involvement in Legislature Processes
Improved meaningful involvement by the public in Legislature business		Level of compliance with the revised integrated Public Involvement Strategy	<ul style="list-style-type: none"> <li>Public Participation Strategy</li> <li>Stakeholder Management Strategy</li> </ul>	Commission Re-engineering of Public Involvement [Development and Commissioning in Quarter 3, Adoption in Quarter 4]	<ul style="list-style-type: none"> <li>Monitoring the re-engineering of Public Involvement</li> <li>Adoption of the revised integrated Public Involvement Strategy</li> <li>Commission a pilot of the revised Public</li> </ul>	Phase 1: Roll-Out of the revised integrated Public Involvement Strategy  [Quarter 2 and 3]	[Note for Ops Plan: Formalize sector parliaments. PO Priority 3.1.a, b-f]

OFFICE OF THE DEPUTY CHAIR OF CHAIRS: ANNUAL TARGETS FOR 2014/15							
STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE							
Strategic Objective	Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
					Involvement Strategy [Quarters 2 and 3]		
Improved meaningful involvement by the public in Legislature business	Improved Implementation of the stakeholder engagement strategy.	% implementation of the stakeholder engagement strategy.	25% implementation of the SM Strategy	50% implementation of the SM Strategy [Quarterly]	75% implementation of the SM Strategy [Quarterly]	100% implementation of the SM Strategy [Quarterly]	Enhanced Public involvement in Legislature Processes
Fostered coherent and coordinated legislative sector	Improved support by GPL of NCOP programme.	Level of support by GPL of NCOP programme.	100% support by GPL of NCOP programme.	4 x Quarter Reports on GPL support to NCOP Programme [Quarterly]	100% support by GPL of NCOP programme. [Quarterly]	100% support by GPL of NCOP programme. [Quarterly]	Improved intergovernmental relations

## OFFICE OF THE DEPUTY CHAIR OF CHAIRS – QUARTER TARGETS FOR 2014/15

### STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE

OFFICE OF THE DEPUTY CHAIR OF CHAIRS: QUARTER TARGETS FOR 2014 / 15								
STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE								
Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Annual Target 2014/15	Quarterly Targets				Direct outcome
				Q1	Q2	Q3	Q4	
Improved oversight on the implementation of Public Participation strategy	Nr of assessments conducted on the implementation of the PP Strategy	Oversight Assessments conducted on Public Participation in the Institution	Quarterly assessments conducted on the implementation of the PP Strategy	1 assessment conducted on the implementation of the PP Strategy	1 assessment conducted on the implementation of the PP Strategy	1 assessment conducted on the implementation of the PP Strategy	1 assessment conducted on the implementation of the PP Strategy	Enhanced Public involvement in Legislative Oversight
	Level of compliance with the revised integrated Public Involvement Strategy	<ul style="list-style-type: none"> <li>Public Participation Strategy</li> <li>Stakeholder Management Strategy</li> </ul>	Commission Re-engineering of Public Involvement [Development and Commissioning in Quarter 3, Adoption in Quarter 4]	N/A	N/A	<ul style="list-style-type: none"> <li>Development of parameters for Re-engineering of Public Involvement</li> <li>Commission Re-engineering of Public Involvement</li> </ul>	Adoption of the Public Involvement re-engineering project Plan	

OFFICE OF THE DEPUTY CHAIR OF CHARS: QUARTER TARGETS FOR 2014 / 15								
STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE								
Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Annual Target 2014/15	Quarterly Targets				Direct outcome
				Q1	Q2	Q3	Q4	
Improved Implementation of the stakeholder engagement strategy.	% implementation of the stakeholder engagement strategy.	25% implementation of the SM Strategy	50% implementation of the SM Strategy Quarterly]	1 Quarterly progress report on the implementation of the SM Strategy	1 Quarterly progress report on the implementation of the SM Strategy	1 Quarterly progress report on the implementation of the SM Strategy	1 Quarterly progress report on the implementation of the SM Strategy	Enhance Public involvement
Improved support by GPL of NCOP programme.	Level of support by GPL of NCOP programme.	100% support by GPL of NCOP programme.	4 x Quarter Reports on GPL support to NCOP Programme (Quarterly)	1 x Quarter Reports on GPL support to NCOP Programme	1 x Quarter Reports on GPL support to NCOP Programme	1 x Quarter Reports on GPL support to NCOP Programme	1 x Quarter Reports on GPL support to NCOP Programme	Improved intergovernmental relations.



## SUB-PROGRAMME 4 (LEADERSHIP AND GOVERNANCE)

### STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE

LSB: ANNUAL TARGETS FOR 2014 / 15							
STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE							
<i>Strategic Objective</i>	<i>Measurable Objective</i>	<i>Performance Indicator/ Measure</i>	<i>Baseline (2013/14 Actual)</i>	<i>Target 2014/15</i>	<i>Target 2015/16</i>	<i>Target 2016/17</i>	<i>Direct outcome</i>
Enhanced public confidence in the governance and leadership of the Legislature	Improved Corporate Governance in the Institution	Nr of Institutional Governance reports Adopted	4 Chairperson Governance reports to the LSB on aspects of Good Corporate Governance	1 x Annual Institutional Governance report Adopted (Incorporating LSB SubCom Reports) [Quarterly]	1 x Annual Institutional Governance report Adopted (Incorporating LSB SubCom Reports) (Quarterly)	1 x Annual Institutional Governance report Adopted (Incorporating LSB SubCom Reports) (Quarterly)	Compliance to good governance
Enhanced public confidence in the governance and leadership of the Legislature	Monitor Compliance to good governance strategy	Nr of Annual Institutional compliance reports Adopted	No such reports ever generated	1 x Annual Institutional compliance report Adopted [Through Quarterly Reports]	1 x Annual Institutional compliance report Adopted [Through Quarterly Reports]	1 x Annual Institutional compliance report Adopted [Through Quarterly Reports]	Compliance to good governance
improve public confidence in the governance and leadership of the legislature	Improved Corporate Governance in the Institution	Nr of Monitoring Reports on the Implementation of the GPL Wide Governance Framework	No such framework developed previously	1 x Annual Monitoring Report on the Implementation of the GPL Wide Governance Framework	1 x Annual Monitoring Report on the Implementation of the GPL Wide	1 x Annual Monitoring Report on the Implementation of the GPL Wide Governance Framework	An Efficient organization

LSB: ANNUAL TARGETS FOR 2014 / 15							
STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE							
<i>Strategic Objective</i>	<i>Measurable Objective</i>	<i>Performance Indicator/ Measure</i>	<i>Baseline (2013/14 Actual)</i>	<i>Target 2014/15</i>	<i>Target 2015/16</i>	<i>Target 2016/17</i>	<i>Direct outcome</i>
				[Through Quarterly Reports]	Governance Framework [Through Quarterly Reports]	[Through Quarterly Reports]	
improve public confidence in the governance and leadership of the legislature	Capacitation of Board members	Nr of Reports on Induction /Training of Board Members	Board Effectiveness Review Report on recommendation of capacity Building	1 x Annual Report on Training of Board Members [Through Quarterly Reports]	1 x Annual Report on Training of Board Members [Through Quarterly Reports]	1 x Annual Report on Training of Board Members [Through Quarterly Reports]	Improved capacity of leadership of the Board and Subcommittee
improve public confidence in the governance and leadership of the legislature	Oversight over administration by the LSB	Nr of LSB governance reports to conduct oversight over the Administration	Meetings of the Board and Subcommittees to exercise oversight over the administration	4 x Quarter governance reports to conduct oversight over the Administration [Quarterly]	4 x Quarter governance reports to conduct oversight over the Administration (Quarterly)	4 x Quarter governance reports to conduct oversight over the Administration (Quarterly)	Oversight Meetings by the Board on the Administration

## LEGISLATURE SERVICES BOARD – QUARTER TARGETS FOR 2014/15

Quarterly performance information must be in line with the changes in annual performance information

LSB: QUARTER TARGETS FOR 2014 / 15								
STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE								
Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Quarterly Targets				Direct outcome
				Q1	Q2	Q3	Q 4	
Improved Corporate Governance in the Institution	Nr of Institutional Governance reports Adopted	4 Chairperson Governance reports to the LSB on aspects of Good Corporate Governance	1 x Annual Institutional compliance report Adopted [Through Quarterly Reports]	1 x Quarterly Institutional Governance report Adopted (Incorporating LSB SubCom Reports)	1 x Quarterly Institutional Governance report Adopted (Incorporating LSB SubCom Reports)	1 x Quarterly Institutional Governance report Adopted (Incorporating LSB SubCom Reports)	1 x Quarterly Institutional Governance report Adopted (Incorporating LSB SubCom Reports)	
Monitor Compliance to good governance strategy	Nr of Annual Institutional compliance reports Adopted	No such reports ever generated	1 x Annual Monitoring Report on the Implementation of the GPL Wide Governance Framework [Through Quarterly Reports]	1 x Quarterly Institutional compliance report Adopted	1 x Quarterly Institutional compliance report Adopted	1 x Quarterly Institutional compliance report Adopted	1 x Quarterly Institutional compliance report Adopted	
Improved Corporate Governance in the Institution	Nr of Monitoring Reports on the Implementation of the GPL Wide Governance Framework	No such framework developed previously	1 x Annual Monitoring Report on the Implementation of the GPL Wide Governance Framework	1 x Quarterly Monitoring Report on the Implementation of the GPL Wide Governance Framework	1 x Quarterly Monitoring Report on the Implementation of the GPL Wide Governance Framework	1 x Quarterly Monitoring Report on the Implementation of the GPL Wide Governance Framework	1 x Quarterly Monitoring Report on the Implementation of the GPL Wide Governance Framework	

LSB: QUARTER TARGETS FOR 2014 / 15								
STRATEGIC GOAL: TO BE A RESPONSIVE LEGISLATURE THAT FOSTERS PUBLIC CONFIDENCE								
Measurable Objective	Performance Indicator/ Measure	Baseline (2013/14 Actual)	Target 2014/15	Quarterly Targets				Direct outcome
				Q1	Q2	Q3	Q 4	
			[Through Quarterly Reports]		Governance Framework		Governance Framework	
Capacitation of Board members	Nr of Reports on Induction /Training of Board Members	Board Effectiveness Review Report on recommendati on of capacity Building	1 x Annual Report on Training of Board Members [Through Quarterly Reports]	1 x Quarter Report on Training of Board Members	1 x Quarter Report on Training of Board Members	1 x Quarter Report on Training of Board Members	1 x Quarter Report on Training of Board Members	
Oversight over administration by the LSB	Nr of LSB governance reports to conduct oversight over the Administration	Meetings of the Board and Subcommittees to exercise oversight over the administration	4 x Quarter governance reports to conduct oversight over the Administration [Quarterly]	1 x Quarter governance report to conduct oversight over the Administration	1 x Quarter governance report to conduct oversight over the Administration	1 x Quarter governance report to conduct oversight over the Administration	1 x Quarter governance report to conduct oversight over the Administration	

## **PROGRAMME 2: OFFICE OF THE SECRETARY TO THE GAUTENG PROVINCIAL LEGISLATURE**

### **PURPOSE**

The Secretary's Office serves as the custodian of the Development and Implementation of the Strategy and Provides Administrative Leadership to the Achievement of the institutional Mandate of Oversight and Scrutiny, Law Making, Public Participation and Cooperative Governance.

