



DEPARTMENT OF

HUMAN SETTLEMENTS

ANNUAL PERFORMANCE PLAN

2018 - 2019



human settlements

Department:
Human Settlements
REPUBLIC OF SOUTH AFRICA





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N Mfeketo, MP

Minister for Human Settlements

The National Development Plan recognises that where people live and work matters. It is in this context that the department in collaboration with other sector departments, spheres of government, private sector and civil society are partnering in the delivery of human settlements with a view of scaling up delivery while ensuring that there are long term investments needed to generate jobs and economic returns that support sustainable urban growth.

In the coming year, our focus will be in ensuring that the goal of achieving the spatially and socio-economically integrated settlements, communities and neighbourhoods is realised. This will be realised through the accelerated implementation of catalytic projects which are vehicles for spatial restructuring. In our endeavour to transform the residential property market; we commit to ensuring that there is a dedicated focus targeting low-moderate income households' participation in the residential property market. We will expand access to housing finance for end-users, bridge finance for contractors and developers whilst also ensuring access to well-located land; infrastructure and services. Gender equality and empowerment remain central to human settlements. In order to meet the challenges and opportunities facing women and youth, we will ensure their full participation in the implementation of our programmes.

While we note the remarkable progress made over the past years, we remain conscious of the challenges and the limitations we have to contend with in achieving our goal of service delivery in human settlements context. The 2018/19 Annual Performance Plan articulates our acknowledgment that we cannot discharge our responsibilities towards the citizens of South Africa in the same manner as we have done previously. As such, strategies and programmes articulated in this plan aim to reinforce the goal to create social and economic livelihoods through decent housing that affords citizens to build family and community life in a holistic and inclusive sense.

A handwritten signature in black ink, reading 'N Mfeketo.' The signature is written in a cursive style and is positioned above a horizontal line.

N MFEKETO, MP

MINISTER FOR HUMAN SETTLEMENTS

DATE: 13 MARCH 2018



OFFICIAL SIGN-OFF

It is hereby certified that the departmental Annual Performance Plan 2018/2019 and for the outer years:

- Was reviewed by the Management of the Department for Human Settlements under the guidance of the Honourable Minister N Mfeketo.
- Takes into account all the relevant policies, legislation, the medium term strategic framework as well Treasury Regulation 6.2.1 and other mandates for which the Department of Human Settlements is responsible for.
- Accurately reflect the strategic outcome oriented goals and performance targets which the Department of Human Settlements will endeavour to achieve given the resources made available in the budget for the MTEF.

Funani Matlatsi

Chief Financial Officer

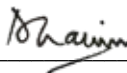
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Neville Chaine

Chief of Operations

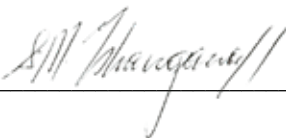
Signature:



Mbulelo Tshangana

Accounting Officer

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Approved by:

N Mfeketo, MP

Minister for Human Settlements

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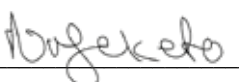


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ACRONYMS & ABBREVIATIONS

AC:	Audit Committee	MIS:	Management of Information Systems
BAS:	Basic Accounting System	MOU:	Memorandum of Understanding
BNG:	Breaking New Grounds	MP:	Member of Parliament
CCT:	City of Cape Town	MPAT:	Management Performance Assessment Tool
CD:	Chief Director	MTEF:	Medium Term Expenditure Framework
CIO:	Chief Investment Officer	MTSF:	Medium Term Strategic Framework
CRU:	Community Residential Units	NDP:	National Development Plan
CSOS:	Community Schemes Ombud Service	NEDLAC:	National Economic Development and Labour Council
DDG:	Deputy Director-General	NHBRC:	National Home Builders Registration Council
DFI:	Development Finance Institution	NHFC:	National Housing Finance Corporation
DHS:	Department of Human Settlements	NUSP:	National Upgrade Support Programme
DoHS:	Department of Human Settlements	NURCHA:	National Urban Reconstruction and Housing Agency
DPSA:	Department of Public Service and Administration	PERSAL:	Personal and Salary System
EAAB:	Estate Agency Affairs Board	PFMA:	Public Finance Management Act
EMT:	Executive Management Committee	PICC:	Presidential Infrastructure Coordination Commission
ENE:	Estimated National Expenditure	PHP:	People's Housing Process
FLISP:	Finance Linked Individual Subsidy Programme	PSCBC:	Public Service Coordinating Bargaining Council
FOSAD:	Forum of South African Directors-General	PSETA:	Public Service Sector Education and Training Authority
HDA:	Housing Development Agency	RHLF:	Rural Housing Loan Fund
HLA:	Housing Land Availability	RMC:	Risk Management Committee
HR:	Human Resource	SITA:	State Information Technology Agency
HS:	Human Settlements	SLA:	Service Level Agreement
HSDG:	Human Settlements Development Grant	SHRA:	Social Housing Regulatory Authority
HSS:	Housing Subsidy System	SIPs:	Strategic Integrated Projects
ICT:	Information and Communications Technology	SOP:	Standard Operating Procedure
IGR:	Inter-Governmental Relations	UISP:	Upgrading of Informal Settlements Programme
IMS:	Information Management System	USDG:	Urban Settlements Development Grant
IT:	Information Technology		
JBMC:	Joint Branch Management Committee		
MeC:	Member of the Executive Council		

1. UPDATED SITUATIONAL ANALYSIS


The Department of Human Settlements is committed to facilitating and supporting the creation of sustainable and integrated human settlements across the country. This commitment is in response to the NDP proposal and is outlined in the Medium Term Strategic Framework 2014 – 2019 which includes the promotion of social inclusion, economic growth, ensuring that beneficiaries obtain security of tenure and spatial restructuring.

Though government delivered more than 3, 9 housing opportunities since the dawn of democracy, the demand for housing closer to economic opportunities continue to be the main problems facing the country. The demand for housing has been influenced by the increase in urbanization which has unintendedly resulted to an increase to informal dwellings putting pressure in the country's existing infrastructure. Statistics South Africa estimates that by 2020, there will be about 3.6 million new household formations with more than 2 million falling within the income category of less than R3500 per month will contribute to an increasing demand for housing. Currently the demand for adequate housing is estimated at about 2.2 million households, which includes households in informal settlements and backyard shacks. Of these, about 1.7million are registered in the Department of Human Settlements' Housing Needs Database.

In order to deal with the high demand for housing that varies per income category, government in collaboration require a different approach taking into consideration the existing economic climate and the need for shelter. With only 30% of South Africans that are able to purchase a house of more than R500 000, and the shrinking tax base that has widened the national expenditure, the new approach must encompass a number of sustainability factors that will address a wide range of challenges within the housing and human settlements environment. The department will in the coming years focus in implementing the following strategies:

- Assist the poor and low moderate income households to access numerous housing opportunities through the Human Settlements development bank
- Coordinate development and ensure development occurs in areas where there is bulk infrastructure
- Implement capacity development initiatives
- Coordinate the implementation of the catalytic programme
- Coordinate the development planning process and ensure that settlements are developed in townships that are proclaimed
- Ring-fence funding for the title deeds restoration programme





The proposed strategies will be implemented through the collaborative agreements and arrangements with all spheres and sector departments thus enabling the transformation of settlements developed and achieving the social cohesion as envisioned in the New Urban Agenda. To achieve and realise the overall MTSF-NDP-New Urban Agenda goals and objectives, the department will focus at:

- a) Improving sector planning and delivery capabilities,
- b) Coordinating and ensuring that the upgrading of informal settlements programme is accelerated,
- c) Ensuring that all beneficiaries are provided with security of tenure over the medium-long term
- d) Ensuring that the establishment of the Human Settlements development bank is completed
- e) The establishment of Human Settlements Ombudsman to provide the citizens the ability to hold their government to account for its decisions.

