CORPORATE SERVICES

DIRECTORATE EXECUTIVE SUMMARY

OF THE SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN
2012/2013

EXECUTIVE DIRECTOR: FATIMA HABIB

1. EXECUTIVE SUMMARY

Corporate Services Directorate is a multi-disciplinary, strategic partner to all directorates. It provides value adding policies, strategies, processes, systems, interventions, knowledge and expertise. Corporate Services (CS) is the central pivot around which many of the service delivery departments of the City work.

2. PURPOSE AND SERVICE MANDATE OF DIRECTORATE

i. Vision and Mission

a. Vision

To "add value to the City by providing high quality internal support to the various Business Units, thereby significantly contributing to the efficiency and effectiveness of the CITY of CAPE TOWN"

b. Mission

Corporate Services will strive to deliver superior support services with the best of breed practices, procedures and systems thereby enabling the City of Cape Town to achieve its core mandate of service delivery

ii. The Road map

To achieve the above and in order to provide high quality, cost – effective and efficient support services to the CITY OF CAPE TOWN, CS will:

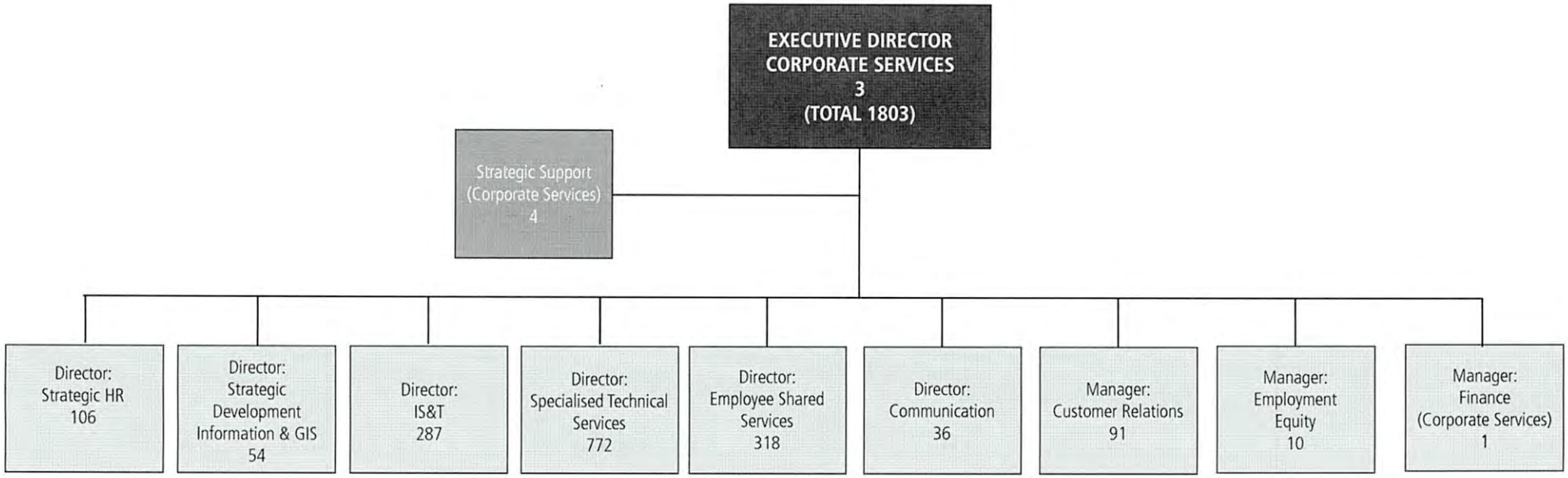
- Be customer and process- focused
- Use leading-edge technologies
- Implement quality service standards and performance measures
- Attract, develop and retain functional expertise