### **STRATEGIC GOAL**

To Be a Responsive Legislature That Fosters Public Confidence

### **STRATEGIC OBJECTIVES**

- Improved accountability by the Executive to the Legislature in respect of service delivery
- Improved meaningful involvement by the public in Legislature business
- Increased responsiveness of Laws to meet the needs of the people of Gauteng
- Fostered coherent and coordinated legislative sector
- Enhanced public confidence in the governance and leadership of the Legislature
- Modernised business practices towards supporting the functions of the Legislature

## **PROGRAMME 3: CORPORATE SUPPORT SERVICES**

### **1. Purpose**

The purpose of the Corporate Support Services Programme is to be a catalyst for service provision to GPL stakeholders, by deploying systems; processes; policies; human capital; technologies; infrastructure; and instituting an enabling environment necessary for the effective and efficient functioning of the GPL. The programme comprises four sub-programmes, namely:

- Office of the Executive Director
- Members' Affairs
- Institutional Support Services
- Operational Support Services

### **2. Strategic goals**

To be a responsive Legislature that fosters public confidence



### **3 Strategic objectives**

- Improved Accountability by the Executive to the Legislature in respect of service delivery
- Improved meaningful involvement by the public in Legislature business
- Increased responsiveness of Laws to meet the needs of the people of Gauteng
- Fostered coherent and coordinated legislative sector
- Enhanced public confidence in the governance and leadership of the Legislature
- Modernised business practices towards supporting the functions of the Legislature

Sub-Programme 1: Office of the Executive Director

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
<b>Fostered coherent and coordinated legislative sector</b> (Increased integrated SALSA plans with CSS stream plans)	Percentage integration of plans	Zero	40% integration of SALSA plans in CSS plans (quarterly)	50% integration of SALSA plans in CSS plans (quarterly)	60% integration of SALSA plans in CSS plans (quarterly)	Effective relations with other spheres of government on service delivery to respond more effectively to the needs of the ordinary citizens
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Implementation of Human Capital Strategy)	Percentage implementation	90% implementation of Human Capital Strategy	100% implementation of Human Capital Strategy implemented (quarterly)	Human Capital Strategy Reviewed and enhanced (quarterly)	HR strategy implemented 100% (quarterly)	Effective human capital responsive to representation of all groups

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improved assessment of productivity of the GPL)	Level of development and implementation of the Terms of Reference and achievement of the productivity audit monitored	Approved Business case for productivity audit monitored	100% implementation of the of the Productivity Audit monitored in line with the Terms of Reference (by the end of quarter 4)	100% monitoring of the achievement of the productivity audit (quarterly)	100% Implementations of recommendations of productivity audit as per agreed plans monitored (quarterly)	Effective workforce that is productive and enabling effective execution of the GPL mandate
	Level of the implementation of the Wellness strategy as per implementation plan (EAP, OHAS, Gym, Canteen, Sporting Codes, 702 & marathons, Work-life Balance)	Developed and approved wellness strategy and implementation plan	100 % Development and approval of a wellness strategy quarterly 100% developed and approved implementation plan (by quarter 4)	100 % Implementation of wellness strategy as per implementation plan quarterly Monitor and evaluate (by quarter 4)	100 % Implementation of wellness strategy as per implementation plan quarterly Monitor and evaluate (by quarter 4)	Healthy GPL workforce allowing effective execution of the business of the GPL

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Increased implementation of GPL wellness strategy)	Level of development and implementation of wellness strategy monitored	Developed and approved wellness strategy and implementation plan	100% developed and approved wellness strategy (quarterly)	100% implementation of strategy (quarterly)	100% implementation of strategy (quarterly)	Healthy GPL workforce allowing effective execution of the business of the GPL
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Increased integration of planning processes for the disestablishment of the 4 <sup>th</sup> Legislature and preparations for the 5 <sup>th</sup> Legislature)	Percentage of integrated planning for the successful transition from the 4 <sup>th</sup> Legislature to the 5 <sup>th</sup> Legislature	100% of agreed and integrated action plans implemented	100% of actions plans for integrated plans implemented (quarterly)	100% of actions plans for integrated plans implemented (quarterly)	Review of the integrated planning for future (quarterly)	Successful transition from the 4 <sup>th</sup> Legislature to the 5 <sup>th</sup> Legislature which empowers Members to perform their constitutional obligations

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
<b>Enhanced public confidence in the governance and leadership of the Legislature</b> (Developed internal control mechanism)	Percentage implementation of internal control mechanisms	80% implementation on internal control mechanisms with regard to: <ul style="list-style-type: none"> <li>• Policy development</li> <li>• Procedure manuals and process flows</li> <li>• Internal control registers</li> <li>• Compliance checks</li> <li>• Implementation of audit recommendations</li> </ul>	90% implementation on internal control mechanisms with regard to: <ul style="list-style-type: none"> <li>• Policy development</li> <li>• Procedure manuals and process flows</li> <li>• Internal control registers</li> <li>• Compliance checks</li> <li>• Implementation of audit recommendations (quarterly)</li> </ul>	100% implementation on internal control mechanisms with regard to: <ul style="list-style-type: none"> <li>• Policy development</li> <li>• Procedure manuals and process flows</li> <li>• Internal control registers</li> <li>• Compliance checks</li> <li>• Implementation of audit</li> </ul>	Review of internal control mechanisms (quarterly)	Effective internal controls contributing to an accountable institution

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
				recommen dation (quarterly)		
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Increased application of embedded project management practice)	Percentage projects implemented	70% projects implemented per plan	95% projects implemented as per plan (quarterly)	95% projects implemented as per plan (quarterly)	95% projects implemented as per plan (quarterly)	Effective project management for an accountable business
<b>Enhanced public confidence in the governance and leadership of the Legislature</b> (Increased implementation of leadership model and institutional balance score card)	Percentage implementation of the balance core card imperatives	90% balance score card cascaded, integrated and 70% implemented	100% balance score card cascaded by quarter 1, integrated and 70% implemented by quarter 2; 100% balance score card cascaded by quarter 3; integrated and 70%	100% balance score card cascaded by quarter 1, integrated and 70% implemented by quarter 2; 100% balance score card cascaded by quarter 3;	100% balance score card cascaded by quarter 1, integrated and 70% implemented by quarter 2; 100% balance score card cascaded by quarter 3;	Accountable leadership

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
			implemented (by quarter 4)	integrated and 70% implemented (by quarter 4)	integrated and 70% implemented (by quarter 4)	

**QUARTERLY TARGETS FOR 2014/15: OFFICE OF THE EXECUTIVE**

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Percentage integration of plans	Zero	40% integration of SALSA plans in CSS plans (quarterly)	40% integration of SALSA plans in CSS plans.	40% integration of SALSA plans in CSS plans.	40% integration of SALSA plans in CSS plans.	40% integration of SALSA plans in CSS plans.	Quarterly	Effective relations with other spheres of government on service delivery to respond more effectively to the needs of the ordinary citizens



Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Percentage implementation	90% implementation of Human Capital Strategy	100% implementation of Human Capital Strategy implemented (quarterly)	100% implementation of Human Capital Strategy implemented	100% implementation of Human Capital Strategy implemented	100% implementation of Human Capital Strategy implemented	100% implementation of Human Capital Strategy implemented	Quarterly	Effective human capital responsive to representation of all groups
Level of development and implementation of the Terms of Reference and achievement of the productivity audit	Approved Business case for productivity audit monitored	100% implementation of the of the Productivity Audit monitored in line with the Terms of Reference (by the end of quarter 4)	-	-	-	100% implementation of the of the Productivity Audit monitored in line with the Terms of Reference	Quarterly	Effective workforce that is productive and enabling effective execution of the GPL mandate

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Level of development and implementation of wellness strategy monitored	Developed and approved wellness strategy and implementation plan	100% developed and approved wellness strategy (quarterly)	100% developed and approved wellness strategy	100% developed and approved wellness strategy	100% developed and approved wellness strategy	100% developed and approved wellness strategy	Quarterly	Healthy GPL workforce allowing effective execution of the business of the GPL
Percentage of integrated planning for the successful transition from the 4 <sup>th</sup> Legislature to the 5 <sup>th</sup> Legislature	100% of agreed and integrated actions plans implemented	100% of agreed and integrated actions plans implemented (quarterly)	100% of agreed and integrated actions plans implemented	100% of agreed and integrated actions plans implemented	100% of agreed and integrated actions plans implemented	100% of agreed and integrated actions plans implemented	Monthly	Successful transition from the 4 <sup>th</sup> Legislature to the 5 <sup>th</sup> Legislature which empowers Members to perform their constitutional obligations
Percentage implementation of internal control mechanisms	80% implementation on internal control mechanisms with regard to: <ul style="list-style-type: none"> <li>Policy development</li> </ul>	90% implementation on internal control mechanisms with regard to:	90% implementation on internal control mechanisms with regard to:	90% implementation on internal control mechanisms with regard to:	90% implementation on internal control mechanisms with regard to:	90% implementation on internal control mechanisms with regard to:	Quarterly	Effective internal controls contributing to an accountable institution