1.1 Performance environment

The Department of Human Settlements (DHS) is currently implementing its 2015-2020 Strategic Plan. The department within the framework of the NDP, the 2015-2020 Strategic Plan is structured around three strategic outcome-oriented goals that include:

- Enhanced efficiency and effectiveness of the department
- Integrated and responsive human settlements sector planning and policy environment
- Increased delivery of adequate housing in quality living environments

The efforts of the DHS's various programmes and the Department's funding (including grants transferred to provinces and metros) are now directed towards the achievement of the above strategic outcome-oriented goals. For each of these goals, DHS defined a number of a number of strategic objectives linked to the five year targets.

While the department has set goals that will contribute to the realization of sustainable human settlements, the achievement of these goals is dependent on external forces that include:

- Availability of clear funding mechanism for infrastructure including bulk that unlocks some of the development challenges

- Coordinated planning from local government, provinces along the identified priority precincts that have major influence on spatial restructuring
- Efficient utilization of human settlements grants by provinces and municipalities which also is a key lever to the success of human settlements programmes and the achievement of national targets
- Availability of planning and delivery capacity

Without these, performance in the human settlements the sector will continue to experience the same challenges thus not be able to deal with the high demand for housing that has resulted to overcrowding, inadequate dwellings, deplorable urban environment, degrading public infrastructure and outright homelessness. Unlike the human rights-based framework of transitional justice that underpinned the Truth and Reconciliation Commission (TRC), issues such as sanitation, housing and public education can only be addressed by long-term state interventions at a systemic level. Conventional transitional justice mechanisms such as commissions, courts and tribunals are seldom able to adequately address these structural problems and inequalities.

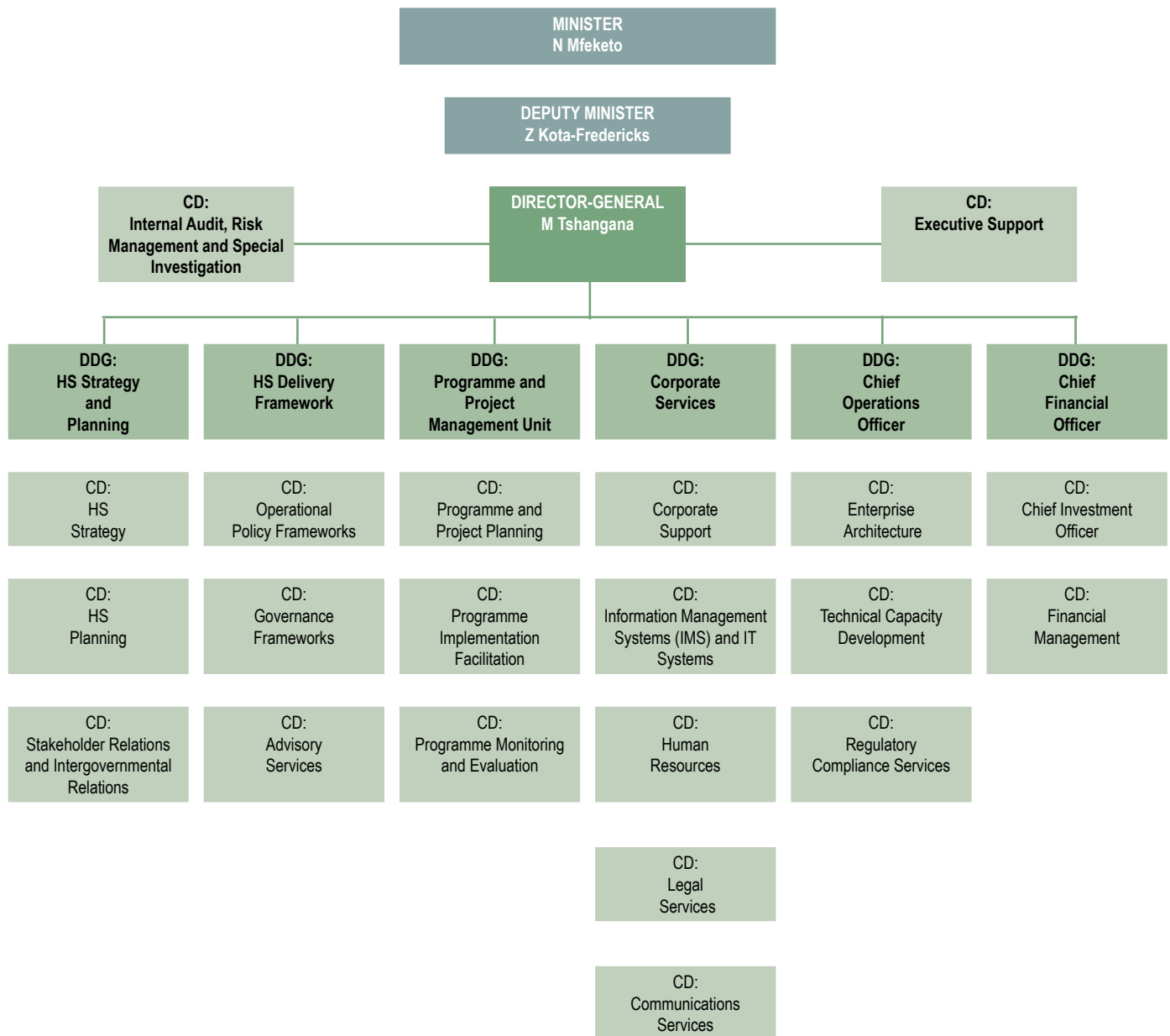
The table below sets out housing delivery through the national housing programme since 2014

Year	Serviced Sites Completed	Houses/Units Completed	Total Housing Opportunities
2013/2014	48 193	105 936	154 129
2014/2015	49 345	94 566	143 911
2015/2016	52 411	100 339	152 750
2016/2017	56 343	90 962	147 305
TOTAL	206 292	391 803	598 095

1.2 Organisational Environment

The Department's main strategic goal is to deliver adequate housing in quality living environments. Through the implementation of the 2014-2019 MTSF, the departmental strategic approach is focused at increasing housing opportunities and improved settlement functionality, efficiencies and resilience.

Though there has not been a significant change in the organisation, the department is working towards the finalisation of a reviewed organizational structure which takes into account the delivery needs as the budget constraints the department is faced with. The reviewed structure will enable the department to function better through regions. This will enhance the support offered to provinces and municipalities.



2. REVISION OF LEGISLATIVE AND OTHER MANDATES

The mandate and core business of the Department of Human Settlements is underpinned by the Constitution and all other relevant legislation and policies applicable to the department. In addressing the mandate for integrated sustainable human settlements, the review of policies particularly the development of the White Paper for Human Settlements and the revision of the Housing Act to Human Settlements Act will enhance the departments 'efforts in the provision of adequate housing by:

- Providing a framework for the realisation of sustainable human settlements and improved quality of household life.
- Providing a foundation for the establishment of a viable, socially and economically integrated communities that are located in areas allowing convenient access to economic opportunities as well as health, educational and social amenities

2.1 Policies

The mandate of the Department (DoHS) is set out in the Housing Act. Section 2 of the Housing Act compels all three spheres of government to give priority to the needs of the poor in respect of housing development. In addition, all three spheres of government must ensure that housing development:

- a) Provides as wide a choice of housing and tenure options as is reasonably possible;
- b) Is economically, fiscally, socially and financially affordable and sustainable;
- c) Is based on integrated development planning; and
- d) Is administered in a transparent, accountable and equitable manner, and upholds the practice of good governance.