iii. The Core functions of the Directorate

DEPARTMENT	FUNCTION
Strategic Human Resources (HR)	The purpose of Strategic Human Resources is to develop, drive and implement Human Resources strategies, programmes and intervention across the City in order to ensure the alignment of staff to business needs. The strategies, programmes and interventions are delivered through partnerships with internal and external stakeholders, the primary internal stakeholders being Employee Shared Services, Employment Equity and line departments. Strategic human Resources provides a corporate centre of excellence in relation to human resources strategies, organisational development services, HR and related policies, talent management, business improvement, quality management, organisational design, change management, collective bargaining, labour relations and general HR & business consultative services. Strategic HR is the custodian of human resources policies.
Information Systems & Technology	The Information Technology and Systems Department (IS&T) of the City Of Cape Town, deploys a three pronged strategy to maximize the use of information Technology (IT) within the City and thereby improve services to citizens. As a strategic partner to business it aims to be a catalyst for the transformation of public services and it will enable the City of Cape Town to become a more efficient and affective local authority.
Strategic Development Information & GIS	The Strategic Development Information & GIS Department is, at a corporate level, responsible for the provision of strategic development information and knowledge, and related support services. The core function of the department is to facilitate and enable the integration of information and knowledge from the various departments of the City to ensure sharing and dissemination of information and knowledge across city departments and to external customers and stakeholders.
Specialized Technical Services	Specialized Technical Services as a department provides a professional and specialist function, technical and administrative to its clients and employees so that available resources are effectively used, business demands are met, operating systems are maintained, and employees receive the information and resources necessary to effectively perform their work.
Employee Shared Services	The purpose of Employee Shared Services is to provide a centre of transactional excellence across a range of Human Resources and Corporate Administrative functions, including the Employee Interaction Centre, Personnel Administration, Occupational Health & Safety, Employee Wellness, Records Management and Printing Services. Employee Shared Services ensures industry best practice in relation to the processes, systems, tools and information relating to the shared functions, with the aim of providing the most efficient and effective, high quality, standardised and consistent services. In relation to Occupational Health & Safety, Employee Wellness and Records Management, Employee Shared Services develops, drives and implements corporate wide strategic interventions. Employee Shared Services works with internal and external partners to deliver its services, the primary internal partners being Strategic human Resources, Employment Equity and line departments.
Communication	The Communication Department ensures a two-way flow of information between the City, its staff, residents, the news media and other stakeholders in a credible, cost-effective and professional way. It uses an array of appropriate communication channels and tools to achieve integrated communication driven by content, objectives and strategy. It is the brand and reputational custodian of the City. In-house expertise in media, marketing, publications, electronic communication, photography, videography and audio-visual services is combined with specialist service providers and collaboration with line departments.
Customer Relations	The Customer Relations (CR) Department provides an effective and efficient customer relations service to the City's customers to address their requirements in terms of access to municipal service delivery, thereby creating a positive image of the City of Cape Town.
Employment Equity	Provides strategic direction and develop corporate guidelines for (to assist with) the implementation of the City's EE Policy and EE Plan that form the basis of the City's transformation agenda.

i.v. Partners, Stakeholders and Customers

PARTNERS/ STAKEHOLDERS	ROLES AND RESPONSIBILITIES
Partners • Office of the Speaker • Executive Mayor • Councillors • Corporate Services Portfolio Committee • City Manager • Executive Management Team • EMT ICT Sub Committee • Line departments • National and Provincial Government and other Governmental bodies/partners • Universities and other Educational Entities • Department of Labour • Unions • Commission for Gender Equality • Disabled People of South Africa • Staff	• Report to relevant committees • Provide a administrative support and guidance in terms of policy and procedures
Internal Customers • Executive Mayor • Mayoral Committee • City Manager • Executive Management Team Members • Portfolio Committees • Line departments • Staff • Councillors	• Provide a administrative support and guidance in terms of policy and procedures
External Customers • Residents in the Cape Town area • Communities • Media • Businesses in the Cape Town area • Institutions, civic organisations and other specific groupings • Other Government entities • Citizens, • Provincial Government • National Government • Applicants and students and tertiary institutions	• Ensure that citizens are well informed about the City