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
	<ul style="list-style-type: none"> <li>• Procedure manuals and process flows</li> <li>• Internal control registers</li> <li>• Compliance checks</li> <li>• Implementation of audit recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• Policy development</li> <li>• Procedure manuals and process flows</li> <li>• Internal control registers</li> <li>• Compliance checks</li> <li>• Implementation of audit recommendations</li> </ul> <p>(quarterly)</p>	<ul style="list-style-type: none"> <li>• Policy development</li> <li>• Procedure manuals and process flows</li> <li>• Internal control registers</li> <li>• Compliance checks</li> <li>• Implementation of audit recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• Policy development</li> <li>• Procedure manuals and process flows</li> <li>• Internal control registers</li> <li>• Compliance checks</li> <li>• Implementation of</li> </ul>	<ul style="list-style-type: none"> <li>• Policy development</li> <li>• Procedure manuals and process flows</li> <li>• Internal control registers</li> <li>• Internal control registers</li> <li>• Compliance checks</li> <li>• Implementation of</li> </ul>	<ul style="list-style-type: none"> <li>• Policy development</li> <li>• Procedure manuals and process flows</li> <li>• Internal control registers</li> <li>• Compliance checks</li> <li>• Implementation of audit recommendations</li> </ul>		

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
				audit recommendations	audit recommendations			
Percentage implementation of the balance score card imperatives	90% balance score card cascaded, integrated and 70% implemented	100% balance score card cascaded (by quarter 1), integrated and 70% implemented (by quarter 2); 100% balance score card cascaded (by quarter 3); integrated and 70% implemented (by quarter 4)	100% balance score card cascaded	integrated and 70% implemented	100% balance score card cascaded	integrated and 70% implemented	Quarterly	Accountable leadership



## **Sub-programme: Members Affairs Directorate**

### **1. Purpose:**

#### **Office of the Director**

The Directorate comprises two sub-programmes viz. Members' Facilities and Members Relations. The main responsibility of the directorate is to provide a dedicated and seamless, professional support service to Members of the Legislature in order for our primary stakeholders to execute their constitutional and legislative mandate

#### **Members Affairs Facilities**

Members Affairs Facilities unit is responsible for managing facilities for Member and support political support staff in areas of development and training, remuneration, employee benefits, administration of personnel records, wellness programs, as well as compliance with the legislative framework.

#### **Members Relations**

Members Relations unit monitors and evaluates service rendered by the administrative staff to ensure effective, efficient service and professional support to Members of the Legislature is provided. The unit manages and monitors service standards according to the service charter and provides informative and timely response to Members on service requests and queries.

## Sub Programme 2: Members Affairs

PLANNING		ESTIMATED PERFORMANC E	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
<b>Fostered coherent and co-ordinated legislative sector</b> (Increased integrated SALSA plans with CSS stream plans)	Percentage integration of plans	Zero	40% integration of SALSA plans in Directorate e plans integrated and 70% implemented (quarterly)	50% integration of SALSA plans in Directorate plans (quarterly)	60% integration of SALSA plans in Directorate plans (quarterly)	Effective relations with other spheres of government on service delivery to respond more effectively to the needs of the ordinary citizens

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
<b>Enhanced public confidence in the governance and leadership of the Legislature</b> (Improved internal control mechanism)	Percentage implementation of internal control mechanisms	80% implementation of internal control mechanism policy development	90 % implementation on internal control process with regards to policy development (by end of quarter 4)	100 % implementation on internal control process with regards to policy development (by end of quarter 4)	Review of internal controls mechanisms (quarterly)	Effective internal controls contributing to an accountable Institution
		<ul style="list-style-type: none"> <li>80% development of procedure manual and process flow</li> </ul>	<ul style="list-style-type: none"> <li>90% procedure manual and process flow (by end of quarter 4)</li> </ul>	<ul style="list-style-type: none"> <li>100 % procedure manual and process flow (by end of quarter 4)</li> </ul>		
		<ul style="list-style-type: none"> <li>80 % Development of Internal control and registers</li> </ul>	<ul style="list-style-type: none"> <li>90 % Development of Internal control and registers (by end</li> </ul>	<ul style="list-style-type: none"> <li>100 % Development of Internal control and registers (by end</li> </ul>		



PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
			of quarter 4)	of quarter 4)		
		<ul style="list-style-type: none"> <li>10 % compliance check</li> </ul>	<ul style="list-style-type: none"> <li>80 % compliance check (by end of quarter 4)</li> </ul>	<ul style="list-style-type: none"> <li>100 % compliance check (by end of quarter 4)</li> </ul>		
		<ul style="list-style-type: none"> <li>100 % Implementation of audits recommendations</li> </ul>	<ul style="list-style-type: none"> <li>100 % Implementation of audits recommendations (by end of quarter 4)</li> </ul>	<ul style="list-style-type: none"> <li>100 % Implementation of audits recommendations (by end of quarter 4)</li> </ul>		
<b>Enhanced public confidence in the governance and leadership of the Legislature</b> (Improved regulatory framework that eliminates SCM	Improved Regulatory framework with regards to <ul style="list-style-type: none"> <li>demand planning</li> <li>project management</li> <li>terms of reference, specifications;</li> <li>contract management</li> </ul>	80% application of improved regulatory framework	90% application of improved regulatory framework (quarterly)	100% application of improved regulatory framework (quarterly)	100% application of improved regulatory framework (quarterly)	Effective supply chain management enhancing the Institution's accountable and transparent role

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
related audit findings)						
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Increased implementation of the monitoring and evaluation system)	Percentage implementation of the M&E system and identified tools (such as SAP; EPIC; Barn Owl; CRM; IPMS ;)	60% implementation of the M&E system and identified tools	70% implementation of the M&E system and identified tools (by end of quarter 4)	80% implementation of the M&E system and identified tools (by end of quarter 4)	100% implementation of the M&E system and identified tools (by end of quarter 4)	Ensure that the GPL is an accountable, transparent and effective executor of its business in line with its mandate and responsive to the needs of the people of Gauteng.
<b>Enhanced public confidence in the governance and leadership of the Legislature</b> (Increased	Percentage implementation of the leadership policy and institutional balance score card	Implement of agreed plans	100% implementation of agreed plans (quarterly)	100% implementation of agreed plans (quarterly)	100% implementation of agreed plans (quarterly)	Accountable leadership

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
implementation of leadership model and institutional balance score card)	Percentage implementation of balance score card imperatives	90 % balance score card cascaded	100 % balance score card cascaded (quarterly)	100 % balance score card cascaded (quarterly)	100 % balance score card cascaded (quarterly)	
		70% balance score cards integrated and implemented	100 % balance score cards integrated and implemented (quarterly)	100% balance score cars integrated and implemented (quarterly)	100% balance score cars integrated and implemented (quarterly)	
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improved stakeholder relations)	Level of stakeholder satisfaction survey undertaken	100% Implementation of the stakeholder satisfaction survey project	100% Implementation of the stakeholder satisfaction survey project (quarterly)	100% Implementation of the stakeholder satisfaction survey project (quarterly)	100% Implementation of the stakeholder satisfaction survey project (quarterly)	Improved satisfaction level

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
	Percentage development of action plans	90% development of action plans	90% development of action plans (by quarter 1)	90% development of action plans (by quarter 1)	90% development of action plans (by quarter 1)	Improved satisfaction level
	Level of usage of the CRM system for tracking and resolution of queries	90 % usage of the CRM system	90 % usage of the CRM system (quarterly)	90 % usage of the CRM system (quarterly)	90 % usage of the CRM system (quarterly)	Improved satisfaction level
	Level of implementation of SLA 's	50% SLA 's completed	75% SLA 's implementation (by end of quarter 4)	80% SLA 's implementation (by end of quarter 4)	90% SLA 's implementation (by end of quarter 4)	
	Level of courtesy visits	15 Courtesy visit per annum	15 Courtesy visit per annum (by end of quarter 4)	15 Courtesy visit per annum (by end of quarter 4)	15 Courtesy visit per annum (by end of quarter 4)	Improved relationship building with primary stakeholder
	Percentage of execution of plans for the successful transition from the 4 <sup>th</sup>	100 % implementation of agreed and integrated plans	100 % implementation of agreed and integrated	100 % implementation of agreed and integrated	100 % implementation of agreed and integrated	Successful transition to enable Members to perform their constitutional obligations

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
	Legislature to the 5 <sup>th</sup> Legislature  Remuneration of exiting MPL  Training  Induction  Procedure and policy manual		plans (quarterly)	plans (quarterly)	plans (quarterly)	
	Compliance to good governance within Party Caucus	70 % Compliance to good governance within Party Caucus	80 % Compliance to good governance within Party Caucus (quarterly)	90% Compliance to good governance within Party Caucus (quarterly)	100% Compliance to good governance within Party Caucus (quarterly)	Promote governance for Good party caucus



**QUARTERLY TARGETS FOR 2014/15: MEMBERS AFFAIRS**

Performance Indicators	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Percentage integration of plans	Zero	40% integration of SALSA plans in CSS plans (quarterly)	40% integration of SALSA plans in CSS plans.	40% integration of SALSA plans in CSS plans.	40% integration of SALSA plans in CSS plans.	40% integration of SALSA plans in CSS plans.	Quarterly	Effective relations with other spheres of government on service delivery to respond more effectively to the needs of the ordinary citizens
Percentage implementation of internal control mechanism	80% implementation of internal control mechanism policy development	90 % implementation internal control process with regards to policy development (by end of quarter 4)	10 % implementation internal control process with regards to policy development	30 % implementation internal control process with regards to policy development	30 % implementation internal control process with regards to policy development	20 % implementation internal control process with regards to policy development	Quarterly Quarterly	Effective internal controls contributing to an accountable Institution