Section 2(1) (c)

The legislative mandate of the Department remains the same except for the inclusion of the following:

- Estate Agency Affairs Act, 1976
- Following a Presidential Proclamation, the Department took over the oversights function of the Estate Agency Affairs Act, 1976 from the Department of Trade and Industry during May 2012. The objectives of the Act are to:
 - Establish the Estate Agency Affairs Board (EAAB) to regulate the conduct of estate agents;
 - Establish the Estate Agents Fidelity Fund;



- Monitor trends within the real estate industry; and
- Render education and training to estate agents and consumers

2.2 Policy Mandates

Other specific constitutional, legislative and policy mandates of the Department including government policy frameworks are:

- Constitution of the Republic of South Africa
- Housing Act, 1997 (Act No 107 of 1997)
- Comprehensive Plan for the Creation of Sustainable Human Settlements (BNG)
- The Housing Consumer Protection Measures Act, 1998 (Act No 19 of 1998)
- The Housing Development Agency Act, 2008 (Act No 23 of 2008)
- Public Finance Management Act, 1999 (Act No 1 of 1999-as amended by Act No 29)
- The Social Housing Act, 2008 (Act No 16 of 2008)
- The Division of Revenue Act, 2011 (Act No 6 of 2011)
- The Rental Housing Act, 1999 (Act No 50 of 1999)
- Home Loan and Mortgage Disclosure Act, 2000 (Act No 63 of 2000)
- Inclusionary Housing Bill
- Sectional Titles Schemes Management Act (Act 8 of 2011)
- Community Schemes Ombud Service Act (Act 9 of 2011)
- Intergovernmental Relations Framework (Act No 13 of 2005)
- National Development Plan (NDP)
- Spatial Planning and Land Use Management Act, 2013 (Act No 16 of 2013)

2.3 Relevant Court Rulings

There are court rulings affecting the operations of the human settlements sector, though they are not impacting directly to the national department but they affect delivery and the achievement of targets. These cases are but not limited to the following;

- Government of the republic of South Africa v Irene Grootboom & Others: CCT 11/00. (Right of access to adequate housing)
- Thubelitsha Homes, Minister of Housing and Minister of Local Government & Housing, Western Cape v Various Occupants.
- HLA 8/3/2/109 - 2014 CASE NO. 2011/19 The EMM had brought a joinder application in the Constitutional Court seeking to join the Department in the proceedings instituted by Bapsfontein Community
- The City of Cape Town and FirstRand Bank Limited: CCT 22/08 (eviction of 20, 000 residents of Joe Slovo informal settlement) Bio-watch Trust v registrar Genetic resources & others: CCT 80/08 (Promotion of access to information Act) Dingaen Hendrik nyathi v MeC for the Department of Health, Gauteng, and Minister of Justice & Constitutional Development: CCT 19/07.

2.4 Planned policy initiatives

The Department has embarked on a process of developing a White Paper on Human Settlements. The White Paper will be a fundamental policy document that carves the development path and subsequently, the implementation of Integrated Human Settlements in South Africa. This process will result in the review of a host of human settlement policy and legislation - the Housing Act 107 of 1997 and the 2009 National Housing Code.

The Policy initiatives would provide the rationale for the establishment of Human Settlements Ombudsman (HSO) which would allow for the investigation and resolution of disputes relating to human settlements matters and the observance of the fundamental right of access to adequate housing, within the area of responsibility of the Department at National, Provincial and Local government level, including the Department's entities.



3. OVERVIEW OF THE 2018/19 BUDGET & MTSF ESTIMATES

3.1 Expenditure Estimates

Sub Programmes	Audited outcome			Adjusted Appropriation	Medium Term Expenditure Estimates Indicative		
R' 000	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Administration	433 080	411 074	420 897	457 665	442 650	471 546	502 671
Human Settlements Policy, Strategy and Planning	78 703	75 738	86 600	93 573	89 781	95 966	102 611
Human Settlements Delivery Support	133 712	120 796	151 742	217 302	246 005	261 045	329 824
Housing Development Finance	28 712 737	29 426 936	29 927 992	32 695 760	31 577 280	32 859 348	34 851 058
TOTAL	29 358 232	30 034 544	30 587 231	33 464 300	32 355 716	33 687 905	35 786 164

Economic Classification	Audited outcome			Adjusted Appropriation	Medium Term Expenditure Estimates Indicative		
R' 000	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Current payments	605 798	603 669	657 797	777 354	787 605	838 630	945 618
Compensation of employees	290 856	310 151	325 288	383 257	376 945	405 680	436 107
Goods and services	314 918	293 514	332 497	394 097	410 660	432 950	509 511
Interest and rent on land	24	4	12	-	-	-	-
Transfers and subsidies	28 507 594	29 255 449	29 822 601	32 531 261	31 482 134	32 792 972	34 833 895
Provinces and municipalities	27 669 053	28 957 020	29 123 459	31 351 590	30 391 312	31 687 288	33 667 896
Departmental agencies and accounts	798 009	287 906	682 395	1 167 031	1 079 034	1 093 236	1 152 865
Higher education institutions	4 499	-	3 500	-	3 500	-	-
Foreign governments and international organisations	1 269	1 368	1 923	1 272	1 346	1 421	1 500
Public corporations and private enterprises	4 000	-	5 000	1 500	-	-	-
Non-profit institutions	-	-	-	-	-	-	-
Households	30 764	9 155	6 324	9 868	6 942	11 027	11 634
Payments for capital assets	14 717	14 108	6 611	5 685	5 977	6 303	6 651
Buildings and other fixed structures	-	236	-	-	-	-	-
Machinery and equipment	13 310	13 810	6 540	5 685	5 977	6 303	6 651
Software and other intangible assets	1 407	62	71	-	-	-	-
Payments for financial assets	230 123	161 318	100 222	150 000	80 000	50 000	-
TOTAL	29 358 232	30 034 544	30 587 231	33 464 300	32 355 716	33 687 905	35 786 164

3.2 Relating expenditure trends to strategic outcome oriented goals

The Department of Human Settlements is committed to the NDP's vision of transforming human settlements and the spatial economy to create functionally integrated, balanced and vibrant urban settlements by 2030. Outcome 8 (sustainable human settlements and improved quality of household life) of government's 2014-2019 medium-term strategic framework is aligned with this vision and guides the work of the department, as well as its commitment to improving institutional capacity and coordination across government. Over the MTEF period, the department will focus on ensuring that poor households have access to adequate housing in better living environments, and creating a functional housing market. It will invest in catalytic projects that deliver integrated communities; upgrade informal settlements; and provide affordable rental housing, outstanding title deeds to beneficiaries of state-subsidised housing, and temporary shelter to people affected by housing emergencies such as fires.

The department has a total budget of R101.8 billion over the MTEF period, increasing at an average annual rate of 2.2 per cent, from R33.5 billion in 2017/18 to R35.8 billion in 2020/21. The below inflationary growth in the budget is due to Cabinet approved budget reductions of R3.1 billion in 2018/19, R3.8 billion in 2019/20 and R4 billion in 2020/21. Despite these reductions, the department aims to deliver 1.5 million housing opportunities by 2019, as determined by government's 2014-2019 medium-term strategic framework.