EXECUTIVE DIRECTOR
CORPORATE SERVICES
3
(TOTAL 1803)
Strategic Support
(Corporate Services)
4
Director:
Strategic HR
106
Director:
Strategic
Development
Information & GIS
54
Director:
IS&T
287
Director:
Specialised Technical
Services
772
Director:
Employee Shared
Services
318
Director:
Communication
36
Manager:
Customer Relations
91
Manager:
Employment
Equity
10
Manager:
Finance
(Corporate Services)
1

SFA	OBJECTIVES	PROGRAMMES	INITIATIVES (INPUTS AND OUTPUTS)
SFA 1 - AN OPPORTUNITY CITY	Objective1.2 - Provision and maintenance of economic and social infrastructure to ensure infrastructure-led growth and development	P1.2(a) Fibre-optic network programme	Construct a fibre optic telecommunication network within the Cape Town metro. (BUDGET PROVISION WITHIN CURRENT MTREF BASE)
SFA 1 - AN OPPORTUNITY CITY	Objective 1.4 Ensure mobility through the implementation of an effective public transport system.	P1.4(a) Public Transport programme	Additional funding to support IRT Technical - to be located within Fleet Services (will cover both current and new rollout)
SFA 1 - AN OPPORTUNITY CITY	Objective 1.5 Leveraging the city's assets to drive economic growth and sustainable development	P1.5 (a) Investigate all the City's strategic assets	Investment in strategic corporate buildings to maintain both safety & value (Civic Centre being the City's single most valuable property)
SFA 1 - AN OPPORTUNITY CITY	Objective 1.6 Maximise the use of available funding and programmes for training and skills development	P1.6 (a) Seta & EPWP funding used to train apprentices and create other external training opportunities. Training apprentices for vacant posts in the administration and the city	Apprentices; 200 per year; (100 per year new intake as programme spans 2 years);
SFA 1 - AN OPPORTUNITY CITY	Objective 1.6 Maximise the use of available funding and programmes for training and skills development	P1.6 (a) Seta & EPWP funding used to train apprentices and create other external training opportunities. Training apprentices for vacant posts in the administration and the city	New apprenticeship programme in partnership with FET, with City doing practical, and providing bursaries – aim to build up to start with 20 and build up to 50 in future years
SFA 1 - AN OPPORTUNITY CITY	Objective 1.6 Maximise the use of available funding and programmes for training and skills development	P1.6 (a) Seta & EPWP funding used to train apprentices and create other external training opportunities. Training apprentices for vacant posts in the administration and the city	External bursaries; current 149
SFA 1 - AN OPPORTUNITY CITY	Objective 1.6 Maximise the use of available funding and programmes for training and skills development	P1.6 (a) Seta & EPWP funding used to train apprentices and create other external training opportunities. Training apprentices for vacant posts in the administration and the city	External bursaries; new 60