Performance Indicators	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
	80% development of procedure manual and process flow	90% procedure manual and process flow (by end of quarter 4)	10% procedure manual and process flow	30% procedure manual and process flow	30% procedure manual and process flow	20% procedure manual and process flow		
	80 % Development of Internal control and registers	90 % Development of Internal control and registers (by end of quarter 4)	10 % Development of Internal control and registers	30 % Development of Internal control and registers	30 % Development of Internal control and registers	20 % Development of Internal control and registers		
	10 % compliance check	80 % compliance check (by end of quarter 4)	20 % compliance check	20 % compliance check	20 % compliance check	20 % compliance check		



Performance Indicators	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
	100 % Implementation of audits recommendations	100 % Implementation of audits recommendations (by end of quarter 4)	100 % Implementation of audits recommendations	100 % Implementation of audits recommendations	100 % Implementation of audits recommendations	100 % Implementation of audits recommendations		
Improved regulatory framework with regards to <ul style="list-style-type: none"> <li>• updated register of contracts</li> <li>• developed policy on contract management</li> <li>• process flows</li> </ul>	80 % application of improved regulatory framework	90 % application of improved regulatory framework (quarterly)	90 % application of improved regulatory framework	90 % application of improved regulatory framework	90 % application of improved regulatory framework	90 % application of improved regulatory framework	Quarterly	Effective management of service providers contributing to an accountable Institution

Performance Indicators	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
<ul style="list-style-type: none"> <li>tracking of contracts</li> <li>payment tracking of invoices</li> </ul> management of service level agreements								
Improved Regulatory framework with regards to <ul style="list-style-type: none"> <li>demand planning</li> <li>project management</li> </ul>	80% application of improved regulatory framework	90% application of improved regulatory framework (quarterly)	90 % application of improved regulatory framework	90 % application of improved regulatory framework	90 % application of improved regulatory framework	90 % application of improved regulatory framework	Quarterly	Effective supply chain management enhancing Institution and accountable and transparent role

Performance Indicators	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
<ul style="list-style-type: none"> <li>terms of reference, specifications;</li> <li>Contract management</li> </ul>								
Percentage implementation of the M & E system and identified tools ( SAP, EPIC , Barn owl , CRM , IPMS )	60 % Implementation of the M & E system and identified tools	70 % Implementation of the M & E system and identified tools (by end of quarter 4)	10 % Implementation of the M & E system and identified tools	20 % Implementation of the M & E system and identified tools	30 % Implementation of the M & E system and identified tools	10 % Implementation of the M & E system and identified tools	Quarterly	Ensure that the GPL is an accountable, transparent and effective executor of its business in line with its mandate and responsive to the needs of the people of Gauteng.
Percentage implementation of the leadership policy and institutional balance score card	Implement of agreed plans	100% implementation of agreed plans (quarterly)	100 % Implementation of agreed plans	100 % Implementation of agreed plans	100 % Implementation of agreed plans	100 % Implementation of agreed plans	Quarterly	Accountable leadership

Performance Indicators	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Percentage implementation of balance score card imperatives	90 % balance score card cascaded	100 % balance score card cascaded (quarterly)	100 % balance score card cascaded	100 % balance score card cascaded	100 % balance score card cascade d	100 % balance score card cascaded	Quarterly	
% of service level agreements developed and signed off	70% balance score cards integrated and implemented	100 % balance score cards integrated and implemented (quarterly)	100 % balance score card integrated and implemented	100 % balance score card integrated and implemented	100 % balance score card integrated and implemented	100 % balance score card integrated and implemented	Quarterly	Effective stakeholder management for improvement of services by addressing the direct needs of the stakeholders
Level of stakeholder satisfaction survey undertaken	100% Implementation of the stakeholder satisfaction survey project	100% Implementation of the stakeholder satisfaction survey project (quarterly)	100 % implementation of stakeholder satisfaction survey project	100 % implementation of stakeholder satisfaction survey project milestone	100 % implementation of stakeholder satisfaction survey project	100 % implementation of stakeholder satisfaction survey project milestone	Quarterly	Improved satisfaction level

Performance Indicators	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
					milestone			
Percentage development of action plans	90% development of action plans	90% development of action plans (by quarter 1)	Development of action	Implementation of the action plan	Monitor and evaluate action plan	Review effectiveness of the action plan	Quarterly	Effective stakeholder management
Level of usage of the CRM system for tracking and resolution of queries	90 % usage of the CRM system	90 % usage of the CRM system (quarterly)	90 % usage of the CRM system	90 % usage of the CRM system	90 % usage of the CRM system	90 % usage of the CRM system	Quarterly	Improved satisfaction level
Level of implementation of SLA 's	50% SLA 's completed	75% SLA 's implementation (by end of quarter 4)	Compilation of reports on SLA and effective usage of the SLA	Development of tracking development of SLA progress and effective usage of the SLA	65 % Implementation of the SLA	75 % Implementation of the SLA	Quarterly	

Performance Indicators	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Level of courtesy visits	20 Courtesy visit per annum	12 Courtesy visit per annum (by end of quarter 4)	3 Courtesy visit	3 Courtesy visit	3 Courtesy visit	3 Courtesy visit	Quarterly	Improved relationship building with primary stakeholder
Percentage of execution of plans for the successful transition from the 4 <sup>th</sup> Legislature to the 5 <sup>th</sup> Legislature	100 % implementation of agreed and integrated plans	100 % implementation of agreed and integrated plans (quarterly)	100 % implementation of agreed and integrated plans	100 % implementation of agreed and integrated plans	100 % implementation of agreed and integrated plans	100 % implementation of agreed and integrated plans	Quarterly	Successful transition to enable Members to perform their constitutional obligations
Remuneration of exiting MPL								
Training								
Induction								
Procedure and policy manual								

Performance Indicators	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Compliance to good governance within Party Caucus	70 % Compliance to good governance within Party Caucus	80 % Compliance to good governance within Party Caucus (quarterly)	80 % Compliance to good governance within Party Caucus	80 % Compliance to good governance within Party Caucus	80 % Compliance to good governance within Party Caucus	80 % Compliance to good governance within Party Caucus	Quarterly	Promote Good governance for party caucus

## **Sub-programme: Institutional Support Services APP – 2014-15 to 2016-17**

### **4.1 Office of the Director**

The Institutional Support Services Directorate (ISS) is located within the Corporate Support Services Programme. The Directorate comprises of three business units viz. Human Resources, Administration, Transport and Logistics. It is mainly responsible for corporate services and functions of the Gauteng Provincial Legislature (GPL). As custodian of the Human Resources (HR), Administration and Transport and Logistics policies within the institution, it shoulders a serious responsibility around matters pertaining to corporate governance and legislative requirements.

### **4.2 Human Resources**

The HR unit is responsible for recruitment and selection of the right calibre employees , training and development of staff, facilitation of performance management ; Remuneration and Benefits management, facilitation of Organisation Development processes, facilitation of Change Management practices, facilitation and management of Employee Wellness, facilitation of Employee Relations , Management of the relationship between Management and the Union as well as facilitation of Career Development and Succession Management. The Unit is also responsible for conducting Employee Satisfaction surveys aimed at improving the leadership culture and raising the levels of employee satisfaction.

### **4.3 Administration**

The Administration unit is responsible for providing general admin support to Members and staff which include the following:-



Telephone Management (Switchboard/landline and Mobile), Catering Services, Canteen and Coffee Bar facilities management, Venue Hiring services, and Stationery Management and Insurance Management services.

#### **4.5 Transport and Logistics**

The Transport and logistics unit is responsible for providing transportation (air travel and road transport) and logistic support to Members and Staff of the GPL in support of broader GPL business. The unit is also responsible for the Management of the fleet as well as the management of the relationship and contracts with transport service providers contracted to augment and compliment the internal services.

PLANNING		ESTIMATED PERFORMANC E	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
<b>Fostered coherent and coordinated legislative sector</b> (Increased integrated SALSA plans with CSS stream plans)	Percentage integration of plans	Zero	40% integration of SALSA plans in CSS plans (by end of quarter 4)	50% integration of SALSA plans in CSS plans (by end of quarter 4)	60% integration of SALSA plans in CSS plans (by end of quarter 4)	Effective relations with other spheres of government on service delivery to respond more effectively to the needs of the ordinary citizens

PLANNING		ESTIMATED PERFORMANC E	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improved efficiency of the HR Value Chain)	Level of development of a new Framework for Performance Based Contracts of Senior Managers	Feasibility study on performance-based contracts for Senior Managers	50% development of a new framework for Performance Based contracts for Senior Managers by 25% in quarter 3 and 25% (by end of quarter 4)	100% development of a new framework for Performance Based contracts for Senior Managers (by end of quarter 4)	100% development of a new framework for Performance Based contracts for Senior Managers (by end of quarter 4)	Improved performance  Improved Service Deliver
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improved efficiency of the HR Value Chain)	Level of Implementation of Remuneration Strategy as per the approved Implementation plan	50% Implementation of Remuneration Strategy	30% Implementation of Remuneration Strategy (by end of quarter 4)	Monitor and Evaluate (quarterly)	Monitor and Evaluate (quarterly)	Staff Retention  Staff Engagement  Employer of Choice

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improved efficiency of the HR Value Chain)	% development and implementation of Remuneration policy	Develop and approval of Remuneration Policy	30% implementation of Remuneration Policy (by end of quarter 4)	Monitor and Evaluate (quarterly)	Monitor and Evaluate (quarterly)	Staff Retention Staff Engagement Employer of Choice
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improved efficiency of the HR Value Chain)	Level of Implementation of Retention Strategy as per the approved Implementation plan	100% Implementation of Retention Strategy	50% Implementation of Retention strategy as per the implementation plan (by end of quarter 4)	Monitor and Evaluate (quarterly)	Monitor and Evaluate (quarterly)	Staff Retention Staff Engagement Employer of Choice