PART B: PROGRAMME AND SUB PROGRAMME PLANS

4.1 PROGRAMME 1: ADMINISTRATION

Purpose of Programme: Provide strategic leadership, management and support services to the department

4.1.1 Programme 1: Strategic Objectives Annual Targets for 2018/19 to 2020/21

Strategic Objective		Strategic Plan	Audited/Actual Performance			Estimated Performance	Medium Term Target		
(High level output)		Target	2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
1	To promote efficient and effective administrative processes	Unqualified audit opinion with no matters of emphasis	New Target	New Target	Unqualified audit report with matters of emphasis	Unqualified audit report 2016/17 with no matters of emphasis	Unqualified audit opinion 2017/18 with no matters of emphasis	Unqualified audit opinion 2018/19 with no matters of emphasis	Unqualified audit opinion 2019/20 with no matters of emphasis
2	Effective and efficient legal support	Comprehensive Human Settlement Legislation developed	New Target	New Target	New Target	Human Settlements Development Bill Human Settlements Bill Housing Consumer Protection Bill 2017 Property practitioners Bill 2016 PIE Amendment Act The Home Loan and Mortgage Disclosure Amendment Bill 2016	Human Settlement Legislation Developed	Regulations for Human Settlements legislation developed	Regulations for Human Settlements legislation developed
3	To provide ICT infrastructure that is reliable, secure and available	Integrated information and communication technology services provided	Provide integrated information and communication technology services	Provide integrated information and communication technology services	New strategic objective target	Provide integrated information and communication technology services	Provide integrated information and communication technology services	Provide integrated information and communication technology services	Provide integrated information and communication technology services

4.1.2 Programme Performance Indicators and Medium-Term Targets for 2018/19 to 2020/21

Strategic Objective		Audited/Actual Performance			Estimated Performance	Medium Term Target		
(High level output)		2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
SUB PROGRAMME: ENTERPRISE ARCHITECTURE, FINANCIAL MANAGEMENT, INTERNAL AUDIT, SPECIAL INVESTIGATIONS, RISK MANAGEMENT, REGULATORY COMPLIANCE AND HUMAN RESOURCES MANAGEMENT								
Strategic Objective: Promote efficient and effective administrative processes								
1.1	Percentage of compliance with statutory tabling and prescripts	New Target	New Target	100 % compliance with statutory tabling and prescripts complied to	100 % compliance with statutory tabling and prescripts	100 % compliance with statutory tabling and prescripts	100 % compliance with statutory tabling and prescripts	100 % compliance with statutory tabling and prescripts
1.2	Percentage implementation of the approved internal audit plan	The Internal audit plan reviewed, approved and implemented	The approved internal audit coverage plan has been implemented	73% of the annual audit plan was implemented	100% implementation of the approved internal audit plan	100% implementation of the approved internal audit plan	100% implementation of the approved internal audit plan	100% implementation of the approved internal audit plan
1.3	Percentage Implementation of the approved the approved risk plan	RM Strategy not fully implemented	Not planned	88% implementation of the approved risk management plan	100% implementation of the approved risk management plan	100% implementation of the approved risk management plan	100% implementation of the approved risk management plan	100% implementation of the approved risk management plan
1.4	Percentage implementation of the approved anti-fraud and corruption plan	The Anti-fraud and Corruption Policy, Whistle-blowing Policy	New Target	68% of the plan implemented	100% implementation of approved anti-fraud and corruption plan	100% implementation of approved anti-fraud and corruption plan	100% implementation of approved anti-fraud and corruption plan	100% implementation of approved anti-fraud and corruption plan
1.5	Percentage of the annual Human Resource Plan implemented	New Target	New Target	New Target	New Target	100% of the annual Human Resource Plan implemented	100% of the annual Human Resource Plan implemented	100% of the annual Human Resource Plan implemented

Strategic Objective		Audited/Actual Performance			Estimated Performance	Medium Term Target		
(High level output)		2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
SUB PROGRAMME: LEGAL SERVICES								
Strategic Objective: Effective and efficient legal support								
2.1	Human Settlements legislation developed	New Target	New Target	4 Reports on the development of legislative framework as per approved legislative programme	Human Settlements Development Bank Bill Human Settlements Bill Housing Consumer Protection Bill 2017 Property practitioners Bill 2016 PIE Amendment Act The Home Loan and Mortgage Disclosure Amendment Bill 2016	Human Settlement Legislation Developed: • Development of Human Settlements Development Bank Bill 2018 • Development of Human Settlements Bill 2018 • Development of PIE Amendment Bill 2018 • Development of Property practitioners Bill 2018 • Development of Housing Consumer Protection Bill 2018 • Development of The Home Loan and Mortgage Disclosure Amendment Bill 2018	Regulations for Human Settlements legislation developed	Regulations for Human Settlements legislation developed
SUB PROGRAMME: HS OMBUDSMAN								
Strategic Objective: To provide effective dispute resolution services								
2.2	Percentage of lodged disputes investigated within 90 days	New Target	New Target	New Target	New Target	100% of lodged disputes investigated within 90 days	100% of lodged disputes investigated within 90 days	100% of lodged disputes investigated within 90 days

Strategic Objective		Audited/Actual Performance			Estimated Performance	Medium Term Target		
(High level output)		2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
SUB PROGRAMME: IMS AND IT								
Strategic Objective: To provide ICT infrastructure that is reliable, secure and available								
3.1	Percentage availability of the HSS Database Systems to provinces	New Target	New Target	99% of systems available to provinces	90% availability of HSS Database Systems to provinces	90% availability of HSS Database Systems to provinces	90% availability of HSS Database Systems to provinces	90% availability of HSS Database Systems to provinces
3.2	Percentage availability of secured ICT services	New Target	New Target	90% availability of IT services	90% availability of IT Support Services	90% Availability of secured ICT services	90% Availability of secured ICT services	90% Availability of secured ICT services

4.1.3 Programme Performance Indicators and Medium-Term Targets for 2018/19

Performance Indicators		Reporting Period	Annual Targets 2018/19	Quarterly Targets			
				1st	2nd	3rd	4th
SUB PROGRAMME: ENTERPRISE ARCHITECTURE, FINANCIAL MANAGEMENT, INTERNAL AUDIT, SPECIAL INVESTIGATIONS, RISK MANAGEMENT AND REGULATORY COMPLIANCE							
1.1.1	Percentage compliance with statutory tabling and prescripts	Quarterly	100% compliance with statutory tabling and prescripts	100% compliance with statutory tabling and prescripts	100% compliance with statutory tabling and prescripts	100% compliance with statutory tabling and prescripts	100% compliance with statutory tabling and prescripts
1.1.2	Percentage implementation of the approved internal audit plan	Quarterly	100% implementation of the approved internal audit plan	100% implementation of the approved internal audit plan	100% implementation of the approved internal audit plan	100% implementation of the approved internal audit plan	100% implementation of the approved internal audit plan
1.1.3	Percentage Implementation of the approved risk management plan	Quarterly	100% implementation of the approved risk management plan	40% implementation of the approved risk management plan	60% implementation of the approved risk management plan	80% implementation of the approved risk management plan	100% implementation of the approved risk management plan
1.1.4	Percentage implementation of the approved anti-fraud and corruption plan	Quarterly	100% implementation of approved anti-fraud and corruption plan	25% implementation of the approved anti-fraud and corruption annual plan	50% implementation of the approved anti-fraud and corruption annual plan	75% implementation of the approved anti-fraud and corruption annual plan	100% implementation of the approved anti-fraud and corruption annual plan
1.1.5	Percentage of the Annual Human Resource Plan implemented (2018/19)	Quarterly	100% of the Annual Human Resource Plan implemented (2018/19)	100% of the Annual Human Resource Plan implemented (2018/19)	100% of the Annual Human Resource Plan implemented (2018/19)	100% of the Annual Human Resource Plan implemented (2018/19)	100% of the Annual Human Resource Plan implemented (2018/19)