SFA	OBJECTIVES	PROGRAMMES	INITIATIVES (INPUTS AND OUTPUTS)
SFA 1 - AN OPPORTUNITY CITY	Objective 1.6 Maximise the use of available funding and programmes for training and skills development	P1.6 (a) Seta & EPWP funding used to train apprentices and create other external training opportunities. Training apprentices for vacant posts in the administration and the city	In-service training of students requiring work based experience to graduate; 450 opportunities to be expanded to 600 in first year and thereafter according to budget & partnership with EPWP programme; (existing OPEX includes access to EPWP funding in form of savings against staff budget) Current programme of 450
SFA 1 - AN OPPORTUNITY CITY	Objective 1.6 Maximise the use of available funding and programmes for training and skills development	P1.6 (a) Seta & EPWP funding used to train apprentices and create other external training opportunities. Training apprentices for vacant posts in the administration and the city	In-service training of students requiring work based experience to graduate; 450 opportunities to be expanded to 600 in first year and thereafter according to budget & partnership with EPWP programme; (existing OPEX includes access to EPWP funding in form of savings against staff budget) expanded programme with additional 200
SFA 1 - AN OPPORTUNITY CITY	Objective 1.6 Maximise the use of available funding and programmes for training and skills development	P1.6 (a) Seta & EPWP funding used to train apprentices and create other external training opportunities. Training apprentices for vacant posts in the administration and the city	Graduate internships; to be expanded into all professional areas; currently limited to engineering and environment; subject to budget models and in partnership with the EPWP programme; Graduate internships; to be expanded into all professional areas; currently limited to engineering and environment; subject to budget models and in partnership with the EPWP programme; (existing OPEX, supplemented by grant funding)
SFA 1 - AN OPPORTUNITY CITY	Objective 1.6 Maximise the use of available funding and programmes for training and skills development	P1.6 (a) Seta & EPWP funding used to train apprentices and create other external training opportunities. Training apprentices for vacant posts in the administration and the city	Learnerships; current 9 learnerships focussed primarily on internal; to open up to external with target of 20 learners to be expanded in future years based on internal capacity to develop and mentor partnership with the EPWP programme. Learnerships; current 9 learnerships focussed primarily on internal; to open up to external with target of 20 learners to be expanded in future years based on internal capacity to develop and mentor partnership with the EPWP programme. (existing OPEX supplemented by grant funding) New 20 learnerships included under the "call centre" programme
SFA 2 - A SAFE CITY	Objective 2.1 Expanding staff and capital resources in policing departments and emergency services to provide improved services to all, especially the most vulnerable communities.	P2.2 Resourcing of Departments in Pursuit of Optimum Operational Functionality	Replacement of Safety & Security fleet

SFA	OBJECTIVES	PROGRAMMES	INITIATIVES (INPUTS AND OUTPUTS)
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	Service Management Programme
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	Maintain the customer service improvement programme
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	Providing customers with feedback via SMS on progress
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	Customer Self-service by introducing a citizen's portal and telephone self-service.
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	Improving the quality assurance process to ensure the quality and consistency of calls
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	Improved responsiveness to service requests
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	Installing additional free-call lines in rural and disadvantaged communities
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	A call centre expansion programme to increase the range of services
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	A call centre expansion programme to increase the range of services - additional staff
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	Improved productivity and service delivery

SFA	OBJECTIVES	PROGRAMMES	INITIATIVES (INPUTS AND OUTPUTS)
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	Improved productivity and service delivery (upgrade to VOIP)
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	Skills development and creating job opportunities. (learnership for 20)
SFA 4 - AN INCLUSIVE CITY	Objective 4.1 Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to.	P4.1 (a) Managing service delivery through the service management process (C3 notification responsiveness)	A tracking and monitoring system of correspondence responses.
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (a) Human Resources, Talent Management, Skills Development programme (Integrated Talent Management approach)	Integrated Talent Management to attract, appoint, train, develop, retain and manage employees. (1% of staff budget for skills development)
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (a) Human Resources, Talent Management, Skills Development programme (Integrated Talent Management approach)	SAP Learning Solutions & Productivity Pack
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (a) Human Resources, Talent Management, Skills Development programme (Integrated Talent Management approach)	AET Programme
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Ensure the correct alignment of people to business needs.
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Maximising the developmental opportunities employees - employment equity capacity
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Individual Performance Management
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Completing the TASK project