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improved efficiency of the HR Value Chain)	Level of the implementation of the Wellness strategy as per implementation plan (EAP, OHAS, Gym, Canteen, Sporting Codes, 702 & marathons, Work-life Balance)	Developed and approved wellness strategy and implementation plan	100 % Development and approval of a wellness strategy by end of quarter 4. 100% developed and approved implementation plan (by end of quarter 4)	100 % Implementation of wellness strategy as per implementation plan quarterly  Monitor and evaluate (quarterly)	100 % Implementation of wellness strategy as per implementation plan quarterly  Monitor and evaluate (quarterly)	Improved employee Wellbeing and improved productivity
<b>Modernised business practices towards supporting the functions of the Legislature</b> 9 (Improved efficiency of the HR Value Chain)	Percentage of integrated planning for the successful transition from the 4 <sup>th</sup> Legislature to the 5 <sup>th</sup> Legislature	100% of agreed and integrated action plans implemented	100% of agreed and integrated action plans implemented (by end of quarter 4)	Review of the actions plans versus implementation (quarterly)	Review of the actions plans versus implementation (quarterly)	Successful transition from the 4 <sup>th</sup> Legislature to the 5 <sup>th</sup> Legislature which empowers Members to perform their constitutional obligations

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improved efficiency of the HR Value Chain)	Level of development and implementation of the Terms of Reference and achievement of the productivity audit	Approved Business Case for productivity Audit	100% Implementation of Productivity Audit Terms of Reference (quarterly)	100% achievement of the productivity audit (by end of quarter 4)	100% Implementations of recommendations of productivity audit as per agreed plans (by end of quarter 4)	Aligned Capacity
<b>Enhanced public confidence in the governance and leadership of the Legislature</b> (Improved internal control mechanism)	Percentage implementation of internal control mechanisms	80% implementation of internal control mechanisms with regards to: <ul style="list-style-type: none"> <li>• policy development</li> <li>• procedure manuals and process flows</li> </ul>	90% implementation of internal control processes with regards to: <ul style="list-style-type: none"> <li>• policy development</li> <li>• procedure manuals and process flows</li> </ul>	100% implementation of internal control processes with regards to: <ul style="list-style-type: none"> <li>• policy development</li> <li>• procedure manuals and</li> </ul>	Review of internal controls mechanisms (by end of quarter 4)	Effective internal controls contributing to an accountable Institution

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
		<ul style="list-style-type: none"> <li>• internal control registers</li> <li>• compliance checks</li> <li>• implementation of audit recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• internal control registers</li> <li>• compliance checks</li> <li>• implementation of audit recommendations (by end of quarter 4)</li> </ul>	<ul style="list-style-type: none"> <li>• process flows</li> <li>• internal control registers</li> <li>• compliance checks</li> <li>• implementation of audit recommendations (by end of quarter 4)</li> </ul>		
<b>Enhanced public confidence in the governance and leadership of the Legislature</b> (Increased implementation of leadership model)	Percentage implementation of balance score card imperatives	90% balance score card cascaded, integrated and 70% implemented	100% balance score card cascaded, integrated and 70% implemented (quarterly)	100% balance score card cascaded, integrated and 80% implemented (quarterly)	100% balance score card cascaded, integrated and 90% implemented (quarterly)	Accountable leadership

PLANNING		ESTIMATED PERFORMANC E	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
and institutional balance score card)						



PLANNING		ESTIMATED PERFORMANC E	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improved effectiveness and efficiency of transport system)	% of road transport service rendered as per policy	100% of road transport service provided as per policy	100% of road transport service provided as per policy (quarterly)	100% of road transport service provided as per policy (quarterly)	100% of road transport service provided as per policy (quarterly)	Conducive working environment  Enhanced service delivery
<b>Modernised business practices towards supporting the functions of the Legislature 9</b> Improved effectiveness and efficiency of transport system)	% of air travel management service rendered as per policy	100% of air travel management service provided as per policy	100% of air travel management service provided as per policy (quarterly)	100% of air travel management service provided as per policy (quarterly)	100% of air travel managemen t service provided as per policy (quarterly)	Conducive working environment  Enhanced service delivery

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improved effectiveness and efficiency of transport system)	% of logistical support services rendered as per policy	100 % of logistical support services rendered as per policy	100% of logistical support services rendered as per policy (quarterly)	100% of logistical support services rendered as per policy (quarterly)	100% of logistical support services rendered as per policy (quarterly)	Conducive working environment  Enhanced service delivery
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improved effectiveness and efficiency of transport system)	Appointed panel of air travel agencies	Developed terms of reference	Approval of terms of reference  Appointment of panel (by end of quarter 4)	Monitor and evaluate (quarterly)	Monitor and evaluate (quarterly)	Conducive working environment  Enhanced service delivery

#### 4. Quarterly Targets for 2014/15

##### 4.1 Quarterly targets linked to the new measurable objectives

**Sub-Programme Name: Institutional Support Services**

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Percentage integration of plans	zero	40% integration of SALSA plans in CSS plans (by end of quarter 4)	10% integration of SALSA plans in CSS plans.	10% integration of SALSA plans in CSS plans	10% integration of SALSA plans in CSS plans	10% integration of SALSA plans in CSS plans	Quarterly	Effective relations with other spheres of government on service delivery to respond more effectively to the needs of the ordinary citizens

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Level of development of a new Framework for Performance Based Contracts of Senior Managers	Feasibility study on performance-based contracts for Senior Managers	50% development of a new framework for Performance Based contracts for Senior Managers (by 25% in quarter 3) and (25% in quarter 4)	0% development of a new framework for Performance Based contracts for Senior Managers	0% development of a new framework for Performance Based contracts for Senior Managers	25% development of a new framework for Performance Based contracts for Senior Managers	25% development of a new framework for Performance Based contracts for Senior Managers	Monthly	Improved performance  Improved Service Deliver
Level of Implementation of Remuneration Strategy as per the approved Implementation plan	100% Implementation of Remuneration Strategy	30% Implementation of Remuneration Strategy (by end of quarter 4)	10% Implementation of Remuneration Strategy as per implementation plan	10% Implementation of Remuneration Strategy as per implementation plan	5% Implementation of Remuneration Strategy as per implementation plan	5% Implementation of Remuneration Strategy as per implementation plan	Quarterly	Staff Retention  Staff Engagement  Employer of Choice
% development and implementation of Remuneration policy	Develop and approval of Remuneration Policy	30% implementation of Remuneration Policy (by end of quarter 4)	100% implementation of Remuneration Policy as per implementation plan	100% implementation of Remuneration Policy as per implementation plan	100% implementation of Remuneration Policy as per implementation plan	100% implementation of Remuneration Policy as per implementation plan	Monthly	Staff Retention  Staff Engagement  Employer of Choice

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Level of Implementation of Retention Strategy as per the approved Implementation plan	100% Implementation of Retention Strategy	30% Implementation of Retention strategy (by end of quarter 4)	10% Implementation of Retention strategy as per implementation plan	5% Implementation of Retention strategy as per implementation plan	10% Implementation of Retention strategy as per implementation plan	5% Implementation of Retention strategy as per implementation plan	Quarterly	Staff Retention  Staff Engagement  Employer of Choice
Level of the implementation of the Wellness strategy as per implementation plan (EAP, OHAS, Gym, Canteen, Sporting Codes, 702 & marathons, Work-life Balance)	Developed and approved wellness strategy and implementation plan	100 % Development and approval of a wellness strategy by end of quarter 4. 100% developed and approved implementation plan (by end of quarter 4)	25 % Development and approval of a wellness strategy.	25 % Development and approval of a wellness strategy.	50 % Development and approval of a wellness strategy.	100% developed and approved implementation plan	Monthly	Improved employee Wellbeing and improved productivity
Percentage of integrated planning for the successful transition from the 4 <sup>th</sup> Legislature to	100% of agreed and integrated action plans implemented	100% of agreed and integrated action plans implemented (by end of quarter 4)	60% of agreed and integrated action plans implemented	40% of agreed and integrated action plans implemented	Monitor and evaluate	Monitor and evaluate	Monthly	Successful transition from the 4 <sup>th</sup> Legislature to the 5 <sup>th</sup> Legislature which

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
the 5 <sup>th</sup> Legislature								empowers Members to perform their constitutional obligations
Level of development and implementation of the Terms of Reference and achievement of the productivity audit	Approved Business Case for productivity Audit	100% Implementation of Productivity Audit Terms of Reference (quarterly)	100% Implementation of Productivity Audit Terms of Reference	100% Implementation of Productivity Audit Terms of Reference	100% Implementation of Productivity Audit Terms of Reference	100% Implementation of Productivity Audit Terms of Reference	Quarterly	Aligned Capacity
Percentage implementation of internal control mechanisms	80% implementation internal control mechanisms with regards to: <ul style="list-style-type: none"> <li>• policy development</li> <li>• procedure manuals and process flows</li> </ul>	90% implementation internal control processes with regards to: <ul style="list-style-type: none"> <li>• policy development</li> <li>• procedure manuals and process flows</li> </ul>	40% implementation internal control processes	20% implementation internal control processes	20% implementation internal control processes	10% implementation internal control processes	Quarterly	Effective internal controls contributing to an accountable Institution

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
	<ul style="list-style-type: none"> <li>• internal control registers</li> <li>• compliance checks</li> <li>• implementation of audit recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• internal control registers</li> <li>• compliance checks</li> <li>• implementation of audit recommendations (by end of quarter 4)</li> </ul>						
Percentage implementation of balance score card imperatives	90% balance score card cascaded, integrated and 70% implemented	100% balance score card cascaded, integrated and 70% implemented (quarterly)	100% balance score card cascaded, integrated and 70% implemented	100% balance score card cascaded, integrated and 70% implemented	100% balance score card cascaded, integrated and 70% implemented	100% balance score card cascaded, integrated and 70% implemented	Quarterly	Accountable leadership