Performance Indicators		Reporting Period	Annual Targets 2018/19	Quarterly Targets			
				1st	2nd	3rd	4th
SUB-PROGRAMME: LEGAL SERVICES							
2.1.1	Human Settlements legislation developed	Quarterly	Human Settlements legislation developed: <ul style="list-style-type: none">• Development of Human Settlements Development Bank Bill 2018• Development of Human Settlements Bill 2018• Development of PIE Amendment Bill 2018• Development of Property Practitioners Bill 2018• Development of Housing Consumer Protection Bill 2018• Development of The Home Loan and Mortgage Disclosure Amendment Bill 2018	Progress report on the development of Human Settlement Legislation	Progress report on the development of Human Settlement Legislation	Progress report on the development of Human Settlement Legislation	Human Settlements Development Bank Bill 2018 Human Settlements Bill 2018 PIE Amendment Bill 2018 Property practitioners Bill 2018 Consumer Protection Bill 2018 The Home Loan and Mortgage Disclosure Amendment Bill 2018
SUB-PROGRAMME: OMBUDSMAN							
2.1.2	Percentage of lodged disputes investigated within 90 days	Quarterly	100% of lodged disputes investigated within 90 days	100% of lodged disputes investigated within 90 days	100% of lodged disputes investigated within 90 days	100% of lodged disputes investigated within 90 days	100% of lodged disputes investigated within 90 days
SUB-PROGRAMME: IMS & IT							
3.1.1	Percentage availability of the HSS Database Systems to provinces	Quarterly	90% availability of HSS Database Systems to provinces	90% availability of HSS Database Systems to provinces	90% availability of HSS Database Systems to provinces	90% availability of HSS Database Systems to provinces	90% availability of HSS Database Systems to provinces
3.1.2	Percentage availability of secured ICT services	Quarterly	90% availability of secured ICT services	90% availability of secured ICT services	90% availability of secured ICT services	90% availability of secured ICT services	90% availability of secured ICT services

4.2 PROGRAMME 2: HUMAN SETTLEMENTS POLICY, STRATEGY AND PLANNING

Programme purpose: Manage the development of, and compliance with, human settlements sector delivery and intergovernmental relations frameworks, and oversee integrated human settlements strategic and planning services.

PROGRAMME 2: STRATEGIC OBJECTIVES AND MEDIUM TERM TARGETS FOR 2018/19 TO 2020/21

4.2.1 Strategic Objectives and Medium Term Targets for 2018/19 to 2020/21

Strategic Objective		Strategic Plan	Audited/Actual Performance			Estimated Performance	Medium Term Target		
		5 Year Target	2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
1	To establish partnerships to support the delivery of Human Settlements sector priorities	National Human Settlements development plan developed	Approved National Human Settlements Development Plan for Provinces (HSDG)	Approved National Human Settlements Development Plan for Provinces (HSDG)	An Approved National Human Settlements Development Plan for Provinces (HSDG)	An Approved National Human Settlements Development Plan for Provinces (HSDG)	National Human Settlements Development Plan developed	National Human Settlements Development Plan developed	National Human Settlements Development Plan developed
		Increased participation of stakeholders in human settlements development	New Target	New Target	New Target	New Target	Intergovernmental Structures maintained for the delivery of Human Settlements sector priorities	Intergovernmental Structures maintained for the delivery of Human Settlements sector priorities	Intergovernmental Structures maintained for the delivery of Human Settlements sector priorities
2	To develop evidence based policies and programmes	Policy framework for Human Settlements developed	Existing policies	Existing policies	Existing policies	Policy Framework for Human Settlements developed	Policy Framework for Human Settlements developed	Policy Framework for Human Settlements developed	Policy Framework for Human Settlements developed

4.2.2 Programme Performance indicators and annual targets for 2018/19 – 2020/21

Performance Indicator		Audited/Actual Performance			Estimated Performance	Medium Term Target		
		2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
SUB PROGRAMME: HUMAN SETTLEMENT PLANNING								
Strategic Objective: To establish partnerships to support the delivery of Human Settlements sector priorities								
1.1	Approved National Human Settlements Development Plan (HSDG funded)	Approved National Human Settlements Development Plan for Provinces (HSDG)	Approved National Human Settlements Development Plan for Provinces (HSDG)	An approved National Human Settlements Development Plan for Provinces	An approved National Human Settlements Development Plan for Provinces	Approved National Human Settlements Development Plan (HSDG funded)	Approved National Human Settlements Development Plan (HSDG funded)	Approved National Human Settlements Development Plan (HSDG funded)
1.2	Urban Settlement Development plans for Metropolitan municipalities developed (USDG funded)	New Target	New Target	New Target	New Target	Urban Settlement Development plan for Metropolitan municipalities developed (USDG funded)	Urban Settlement Development plan for Metropolitan municipalities developed (USDG funded)	Urban Settlement Development plan for Metropolitan municipalities developed (USDG funded)
SUB-PROGRAMME:STAKEHOLDERS MOBILISATION AND IGR								
Strategic Objective: To establish partnerships to support the delivery of Human Settlements sector priorities								
1.3	Number of Partnerships mobilised towards Human Settlements Development	New target	New target	Mobilised and strengthened stakeholder participation in Human Settlements Development	40 Partnerships mobilised towards Human Settlements	14 partnerships mobilised towards human settlements development	14 partnerships mobilised towards human settlements development	14 partnerships mobilised towards human settlements development
1.4	Number of initiatives on international cooperative aligned to human settlements priorities serviced	4 reports on international knowledge exchange, benchmarking or cooperation in the field of human settlements	4 reports on inter-sectoral, inter-sphere collaboration agreement signed and implemented	Mobilisation and strengthening of stakeholder participation on Human Settlements Development	6 initiatives on international cooperation aligned to human settlements priorities serviced	6 initiatives on international cooperation aligned to human settlements priorities serviced	6 initiatives on international cooperation aligned to human settlements priorities serviced	6 initiatives on international cooperation aligned to human settlements priorities serviced
1.5	Number of intergovernmental fora coordinated in line with human settlements priorities	Inter-sectoral and inter-sphere collaboration agreements signed and implemented	Inter-sectoral and inter-sphere collaboration agreements signed and implemented	Mobilisation and strengthening of stakeholder participation on Human settlements Development	24 intergovernmental fora coordinated in line with human settlements priorities	32 intergovernmental fora coordinated in line with human settlements priorities	32 intergovernmental fora coordinated in line with human settlements priorities	32 intergovernmental fora coordinated in line with human settlements priorities

Performance Indicator		Audited/Actual Performance			Estimated Performance	Medium Term Target		
		2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
Strategic Objective: To develop evidence based policies and programmes								
2.1	Policy framework for Human Settlements developed	Existing policies	Existing policies	Existing policies	Policy Framework for Human Settlements developed	A policy Framework for Human Settlements developed: Human Settlements Ombudsman	Policy framework for Human Settlements developed	Policy framework for Human Settlements developed
2.2	Human Settlements code revised	Housing Code	Draft Framework for the development of human settlement code	Revised Programmes of the Human Settlements Code	Programmes in coded reviewed	Programmes in the code revised	Human Settlements code developed	No target
SUB-PROGRAMME: GOVERNANCE FRAMEWORKS								
2.3	Number of researches to support policy development conducted	New target	New target	New target	New target	3 Researches to support policy development conducted	3 Researches to support policy development conducted	3 Researches to support policy development conducted