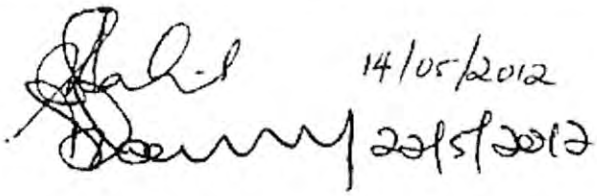
SFA	OBJECTIVES	PROGRAMMES	INITIATIVES (INPUTS AND OUTPUTS)
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Occupational Health & Safety compliance
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Employee Wellness - Matrix programme
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	e-HR programmes - ongoing upgrading of SAP HR
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	e-HR programmes - rollout of T&A devices to small depots; including mobile devices - including ongoing upgrading & replacement of current devices
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	e-HR programmes - Employee Self-service kiosks
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Culture Climate Survey to measure effectiveness of HR Strategy
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Increase investment in skills development (SFA1.5(a) & 5.2(a)); and
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Identify and monitor key measurements that will support the above outcomes.
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Directorate Level Staffing Strategies
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Annual staffing strategy and plan
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Human Resources Budget and Staff Numbers
SFA 5 - A WELL-RUN CITY	Objective 5.2 Establish an efficient and productive administration that prioritizes delivery	P5.2 (b) Human Resources Strategy	Reprioritise a percentage of the staffing budget.
SFA 5 - A WELL-RUN CITY	Objective 5.3 Ensure financial prudence with clean audits by the Auditor General	P5.3(b) Internal management processes programme	Training Managers in key identified Core Administrative Business Processes
SFA 5 - A WELL-RUN CITY	Objective 5.3 Ensure financial prudence with clean audits by the Auditor General	P5.3(b) Internal management processes programme	Records management programme
SFA 5 - A WELL-RUN CITY	Objective 5.3 Ensure financial prudence with clean audits by the Auditor General	P5.3(b) Internal management processes programme	Records management programme

6. OBJECTIVES AND INDICATORS OF THE DIRECTORATE SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN (SDBIP)

Refer to Corporate Services SDBIP (Appendix A)

7. AUTHORISATION

The undersigned do hereby indicate their agreement with the contents of this document and the outcomes.

	NAME	SIGNATURE	DATE
Executive Director	Fatima Habib		14/05/2012
Mayco Member	Ald. Demetri Qually		22/5/2012

8. APPENDICES:

Appendix A: Corporate Services Directorate 2012/13 SDBIP

FINAL 2012/2013 CORPORATE SERVICES DIRECTORATE SDBIP

Alignment to		Link to Lead Directorate	Directorate Objective	Indicator (to include unit of measure)	Baseline 2011/2012	Program/ Statutory or Strategic Plan	Annual Target 30 June 2013	Targets				Responsible person
Pillar & Corporate Objective	CSC Indicator No.							30 Sept 2012	31 Dec 2012	31 Mar 2013	30 June 2013	
SFA 1 The Opportunity City	1B	Finance	1.2: Provide and maintain economic and social infrastructure to ensure infrastructure-led growth and development	Percentage spend of Capital Budget	Direct./ Dept. achievement as at 30 June 2012	1.2 (b)	90%	17,18%	38,62%	64,81%	90%	Directorate Finance Manager
SFA 1 The Opportunity City	1E	Finance	1.2: Provide and maintain economic and social infrastructure to ensure infrastructure-led growth and development	Percentage spend on repairs and maintenance	100%	1.2 (b)	100%	24,98%	50,02%	75,04%	100%	Directorate Finance Manager
SFA 1 The Opportunity City	1F	Office Of The Deputy City Manager	1.2: Provide and maintain economic and social infrastructure to ensure infrastructure-led growth and development	Number of Expanded Public Works programmes (EPWP) Work Opportunities created	Direct./ Dept. achievement as at 30 June 2012	1.2 (d)	2106	277	629	1421	2106	Noamaan Hendricks Contact: 021 400 9894 Cell: 082 615 5887
SFA 1 The Opportunity City	1.H (a)	Corporate Services	1.5: Maximise the use of available funding and programmes for training and skills development	Number of external trainee and bursary opportunities (excluding apprentices)	Direct./ Dept. achievement as at 30 June 2013	1.6 (a)	180	101	158	173	180	Nonzuzo Ntubane Contact: 021 400 4056 Cell: 083 694 8344 Chad Aimes (Quarterly BI report) Contact: 021 400 2063 Cell: 071 850 3383