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
% of road transport service rendered as per policy	100% of road transport service provided as per policy	100% of road transport service provided as per policy (quarterly)	100% of road transport service provided as per policy	100% of road transport service provided as per policy	100% of road transport service provided as per policy	100% of road transport service provided as per policy	Monthly	Conducive working environment  Enhanced service delivery
% of air travel management service rendered as per policy	100% of air travel management service provided as per policy	100% of air travel management service provided as per policy (quarterly)	100% of air travel management service provided as per policy	100% of air travel management service provided as per policy	100% of air travel management service provided as per policy	100% of air travel management service provided as per policy	Monthly	Conducive working environment  Enhanced service delivery
% of logistical support services rendered as per policy	100 % of logistical support services rendered as per policy	100% of logistical support services rendered as per policy (quarterly)	100% of logistical support services rendered as per policy	100% of logistical support services rendered as per policy	100% of logistical support services rendered as per policy	100% of logistical support services rendered as per policy	Monthly	Conducive working environment  Enhanced service delivery



Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTELY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Appointed panel of air travel agencies	Develop and approval o terms of reference Appointment of panel	Monitor and evaluate (quarterly)	Monitor and evaluate	Monitor and evaluate	Monitor and evaluate	Monitor and evaluate	Monthly	Conducive working environment  Enhanced service delivery

## **Project 1: Productivity Audit**

### **Details of specific projects**

- Productivity Audit

#### **Purpose of the project:**

- The purpose of this project is to conduct a productivity analysis that will clearly delineate the adequacy of the ration of outputs to the resources deployed in various areas of business.
- **Strategic objective that the project is linked to:**
- Improved working environment conducive to productivity

#### **Outcome of the project:**

- Aligned capacity, Increased productivity, Healthy Organisation

#### **Project teams members**

- Human Resources

No	Action Steps	Tangible Outputs	Resources	Unit of Measure	Timing				Person Responsible
					Q1	Q2	Q3	Q4	
1	Develop and agree on Terms of Reference	Approved ToR	ISS Director Budget Allocation	ToR Budget approval			x		Sipho Malefane
2	Contract Service Provider	Signed Contract Requisition	ToR SCM Procedure and Team Tender Evaluation Secretaries Office	Approved ToR Evaluation report Signed off contract and SLA			X		Sipho Malefane Gideon Wessie
3	Develop Project Charter and Plan	Charter and Project Plan	Project Team Project Manager Steercom	Signed off			X		SCM Project Leader
4	Finalise Project Plan and Project Team	Signed off Project Plan	Service Provider Director ISS Approved Budget Project Plan Steercom	Project Contract Plan			X		Sipho Malefane Service provider

No	Action Steps	Tangible Outputs	Resources	Unit of Measure	Timing				Person Responsible
					Q1	Q2	Q3	Q4	
5	Conduct Productivity Analysis	Productivity Analysis schedule and plan Focus group sessions	Service Provider GPL Business Units	Schedule Attendance registers emails			x	x	Sipho Malefane Service provider
6	Project Meetings	Minutes of meetings Status report Steercom minutes	Service Provider Director ISS Approved Budget Project Plan Steercom	Project Contract Plan Minutes of meetings			x	x	Service Provider
7	Develop reports	Impact Analysis report Recommendations	Service provider Focus group schedules Project Plan	Project Report				x	Project team
8	Presentation to Steercom	Presentation and feedback	Service Provider Steercom Presentation slides Attendance register Coordinator and schedule	Presentation Slides Attendance register Minutes on Feedback				x	Sipho Malefane Service provider Steercom

No	Action Steps	Tangible Outputs	Resources	Unit of Measure	Timing				Person Responsible
					Q1	Q2	Q3	Q4	
9	Update of recommendation report	Updated recommendations and action plans	Service Provider Steercom Recommendation feedback	Updated and signed off Report				x	Sipho Malefane Service provider Steercom
10	Develop project close-out report	Recommendation and action planning	Service provider Report and feedback report	Close Out Report				x	Project team

## Sub-Programme 4: Operational Support Services

### Performance information

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			Direct outcome
Strategic Objective	Performance Indicator/ Measure	Baseline 2013/14	Target 2014/15	Target 2015/16	Target 2016/17	
<b>Improved Accountability by the Executive to the Legislature in respect of service delivery</b> (Increased implementation of ICT Strategy)	% Implementation of ICT strategy as per implementation plan	<p>Developed Implementation plan and approved</p> <p>100% Implementation of Phase 1</p> <ul style="list-style-type: none"> <li>ICT Capacity.</li> <li>ICT WAN Architecture 70%</li> </ul>	<ul style="list-style-type: none"> <li>WAN Architecture (Virtualization) 80% (by end of quarter 4)</li> </ul>	<p>100% adopted COBIT Governance Framework</p> <p>WAN Architecture (Virtualisation 90%) (by end of quarter 4)</p>	<p>100% adopted ITIL Service Delivery Framework</p> <ul style="list-style-type: none"> <li>WAN Architecture (Virtualization) 100% (by end of quarter 4)</li> </ul>	Effective support to enhance execution of oversight functions of the House and committees

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline (2013/14)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improve resourcing and restructuring of Occupational Health Services)	Level of Installation and maintenance of the air conditioning in the City Hall	Installation of the air conditioning in the City Hall	100% of installation of the air conditioning in the City Hall (by end of quarter 4)	100% of maintenance of air conditioning in the City Hall (by end of quarter 4)	100% of maintenance of the air conditioning in the City Hall (by end of quarter 4)	Safe and productive workplace
<b>Modernised business practices towards supporting the functions of the Legislature</b> (To create a	New premises sourced and rehabilitated as per requirements and all affected staff relocated by	Nil	New premises sourced and rehabilitated as per GPL requirements and all affected staff relocated	Lease contract signed and payments made timeously as per terms of the lease (by end of quarter 4)	Lease contract signed and payments made timeously as per terms of the lease (by end of quarter 4)	Safe and productive workplace and no negative impact on business continuity

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline (2013/14)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
habitable environment)	27 <sup>th</sup> February 2015		by 27th February 2015 (by end of quarter 4)			
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Improved provision of access to the building which promotes a safe and productive workforce)	Level of completion of rehabilitation works on 1 passenger lift in the main building	Upgrade of 1 passenger lift in the main building	80% Level of completion of Installation of 1 VIP Passenger lifts (Disability Friendly) (by end quarter 4)	100% completion and maintenance of VIP lift ) (by end quarter 4)	100% maintenance of VIP lift ) (by end quarter 4)	Safe and productive workplace



PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline (2013/14)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Increased utilization of Business Intelligence)	Percentage development and implementation of business intelligence	Business intelligence modules within SAP 80% implemented	Business intelligence modules within SAP 100% implemented by end of quarter 4  Database Tracking Solutions 100% Implemented (by end of quarter 4)	Business intelligence modules within other business solutions 80% implemented (by end of quarter 4)	Business intelligence modules within other business solutions 100% implemented (by end of quarter 4)	Effective monitoring of business to enhance productivity
<b>Improved Accountability by the Executive to the Legislature in respect of service delivery 9</b>	Level of functionality of ICT infrastructure in support of the work of the Legislature	The Cisco (ECM) Network Architecture Standard has been fully implemented, with SLA Average of	100% functionality of ICT infrastructure in support of the work of the Legislature (quarterly)	100% functionality of ICT infrastructure in support of the work of the Legislature (quarterly)	100% functionality of ICT infrastructure in support of the work of the Legislature (quarterly)	Increased performance and efficiency in service delivery.

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline (2013/14)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
Improved functionality of ICT that is responsive to Business needs of the Legislature)		up to 99.75% uptime.				
<b>Modernised business practices towards supporting the functions of the Legislature</b> (Increased integration of planning processes for the disestablishment of the 4th Legislature and	Percentage of integrated planning for the successful transition from the 4th Legislature to the 5th Legislature	100% of actions plans for integrated plans developed	Review of the actions plans versus implementation (quarterly)	Actions plan reviewed and implemented (quarterly)	Review of the integrated planning for future quarterly (quarterly)	Increased performance and efficiency in service delivery.

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline (2013/14)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
preparations for the 5th Legislature)						
<b>Improved Accountability by the Executive to the Legislature in respect of service delivery</b> (Increased effectiveness of support to stakeholders for improved service delivery)	Level of Improved technical facilities to enhance participation in law-making:	Committee rooms furnished with audio conferencing systems and video projections facilities.	100% Provision of Technical Support (quarterly)	100% Provision of Technical Support (quarterly)	100% Provision of Technical Support (quarterly)	Provision of secured, reliable technical infrastructure and responsive support.
<b>Improved Accountability by the Executive to</b>	Level of Improved technical facilities to enhance	Technical , safety and security support at public participation	100% Provision of Technical, Safety security	100% Provision of Technical, Safety	100% Provision of Technical, Safety security support	Provision of safe, secured, reliable technical

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline (2013/14)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
<b>the Legislature in respect of service delivery</b> (Increased effectiveness of support to stakeholders for improved service delivery)	participation in law-making:	events both internally & at external venues	support (quarterly)	security support (quarterly)	quarterly (quarterly)	infrastructure and responsive support.
<b>Improved Accountability by the Executive to the Legislature in respect of service delivery</b> (Improved	Level of serviceability of X-ray and walk through detectors in GPL	Review all X-ray searching devices	75% serviceability and monitoring of x-rays and walk through detectors (quarterly)	100% serviceability and monitoring of x-rays and walk through detectors (quarterly)	100% serviceability and monitoring of x-rays and walk through detectors (quarterly)	Effective , safe and secure precinct to enhance oversight function for enhanced service delivery