4.2.3 Programme Performance Indicators and Quarterly Targets for 2018/19

Performance Indicators		Reporting Period	Annual Targets 2018/19	Quarterly Targets			
				1st	2nd	3rd	4th
SUB-PROGRAMME: HS PLANNING							
1.1.1	Approved National Human Settlements Development Plan (HSDG funded)	Quarterly	Approved National Human Settlements Development Plan (HSDG funded)	No target	1st draft National Human Settlements Development Plan (HSDG funded)	2nd draft National Human Settlements Development Plan (HSDG funded)	Approved National Human Settlements Development Plan (HSDG funded)
1.1.2	Urban Settlement Development plans for Metropolitan municipalities developed (USDG funded)	Quarterly	Urban Settlement Development plan for Metropolitan municipalities developed (USDG funded)	Final USDG plans of Metropolitan municipalities for 2018/19 developed	No Target	Support to Metropolitan municipalities on the development of USDG plans provided	1st draft USDG plans of Metropolitan municipalities for 2019/20 analysed
SUB-PROGRAMME: STAKEHOLDER RELATIONS AND IGR							
1.1.3	Number of partnerships mobilised towards Human Settlements development	Quarterly	14 partnerships mobilised towards human settlements development	3 partnerships mobilised towards human settlements development	4 partnerships mobilised towards human settlements development	4 partnerships mobilised towards human settlements development	3 partnerships mobilised towards human settlements development
1.1.4	Number of initiatives on international cooperation aligned to human settlement priorities serviced	Quarterly	6 initiatives on international cooperation aligned to Human Settlement priorities serviced	6 initiatives on international cooperation aligned to Human Settlement priorities serviced	6 initiatives on international cooperation aligned to Human Settlement priorities serviced	6 initiatives on international cooperation aligned to Human Settlement priorities serviced	6 initiatives on international cooperation aligned to Human Settlement priorities serviced
1.1.5	Number of intergovernmental fora coordinated in line with human settlements priorities	Quarterly	32 intergovernmental fora coordinated in line with human settlements priorities	8 intergovernmental fora coordinated in line with human settlements priorities	8 intergovernmental fora coordinated in line with human settlements priorities	8 intergovernmental fora coordinated in line with human settlements priorities	8 intergovernmental fora coordinated in line with human settlements priorities

Performance Indicators		Reporting Period	Annual Targets 2018/19	Quarterly Targets			
				1st	2nd	3rd	4th
SUB-PROGRAMME: OPERATIONAL FRAMEWORKS							
2.1.1	Policy Framework for Human settlements developed	Quarterly	A policy Framework for Human Settlements developed: Human Settlements Ombudsman	Research and analysis conducted on Human Settlements Ombudsman	A draft framework on Human Settlements Ombudsman developed	Consultation on the policy framework for Human Settlements Ombudsman	Policy Framework for Human settlements developed: <ul style="list-style-type: none">Human Settlements Ombudsman
2.1.2	Human Settlements Code revised	Quarterly	Programmes in the code revised	Draft framework for the programmes to be revised developed: <ul style="list-style-type: none">Upgrading of Informal Settlement Programme (UISP-RevisionDetailed guidelines for Special housing needs Programmes	No target	No target	Programmes in the code revised
SUB-PROGRAMME: GOVERNANCE FRAMEWORKS							
2.1.3	Number of researches to support policy development conducted	Quarterly	Three researches to support policy development conducted	Research agenda developed	One Research to support policy development conducted	One Research to support policy development conducted	One Research to support policy development conducted



4.3 Programme 3: Programme Monitoring and Delivery support

Purpose of the programme: the purpose of this programme is to support the execution, monitor and evaluate the implementation of human settlements programmes and projects.

PROGRAMME 3: STRATEGIC OBJECTIVES AND MEDIUM-TERM TARGETS FOR 2018/19 TO 2020/21

4.3.1 Strategic Objectives and Medium-Term Targets for 2018/19 to 2020/21

Strategic Objective		Strategic Plan	Audited/Actual Performance			Estimated Performance	Medium Term Target		
		5 Year Target	2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
1	Provide implementation support on the delivery of sustainable human settlement	9 Provinces supported on the implementation of human settlements programmes	206 900 housing opportunities in quality living environment delivered	193 836 housing opportunities in quality living environment delivered	175 979 housing opportunities in quality living environment delivered	278 521 housing opportunities in quality living environment delivered	9 Provinces supported on the implementation of human settlements programmes	9 Provinces supported on the implementation of human settlements programmes	9 Provinces supported on the implementation of human settlements programmes
2	Improved support and capacity for the human settlements sector	9 provincial departments supported in the implementation of Human Settlements apex Programmes	New Target	New Target	New Target	Human Settlements sector capacity audit conducted	9 Provincial departments supported in the implementation of Human Settlements apex Programmes	9 Provincial departments supported in the implementation of Human Settlements apex Programmes	9 Provincial departments supported in the implementation of Human Settlements apex Programmes
3	Enhanced sector monitoring and evaluation	8 Evaluation studies completed	1 Evaluation study completed (Rapid Appraisal of Outcome 8 report)	3 Evaluation study completed (UISP baseline, affordable housing and Asset)	1 Evaluation study conducted (Affordable Housing)	1 Evaluation study (UISP three year impact) to commence	1 Evaluation study (UISP three year impact) completed	1 Additional Evaluation study conducted	1 Additional Evaluation study conducted

Programme 3: Programme Monitoring and Delivery support

Purpose of the programme: the purpose of this programme is to support the execution, monitor and evaluate the implementation of human settlements programmes and projects.

PROGRAMME 3: STRATEGIC OBJECTIVES AND MEDIUM-TERM TARGETS FOR 2018/19 TO 2020/21

4.3.2 Programme performance indicators and annual targets for 2018/19 – 2019/20

Performance Indicator		Audited/Actual Performance			Estimated Performance	Medium Term Target		
		2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
SUB PROGRAMME: PROGRAMME AND PROJECT PLANNING								
Strategic Objective: Provide implementation support on the delivery of sustainable human settlement								
1.1	Project Readiness Matrix implemented in 9 provinces	New Target	New Target	Guideline Framework for Testing Project Readiness implemented in 9 provinces	Guideline Framework for Testing Project Readiness implemented in 9 provinces	Project Readiness Matrix implemented in 9 provinces	Project Readiness Matrix implemented in 9 provinces	Project Readiness Matrix implemented in 9 provinces
1.2	Support provided on the implementation of catalytic programme	16 planned catalytic projects that address spatial, social and economic integration	13 planned catalytic projects that address spatial, social and economic integration	15 Catalytic projects implemented	50 catalytic projects implemented	Provide support on the implementation of catalytic programme	Provide support on the implementation of catalytic programme	Provide support on the implementation of catalytic programme
1.3	Support provided on the implementation of the Revitalization of Distressed Mining Communities Program	None	23 human settlement interventions in mining towns	11 human settlements interventions implemented in mining towns.	22 mining towns supported on human settlements development intervention	Provide implementation support to the Revitalization of Distressed Mining Communities Program	Provide implementation support to the Revitalization of Distressed Mining Communities Program	Provide implementation support to the Revitalization of Distressed Mining Communities Program
SUB PROGRAMME: PROGRAMME IMPLEMENTATION FACILITATION								
Strategic Objective: Provide implementation support on the delivery of sustainable human settlement								
1.4	Number informal settlements assessed (Feasibility studies conducted)	360 Informal Settlements assessed	463 informal settlements assessed	283 Feasibilities on Informal Settlements conducted	400 informal settlements assessed (Feasibility studies conducted)	477 informal settlements assessed (Feasibility studies conducted)	200 informal settlements assessed (Feasibility studies)	200 informal settlements assessed (Feasibility studies conducted)
1.5	Number Informal Settlement Upgrading Plans developed	336 Informal Settlement Upgrading plans	76 informal settlement upgrading plans developed	413 Informal Settlement Upgrading Plans developed	300 Informal settlement upgrading plans developed	500 Informal settlement upgrading plans developed	554 Informal settlement upgrading plans developed	554 Informal settlement upgrading plans developed