Alignment to		Link to Lead Directorate	Directorate Objective	Indicator (to include unit of measure)	Baseline 2011/2012	Program/ Statutory or Strategic Plan	Annual Target 30 June 2013	Targets				Responsible person
SFA 1 The Opportunity City	1.H (b)			Number of apprentices	Direct./ Dept. achievement as at 30 June 2014	1.6 (a)	60	0	0	0	60	Nonzuzo Ntubane Contact: 021 400 4056 Cell: 083 694 8344 Chad Aimes (Quarterly BI report) Contact: 021 400 2063 Cell: 071 850 3383
SFA 4 An Inclusive City	4A	Corporate Services	4.1Ensure responsiveness by creating an environment where citizens can be communicated with and be responded to	Percentage adherence to Citywide service standard based on all external notifications	New - to be based on Direct./ Dept. achievement as at 30 June 2012	4.1 (a)	100%	100%	100%	100%	100%	Sunet Klopper Contact: 021 400 9206 (Targets against which the % adherence is measured are to be determined by Directorates, in consultation with Corporate Services, and based on Directorate & departmental baselines)
SFA 5 A Well Run City	I	Corporate Services	5.2 - Establish an efficient and productive administration that prioritizes delivery	Percentage adherence to EE target (composite Indicator)	Direct./ Dept. achievement as at 30 June 2012	5.2(b)	100%	100%	100%	100%	100%	Michael Siyolo Contact: 021 400 9840 Cell: 084 300 0609
SFA 5 A Well Run City	I	Corporate Services	5.2 - Establish an efficient and productive administration that prioritizes delivery	Percentage adherence to Utilisation target (composite Indicator)	Direct./ Dept. achievement as at 30 June 2012	5.2(b)	100%	100%	100%	100%	100%	Rudolph Pollard Contact: 021 400 9216 Cell: 071 850 3383

Alignment to		Link to Lead Directorate	Directorate Objective	Indicator (to include unit of measure)	Baseline 2011/2012	Program/ Statutory or Strategic Plan	Annual Target 30 June 2013	Targets				Responsible person
SFA 5 A Well Run City	–	Corporate Services	5.2 - Establish an efficient and productive administration that prioritizes delivery	Percentage adherence to Employee Talent Target (composite indicator)	Direct./ Dept. achievement as at 30 June 2012	5.2(b)	100%	100%	100%	100%	100%	Rudolph Pollard Contact: 021 400 9216 Cell: 071 850 3383 Nonzuzo Ntubane Contact: 021 400 4056 Cell: 083 694 8344
SFA 5 A Well Run City	–	Finance	5.3 - Ensure financial prudence with clean audit by the Auditor General	Percentage of Operating Budget spent	Direct./ Dept. achievement as at 30 June 2012	Not Applicable	95%	23,57%	47,24%	71,13%	95%	Directorate Finance Manager
SFA 5 A Well Run City	–	Finance	5.3 - Ensure financial prudence with clean audit by the Auditor General	Percentage of assets verified	Direct./ Dept. achievement as at 30 June 2012	Not Applicable	100% completed by 30 June	0%	0%	25%	100% completed by 30 June	Directorate Finance Manager
SFA 5 A Well Run City	–	INTERNAL AUDIT	5.3 - Ensure financial prudence with clean audit by the Auditor General	Percentage Internal Audit findings resolved	Direct./ Dept. achievement as at 30 June 2012	Not Applicable	70%	70%	70%	70%	70%	Riaan Vosloo Contact: 021 400 3879
SFA 5 A Well Run City	-	Corporate Services	5.2 - Establish an efficient and productive administration that prioritizes delivery	Number of people from employment equity target groups employed in the three highest levels of management in compliance with the City's approved employment equity plan	Direct./ Dept. achievement as at 30 June 2012	P5.2 (b)	80%	80%	80%	80%	80%	Information Indicators

Approved by Executive Director:
Corporate Services - Fatima Habib

Date: 24/05/2012

Approved by Mayco Member:
Ald Demetri Qually

Date: 24/5/2012