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline (2013/14)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
security of the precinct)						
<b>Fostered coherent and coordinated legislative sector</b> (Increased integrated SALSA plans with CSS stream plans)	Percentage integration of plans	Zero	40% integration of SALSA Security and ICT plans in CSS plans (by end of quarter 4)	50% integration of SALSA Security and ICT plans in CSS plans (by end of quarter 4)	60% integration of SALSA Security and ICT plans in CSS plans (by end of quarter 4)	Effective relations with other spheres of government on service delivery to respond more effectively to the needs of the ordinary citizens
<b>Enhanced public confidence in the governance and leadership of the Legislature</b> (Improved internal control mechanism)	Percentage implementation of internal control mechanisms	80% implementation internal control mechanisms with regards to: <ul style="list-style-type: none"> <li>• policy development</li> <li>• procedure manuals and process flows</li> </ul>	100% implementation internal control processes with regards to: <ul style="list-style-type: none"> <li>• policy development</li> <li>• procedure manuals and process flows</li> </ul>	100% implementation internal control processes with regards to: <ul style="list-style-type: none"> <li>• policy development</li> <li>• procedure manuals and process flows</li> </ul>	100% implementation internal control processes with regards to: <ul style="list-style-type: none"> <li>• policy development</li> <li>• procedure manuals and process flows</li> </ul>	Effective internal controls contributing to an accountable Institution

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline (2013/14)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
		<ul style="list-style-type: none"> <li>internal control registers</li> <li>compliance checks</li> <li>implementation of audit recommendations</li> </ul>	<ul style="list-style-type: none"> <li>internal control registers</li> <li>compliance checks</li> <li>Implementation of audit recommendations (quarterly)</li> </ul>	<ul style="list-style-type: none"> <li>process flows</li> <li>internal control registers</li> <li>compliance checks</li> <li>Implementation of audit recommendations (quarterly)</li> </ul>	<ul style="list-style-type: none"> <li>internal control registers</li> <li>compliance checks</li> <li>Implementation of audit recommendations (quarterly)</li> </ul>	
<b>Enhanced public confidence in the governance and leadership of the Legislature</b> (Increased implementation of leadership model and	Percentage implementation of balance score card imperatives	90% balance score card cascaded, integrated and 70% implemented	100% balance score card cascaded, integrated and 70% implemented (quarterly)	100% balance score card cascaded, integrated and 80% implemented (quarterly)	100% balance score card cascaded, integrated and 90% implemented (quarterly)	Accountable leadership

PLANNING		ESTIMATED PERFORMANCE	MEDIUM-TERM PERFORMANCE TARGETS			DIRECT OUTCOME
Strategic Objective	Performance Indicator/ Measure	Baseline (2013/14)	Target 2014/15	Target 2015/16	Target 2016/17	Direct outcome
institutional balance score card)						

#### SUB-PROGRAMME QUARTERLY TARGETS

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Level of Installation and maintenance of the air conditioning in the City Hall	Installation of the air conditioning in the City Hall	100% of installation of the air conditioning in the City Hall by end of quarter 4	20% of installation of the air conditioning in the City Hall	40% of installation of the air conditioning in the City Hall	65% of installation of the air conditioning in the City Hall	100% of installation of the air conditioning in the City Hall	Quarterly	Safe and productive workforce

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Level of completion of rehabilitation works on 1 passenger lift in the main building	Upgrade of 1 passenger lift in the main building	80% Level of completion of Installation of 1 VIP Passenger lifts (Disability Friendly) end of quarter 4	Zero	Zero	10% installation and upgrading of the VIP lift	80% installation and upgrading of the VIP lift	Quarterly	Safe and productive workforce
Percentage development and implementation of business intelligence	Business intelligence modules within SAP 80% implemented	Business intelligence modules within SAP 100% implemented end of quarter 4  Database Tracking Solutions 100% Implemented end of quarter 4	Business intelligence 20% implemented	Business intelligence 60% implemented	Business intelligence 80% implemented	Business intelligence 100% implemented	Quarterly	Effective monitoring of business to enhance productivity
Level of functionality of ICT infrastructure in support of the work of the Legislature	The Cisco (ECM) Network Architecture Standard has been fully implemented, with SLA	100% functionality of ICT infrastructure in support of the work of the Legislature quarterly	100% functionality of ICT infrastructure in support of the work of the	100% functionality of ICT infrastructure in support of the work of the	100% functionality of ICT infrastructure in support of the work of the Legislature	100% functionality of ICT infrastructure in support of the work of the	Quarterly	Increased performance and efficiency in service delivery.



Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
	Average of up to 99.75% uptime.		Legislature	Legislature		the Legislature		
Level of Improved technical facilities to enhance participation in law-making:	<ul style="list-style-type: none"> <li>Committee rooms furnished with audio conferencing systems and video projections facilities.</li> </ul>	100% Provision of Technical Support quarterly	100% Provision of Technical Support	100% Provision of Technical Support.	100% Provision of Technical Support	100% Provision of secured, reliable technical infrastructure and responsive support.	Quarterly	Provision of secured, reliable technical infrastructure and responsive support.
Level of Improved technical facilities to enhance participation in law-making:	<ul style="list-style-type: none"> <li>Technical support at public participation events both internally &amp; at external venues</li> </ul>	100% Provision of Technical Support quarterly	100% functional audio visual and conference facilities in all committee rooms and in all events both internally & at external venues.	100% functional audio visual and conference facilities in all committee rooms and in all events both internally & at external venues.	100% functional audio visual and conference facilities in all committee rooms and in all events both internally & at external venues	100% functional audio visual and conference facilities in all committee rooms and in all events both internally & at external venues	Quarterly	Provision of secured, reliable technical infrastructure and responsive support.

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
Level of serviceability of X-ray and walk through detectors in GPL	Review all X-ray searching devices  75 % Functionality of X-ray and walk through detectors in GPL	75% serviceability and monitoring of x-rays and walk through detectors functionality quarterly	75% serviceability and monitoring of x rays and walk through detectors functionality	75% serviceability and monitoring of x rays and walk through detectors functionality	75% serviceability and monitoring of x rays and walk through detectors functionality	75% serviceability and monitoring of x rays and walk through detectors functionality	Quarterly	Effective , safe and secure precinct to enhance oversight function for enhanced service delivery
Percentage integration of plans	zero	40% integration of SALSA Security Forum plans in CSS plans by end of quarter 4	Initiate SALSA Security Forum project meetings	Start the process of SALSA Security Forum plans integration	Security Forum plans Integrated into CSS plans tabled for approval	Finalized integrated plan of Foras	Quarterly	Effective relations with other spheres of government on service delivery to respond more effectively to the needs of the ordinary citizens
Percentage implementation of internal control mechanisms	80% implementation internal control mechanisms with regards to: • policy development	100% implementation of policies, procedures and process flows. • Internal control registers	100% implementation of policies, procedures and process flows.	100% implementation of policies, procedures and process flows. • Internal	100% implementation of policies, procedures and process flows. • Internal control registers	100% implementation of policies, procedures and process flows.	Quarterly	Effective internal controls contributing to an accountable Institution

Performance Indicator/Measure	Baseline 2013/14	Annual Target 2014/15	QUARTERLY TARGETS				Reporting Period	Direct Outcome
			Q1	Q2	Q3	Q4		
	<ul style="list-style-type: none"> <li>• procedure manuals and process flows</li> <li>• internal control registers</li> <li>• compliance checks</li> <li>• implementation of audit recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance checks Implementation of audit recommendations quarterly</li> </ul>	<ul style="list-style-type: none"> <li>• Internal control registers</li> <li>• Compliance checks Implementation of audit recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• Internal control registers</li> <li>• Compliance checks Implementation of audit recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance checks Implementation of audit recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• Internal control registers</li> <li>• Compliance checks Implementation of audit recommendations</li> </ul>		
Percentage implementation of balance score card imperatives	90% balance score card cascaded, integrated and 70% implemented	100% balance score card cascaded, integrated and 70% implemented quarterly	100% Reviewed balance score card cascaded and implemented	100% Reviewed balance score card cascaded and implemented	100% Reviewed balance score card cascaded and implemented	100% Reviewed balance score card cascaded and 70% implemented	Quarterly	Accountable leadership

**Strategic objective:** Improved working environment for a productive workforce

**Outcome of the project:** Safe and productive workforce

**Project teams members:** **Safety and Security**, SCM CFO

**Name of the project:** Installation of the Air-con in the City Hall

**Purpose of the project:** To create a habitable environment

**Link with Institutional strategic goal/objective:** Improve accountability by the executive to the GPL in respect of service delivery

**Final outcome or impact of the project:** Improved safe and productive workforce and workplace

**Project Team / Inter Directorate Linkages:** OSS and CFO

#### **CURRENT STATUS**

The works were awarded to Anglyn Trading cc at a value of R 2 556 270 in August 2013. The project is currently almost 65% complete. The value of payments made to date is R 1 861 000. Overall the project is lagging behind by almost 20%.

<b>ACTIVITY</b>	<b>ACTUAL COMPLETION</b>	<b>REMARKS</b>
<b><u>Structural Phase</u></b>		
Preparation of chiller positioning	60%	Order sent to the manufacturer
Reinforcement of chiller positioning	80%	Awaiting payment from GPL to reinforce chiller positions
<b><u>Mechanical Phase</u></b>		
Chiller Units	80%	Purchased awaiting structural issues
Chiller Unit Pumps	30%	Awaiting specification

Air Handling Units	100%	
Ducting Cleaning	100%	
Ducting	90%	Awaiting variation order(material)
Electrical & Control Equipment	18%	Awaiting chiller installation and power supply
Pipe Work	30%	Awaiting delivery

Due to change in the scope of works, motivation for variation order to take into account the revised scope was submitted and approved but has not yet been funded. This is for value of works estimated at R 500 0000. The revised scope is in respect of the following items

- Construction of base to house the plant which is 1.8 tonnes as opposed to 1.2 tonnes which was indicated in the initial design.
- Inadequate air handling units
- Increased humidity in the hall due to air packets which were not initially identified.
- Relocation of chiller unit from below the stage to the boiler room
- Underestimated cost of rigging

Another impact on the project has been the utilisation of funds for payment towards other projects namely:-

- R 490 000 towards retention for electrical wiring and reticulation works undertaken in the City Hall, contract awarded in the previous financial year.
- R 200 000 towards part payment of retention for sandstone cleaning of the building.

This has resulted in a further shortfall of R 690 000 on the project.

Submission for revised funding has been submitted for consideration through Budget Adjustment process.