Performance Indicator		Audited/Actual Performance			Estimated Performance	Medium Term Target		
		2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
SUB PROGRAMME: PROGRAMME IMPLEMENTATION FACILITATION								
Strategic Objective: Provide implementation support on the delivery of sustainable human settlement								
1.6	Number of provinces and metros supported in implementing the informal settlements upgrading programme	74 017 households to phase 2	52 349 households upgraded to phase 2	75 941 households upgraded to phase 2 HSDG (56 343) and USDG (19 058)	150 000 households in informal settlements upgraded	9 provinces and 8 metros supported in implementing the informal settlements upgrading programme	9 provinces and 8 metros supported in implementing the informal settlements upgrading programme	9 provinces and 8 metros supported in implementing the informal settlements upgrading programme
1.7	Number of provinces supported in implementing the housing subsidy programme	95 210 of housing units for subsidy housing submarket provided	99 904 subsidy housing opportunities provided	90 692 subsidy housing opportunities provided	112 600 individual units for subsidy housing submarket provided	9 provinces supported in implementing the subsidy housing programme	9 provinces supported in implementing the housing subsidy programme	9 provinces supported in implementing the housing subsidy programme
1.8	Support provided on the implementation of private affordable rental housing	8 994 private affordable rental housing opportunities delivered	6 465 private affordable rental housing opportunities delivered	5 040 affordable rental opportunities delivered	7 920 private affordable rental housing opportunities delivered	Provide support on the implementation of private affordable rental housing	Provide support on the implementation of private affordable rental housing	Provide support on the implementation of private affordable rental housing
1.9	Support provided on the implementation of Housing programme	2 053 Social Housing units	3 480 Social Housing units	3 595 of Social Housing units delivered	6 000 Social Housing units delivered	Provide support on the implementation of Social Housing programme	Provide support on the implementation of Social Housing programme	Provide support on the implementation of social housing programme
1.10	Support provided in the delivery of Community Residential Units	2 017 Community Residential Units (CRU)	2 152 Community Residential Units (CRU)	981 Community Residential Units (CRU) delivered	1 915 Community Residential Units (CRU) delivered	Provide support on the delivery of Community Residential Units	Provide support on the delivery of Community Residential Units	Provide support on the delivery of Community Residential Units
SUB PROGRAMME:HUMAN SETTLEMENTS PLANNING								
Strategic Objective: Provide implementation support on the delivery of sustainable human settlement								
1.11	Multiyear land assembly plan for human settlements development compiled	2 635.1 hectares has been released	3 589.1 hectares of land were identified, released for human settlements development	6 250.385 ha of well-located land acquired	3 000 hectares of well-located land acquired, rezoned, and released for new developments	Multiyear land assembly plan for human settlement development plan compiled	Multiyear land assembly plan for human settlement development plan reviewed	Multiyear land assembly plan for human settlement development plan reviewed

Performance Indicator	Audited/Actual Performance			Estimated Performance	Medium Term Target		
	2014/15 Base line	2015/16 Base line	2016/17 Base line		2018/19 Target	2019/20 Target	2020/21 Target

SUB PROGRAMME: HUMAN SETTLEMENTS PLANNING

Strategic Objective: Provide implementation support on the delivery of sustainable human settlement

1.12	Number of provinces supported in the implementation of the Title Deeds restoration programme (Pre and Post 1994)	26 279 title deeds backlog	14 266 title deeds eradicated	67 449 title deeds backlog eradicated	327 300 Pre and Post 1994 Title deeds Issued	9 Provinces supported in the implementation of the Title Deeds restoration programme (Pre and Post 1994)	9 Provinces supported in the implementation of the Title Deeds restoration programme (Pre and Post 1994)	9 Provinces supported in the implementation of the Title Deeds restoration programme (Pre and Post 1994)
1.13	Number of Provinces supported in the implementation of Title Deeds programme (from April 2014)	Not planned and reported	Not planned and reported	60 740 Title deeds for new subsidy houses issued	93 200 Title deeds for new subsidy houses issued	9 Provinces supported in the implementation of Title Deeds programme (from April 2014)	9 Provinces supported in the implementation of Title Deeds programme (from April 2014)	9 Provinces supported in the implementation of Title Deeds programme (from April 2014)

SUB PROGRAMME: STAKEHOLDERS MOBILISATION AND IGR

Strategic Objective: Provide implementation support on the delivery of sustainable human settlement

1.14	Number of provinces supported in the delivery of housing opportunities to Military Veterans	New target	New target	New target	1 700 non-statutory Military Veterans adequately housed	Nine (9) Provinces supported in the delivery of 1000 housing opportunities to Military Veterans	Nine (9) Provinces supported to deliver 1000 housing opportunities to Military Veterans	Nine (9) Provinces Supported to deliver 1000 housing opportunities to Military Veterans
1.15	Number of provinces and metros supported in the implementation of PHP policy	New target	5 Provinces were able to deliver a total of 12553 PHP units	Consolidation of the institutional capacity for PHP is in the progress. various Provinces have been supported in the implementation of PHP and the support has yielded 8498 PHP units	7 Provinces and 5 Metros supported in the implementation of the PHP policy	7 Provinces and 6 Metros supported in the implementation of PHP Policy	8 Provinces and 7 Metros supported in the implementation of PHP Policy	9 Provinces and 8 Metros supported in the implementation of PHP Policy

SUB PROGRAMME: REGULATORY COMPLIANCE SERVICES

Strategic Objective: Provide implementation support on the delivery of sustainable human settlement

1.16	Single DFI established (Human settlements development bank)	New target	DFI consolidation process applied	Single DFI operational integration completed	Operational integration implemented	Operational integration implemented	Single DFI established (Human settlements development bank)	No target
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Performance Indicator		Audited/Actual Performance			Estimated Performance	Medium Term Target		
		2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
SUB PROGRAMME: TECHNICAL CAPACITY DEVELOPMENT								
Strategic Objective: Improved support and capacity for the human settlements sector								
2.1	Number of Provincial departments supported in the implementation of Human Settlements apex Programmes	New Target	New Target	New Target	New Target	9 Provincial departments supported in the implementation of Human Settlements apex Programmes	9 Provincial departments supported in the implementation of Human Settlements apex Programmes	9 Provincial departments supported in the implementation of Human Settlements apex Programmes
2.2	Number of practitioners trained in human settlements Programmes	New target	New target	New target	New target	560 practitioners trained in human settlements Programmes	300 practitioners trained in human settlements Programmes	300 practitioners trained in human settlements Programmes
2.3	Number of youth supported through scholarship programme	300 youth supported through a scholarship programme	70 youth supported through a scholarship programme	249 youth supported through a scholarship programme	100 youth supported through a bursary programme	75 youth supported through scholarship programme	75 youth supported through scholarship programme	75 youth supported through scholarship programme
SUB PROGRAMME: MONITORING AND EVALUATION								
Strategic Objective: Enhanced sector monitoring and evaluation								
3.1	Percentage of projects under implementation monitored and verified (HSDG and USDG)	57% of running projects monitored through physical site visits and other verification methodologies Revised MEIA Framework	75% of running projects monitored through physical site visits or analysis of other data sources	96.6% of projects under implementation monitored and verified (HSDG and USDG)	100% of projects under implementation monitored and verified (HSDG and USDG)	100% of projects under implementation monitored and verified (HSDG and USDG)	100% of projects under implementation monitored and verified (HSDG and USDG)	100% of projects under implementation monitored and verified (HSDG and USDG)
3.2	Number of evaluation studies completed	1 Evaluation study completed (Rapid Appraisal of Outcome 8 report)	1 Evaluation study completed (UISP baseline, affordable housing and asset)	1 Evaluation study conducted (Affordable Housing)	1 Evaluation study (UISP three year impact) to commence	1 Evaluation study (UISP three year impact) completed	1 Evaluation study to be completed	1 Evaluation study completed
						1 evaluation study initiated	1 evaluation study initiated	1 evaluation study initiated