N o	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
1	<b>Submission for variation order for change in scope of works</b>	Revised scope of works	Time and Budget	Approved Variation order	X				Manager B&M unit
2	<b>Motivation for revised funding</b>	Approved budget Adjustment	Time and Budget	Revised funding approved			X		Manager B&M unit
3	<b>Implementation of the projects</b>	Quality control and commissioning	Time and Budget	Project reporting templates and O&M manual			X	X	Consultant Contractor Manager B&M unit

N o	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
4	Snagging	Compliance Certificates		Final inspection certificate  Final certificate of payment  Confirmed works undertaken as per BOQ and agreed scope of works				X	Consultant  Contractor  Manager Building Management
5	Facilitate the project close-out including the preparation of the necessary documentation to effect completion, handover and operation of the project		Consultant  Contractor	-Close Out Report -- Certificates related to contract completion -As-built drawings -- Relevant technical and contractual undertakings - manuals, guarantees, warrantees				X	Consultant  Contractor  N Kamungoma F Dudumashe

**Strategic objective:** Improved working environment for a productive workforce

**Outcome of the project:** Safe and productive workforce

**Project teams members:** **Safety and Security**, SCM CFO

**Name of the project:** Installation of a VIP Lift in the main building

**Purpose of the project:** To create a habitable environment

**Link with Institutional strategic goal/objective:** Improve accountability by the executive to the GPL in respect of service delivery

**Final outcome or impact of the project:** Improved safe and productive workforce and workplace

**Project Team / Inter Directorate Linkages:** OSS and CFO

No	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
1	Develop of a project plan	Project plans to indicate the project requirement and performamnce expectations and quality of product to be delivered	OSS team SCM Director ED CSS Secretary	Project plan to indicate key deliverable, timelines, budget, procurement process, communication and quality management process from inception to commissioning	X				Manager B&M unit



N o	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
2	Development of TOR	Terms of reference to highlight the project parameters, GPL requirements, liabilities, project time lines , methods of funding, contractual obligations and legal imperatives	Terms of reference to be signed off by : OSS team SCM Director ED CSS Secretary	Key deliverables	X				Manager B&M unit

3	<b>Development of project specification</b>	<p>As per manufacturers design:</p> <p>Preparation of project proposal and display of the final anticipated product, method statement, delivery and order dates, installation dates and liability period , and Operation and maintenance plan.</p> <p>Preparation of the technical report that will highlight the various elements of the lift based on the size of the lift and around the existing spaces, Indicate the estimated cost of the system.</p> <p>Preparation of preliminary drawings and as approved by a professional Engineer</p>	<p>Manufacturer's Engineer to prepare all document and to be signed off by the following:</p> <p>OSS team</p> <p>SCM Director</p> <p>ED CSS</p> <p>Secretary</p>	<p>Engineer to determine the specification of material and equipment based on GPL project requirements</p>	X					Manager B&M unit
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N o	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
4	<b>Development of Tender documents</b>	Preparation of Bill of quantities which will be used for costing and bidding process by the bidder including the form of offer.  Contract documentation which will be used for the award process as this form the basis for the measure of performance, milestones and cost control.	OSS team SCM Director ED CSS Secretary	SCM to issue an award letter and engineer to produce the JBCC Contract document	X				Manager B&M unit

5	<b>Implementation of the projects</b>	<p>Quality control measure will be done by the engineer of the manufacturer and verified by the inspector from the Department of labour this to ensure that the installation is done according to the norms and standards, and in line with the Factories and machinery Act.</p> <p>Testing and commissioning will address elements of functionally at various strain to the system in order to determine its level of tolerance as per set parameters, and be able to determine the method of enhancing and optimizing</p>	<p>Engineer to submit progress reports and interim payment certificates to be signed off :</p> <p>OSS team</p> <p>SCM Director</p> <p>ED CSS</p> <p>Secretary</p> <p>Manufacturer's Engineer to submit final and commissioning report, and the Operations and maintenance plan for the system</p>	<p>Progress reports, minutes of technical meetings and test done on the various elements of the system where tests are required, to be submitted by the Project engineer.</p> <p>Contract programme where milestones and targets are identified by the contractor based on the available resources on site and to be used as measure of performance.</p> <p>Tests to be done by a professional engineer and identify faults and issue a certificate of compliance upon final testing.</p>		X	X	X	Manager B&M unit
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N o	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
		performance of the entire system.							

**Strategic objective:** Improved working environment for a productive workforce

**Purpose of the project:** To source alternative office and parking accommodation for staff currently located in 1066 building. Rehabilitate the acquired space and finally relocate staff, furniture, equipment and installations.

**Outcome of the project:** Alternative Safe and complaint premises sourced and staff relocated so to ensure business continuity.

**Project teams members:** Operational support services, SCM CFO

**Name of the project:** Relocation of staff from 1066 to another building

**Link with Institutional strategic goal/objective:** Improve accountability by the executive to the GPL in respect of service delivery

**Final outcome or impact of the project:** Improved safe and productive workforce and workplace

**Project Team / Inter Directorate Linkages:** OSS and CFO

No	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
1	<b>Sourcing of possible alternative buildings where staff can be relocated</b>  <b>Viewing and Inspection of Venues</b>  <b>Collecting of information and details in respect of the proposed venues</b>	Preliminary evalaution on suitability, condition, costing and terms of lease	OSS team and ED	Submission of Deviation from Tender document.  Submission of direct appointment of space planner / turnkey specialist		X			OSS Director / Manager building Management and Safety and Security Manager
2	<b>Approval of the proposal compliance to SCM processes</b>	Signed Deviation from Tender Document  Signed direct appointment of space planner / trunkey specialist.	OSS team SCM Director ED CSS Secretary	Signed proposal		X			OSS Director

No	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
3	Award to successful bidder	Approved recommendation in respect of alternative space required	Legislature Award Committee	LAC approval			x		OSS Director / Manager building Management
4	Appointment of space planner / turnkey specialist	Signed submission of direct appointment of space planner / turnkey specialist  Requisition  Purchase order	Approved motivation for direct appointment  ToR  SCM Procedure and Team  Secretaries Office	Signed off appointment and SLA  Purchase order			X		OSS Director  SCM director  Legal Advisor  Secretary



No	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
5	Award to the successful Propertyowner	LAC approval  GPL credit check / vetting approval  Proposed lease agreement	SCM Procedure and Team  LAC approval  Legal Advisor  Secretaries Office  Budget	Signed lease agreement			X		OSS Director  SCM director  Legal Advisor  Secretary
6	Preliminary design report and budget			Preliminary BOQ  Preliminary costing					Service Provider  OSS Director  Manager Building Management

No	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
7	Integration of ICT design and sope of works into designe proposal	Agreed scope of works  Signed memo	Service Provider  OSS Director  Manager Building Management  Technology Manager  Administration Manager  Budget	Revised scope of works  Revised BOQ  Revised costing			X		OSS Director  Manager Building Management  Technology Manager  Administration Manager

No	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
8	Approval of submissions and concept designs, drawings , finishes	Agreed scope of works  Signed memo	ED CSS / OSS Director/ Manager Building Management / Technology Manager / Administration Manager  Budget	Signed off concept designs, drawings, finishes  Defined scope of works  Approved BOQ  Design the network layout in line with the Enterprise Composite Model and office petitioning			X		Service Provider / OSS Director/ Manager Building Management / Technology Manager / Administration Manager

No	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
9	Final Budget	Approved concept designes, drawings and finishes	ED CSS  OSS Director  Manager Building Management  Technology Manager  Administration Manager  Budget	Costed BOQ			X		Service Provider / Manager Building Management / OSS Director/ Technology Manager / Administration Manager

No	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
10	Appointment of service providers for installation works	Approval / Appointment of service provider/s  Requisition  Purchase orders	SCM Procedure and Team  LAC approval  Legal Advisor  Secretaries Office  Budget	Approved ToR  Evaluation report  Signed of contract and SLA			X		

No	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
11	Commencement and completion of remedial works	Installation / construction works undertaken as per agreed scope of works and BOQ and in compliance with prescribed regulations and legislation	OSS Director  Manager Building Management  Manager Safety and Security  Technology Manager  Administration Manager  Contractors / Space planner / Turnkey Specialist  Budget	Occupation certificate  Electrical CoC  The new fibre optic link between the two buildings  The fibre backbone between the floors in the new building  Laying out Cat6 data cable to carry both data and voice (VIOP)			X	X	IT Manager/IT Director

No	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
12	Snagging	Compliance Certificates	OSS Director  Manager Building Management  Manager Safety and Security  Technology Manager  Administration Manager  Contractors / Space planner / Turnkey Specialist	Final inspection certificate  Occupation certificate  Electrical CoC  Confirmed works undertaken as per BOQ and agreed scope of works  Testing all network connectivity				X	OSS Director  Manager Building Management  Manager Safety and Security  Technology Manager  Administration Manager  Contractors / Space planner / Turnkey Specialist

No	Action Steps	Tangible Outputs	Resources required to realize outputs	Key Performance Indicators	Timing				Position Responsible
					Q1	Q2	Q3	Q4	
13	Shift from 1066	<p>Insurance in place for all equipment / furniture / installations to be relocated.</p> <p>All furniture and equipment packed accordingly</p> <p>Furniture and equipment transported and installed as per requirements</p>	<p>Furniture removal contractor</p> <p>Manager Building Management</p> <p>Manager Safety and Security</p> <p>Technology Manager</p> <p>Administration Manager</p> <p>Budget</p>	<p>All furniture, equipment and installations relocated to alternative location and services operational</p> <p>Quality control and commissioning</p> <p>Post Occupancy audit</p> <p>Decommissioning and recovering of equipment that can still be utilised in the new building e.g. servers, cabinets, switches, patch panels, brush panels and wireless access points etc.</p>				X	<p>OSS Director</p> <p>Manager Building Management</p> <p>Manager Safety and Security</p> <p>Technology Manager</p> <p>Administration Manager</p> <p>Contractors / Space planner / Turnkey Specialist</p>