4.3.3 Programme Performance Indicators and Quarterly Targets for 2018/19

Performance Indicators		Reporting Period	Annual Targets 2018/19	Quarterly Targets			
				1st	2nd	3rd	4th
SUB-PROGRAMME: PROGRAMME AND PROJECT PLANNING							
1.1.1	Project Readiness Matrix implemented in 9 provinces	Quarterly	Project Readiness Matrix implemented in 9 provinces	Report on project readiness of projects in 2 provinces in line with approved provincial business plans	Report on project readiness of projects in 3 provinces in line with approved provincial business plans	Report on project readiness of projects in 2 provinces in line with approved provincial business plans	Report on project readiness of projects in 2 provinces in line with approved provincial business plans
1.1.2	Support provided on the implementation of catalytic programme	Quarterly	Provide support on the implementation of catalytic programme	Provide support on the implementation of catalytic programme	Provide support on the implementation of catalytic programme	Provide support on the implementation of catalytic programme	Provide support on the implementation of catalytic programme
1.1.3	Support provided on the implementation of the Revitalization of Distressed Mining Communities Program	Quarterly	Provide implementation support to the Revitalization of Distressed Mining Communities Program	Provide implementation support to the Revitalization of Distressed Mining Communities Program	Provide implementation support to the Revitalization of Distressed Mining Communities Program	Provide implementation support to the Revitalization of Distressed Mining Communities Program	Provide implementation support to the Revitalization of Distressed Mining Communities Program
SUB-PROGRAMME: PROGRAMME IMPLEMENTATION FACILITATION							
1.1.4	Number of informal settlements assessed (Feasibility studies conducted)	Quarterly	477 informal settlements assessed (Feasibility studies conducted)	120 informal settlements assessed (Feasibility studies conducted)	120 informal settlements assessed (Feasibility studies conducted)	120 informal settlements assessed (Feasibility studies conducted)	117 informal settlements assessed (Feasibility studies conducted)
1.1.5	Number of informal settlements upgrading plans developed	Quarterly	500 Informal settlement upgrading plans developed	125 informal settlements upgrading plans developed	125 informal settlements upgrading plans developed	125 informal settlements upgrading plans developed	125 informal settlements upgrading plans developed
1.1.6	Number of provinces and metros supported on the implementation of the informal settlements upgrading programme	Quarterly	9 provinces and 8 metros supported on the implementation of the informal settlements upgrading programme	2 provinces and 2 metros supported on the implementation of the informal settlements upgrading programme	3 provinces and 2 metros supported on the implementation of the informal settlements upgrading programme	2 provinces and 2 metros supported on the implementation of the informal settlements upgrading programme	2 provinces and 2 metros supported on the implementation of the informal settlements upgrading programme
1.1.7	Number of provinces supported in implementing the housing subsidy programme	Quarterly	9 provinces supported in implementing the subsidy housing programme	2 provinces supported in implementing the subsidy housing programme	3provinces supported in implementing the subsidy housing programme	2 provinces supported in implementing the subsidy housing programme	2 provinces supported in implementing the subsidy housing programme

Performance Indicators		Reporting Period	Annual Targets 2018/19	Quarterly Targets			
				1st	2nd	3rd	4th
1.1.8	Support provided on the implementation of private affordable rental housing	Quarterly	Provide support on the implementation of private affordable rental housing	Provide support on the implementation of private affordable rental housing	Provide support on the implementation of private affordable rental housing	Provide support on the implementation of private affordable rental housing	Provide support on the implementation of private affordable rental housing
1.1.9	Support provided on the implementation of Social Housing programme	Quarterly	Provide support on the implementation of Social Housing programme	Provide support on the implementation of Social Housing programme	Provide support on the implementation of Social Housing programme	Provide support on the implementation of Social Housing programme	Provide support on the implementation of Social Housing programme
1.1.10	Support provided on the delivery of Community Residential Units	Quarterly	Provide support on the delivery of Community Residential Units	Provide support on the delivery of Community Residential Units	Provide support on the delivery of Community Residential Units	Provide support on the delivery of Community Residential Units	Provide support on the delivery of Community Residential Units
SUB-PROGRAMME: HS PLANNING							
1.1.11	Multiyear land assembly plan for human settlements development compiled	Quarterly	Multiyear land assembly plan for human settlement development plan compiled	Framework for the preparation of a multiyear land assembly plan developed	Draft Multiyear land assembly plan for human settlements development compiled	Multiyear land assembly plan for human settlements development compiled	No Target
1.1.12	Number of provinces supported in the implementation of the Title Deeds restoration programme (Pre and Post 1994)	Quarterly	9 Provinces supported in the implementation of the Title Deeds restoration programme (Pre and Post 1994)	9 Provinces supported in the implementation of the Title Deeds restoration programme (Pre and Post 1994)	9 Provinces supported in the implementation of the Title Deeds restoration programme (Pre and Post 1994)	9 Provinces supported in the implementation of the Title Deeds restoration programme (Pre and Post 1994)	9 Provinces supported in the implementation of the Title Deeds restoration programme (Pre and Post 1994)
1.1.13	Number of provinces supported in the implementation of Title Deeds programme (from April 2014)	Quarterly	9 Provinces supported in the implementation of Title Deeds programme (from April 2014)	9 Provinces supported in the implementation of Title Deeds programme (from April 2014)	9 Provinces supported in the implementation of Title Deeds programme (from April 2014)	9 Provinces supported in the implementation of Title Deeds programme (from April 2014)	9 Provinces supported in the implementation of Title Deeds programme (from April 2014)
SUB-PROGRAMME: IGR							
1.1.14	Number provinces supported in the delivery of housing opportunities to Military Veterans	Quarterly	Nine (9) Provinces supported in the delivery of 1000 housing opportunities	Nine (9) Provinces supported in the delivery of 250 housing opportunities	Nine (9) Provinces supported in the delivery of 250 housing opportunities	Nine (9) Provinces supported in the delivery of 250 housing opportunities	Nine (9) Provinces supported in the delivery of 250 housing opportunities

Performance Indicators		Reporting Period	Annual Targets 2018/19	Quarterly Targets			
				1st	2nd	3rd	4th
1.1.15	Number of provinces and metros supported in the implementation of PHP policy	Quarterly	7 Provinces and 6 Metros supported in the implementation of PHP Policy	3 Provinces and 3 Metros supported in the implementation of PHP Policy	5 Provinces and 4 Metros supported in the implementation of PHP Policy	6 Provinces and 5 Metros supported in the implementation of PHP Policy	7 Provinces and 6 Metros supported in the implementation of PHP Policy
SUB-PROGRAMME: PROGRAMME REGULATORY COMPLIANCE SERVICES							
1.1.16	Single DFI established (Human Settlements Development Bank)	Quarterly	Operational integration implemented	Progress reports on the consolidation of the 3 entities	Progress reports on the consolidation of the 3 entities	Progress reports on the consolidation of the 3 entities	Progress reports on the consolidation of the 3 entities: • Approved business case; • Approved HSDB policy; • Approved Legislation; • JEP and Cabinet approvals
SUB-PROGRAMME: PROGRAMME TECHNICAL CAPACITY DEVELOPMENT							
2.1.1	Number of Provincial departments supported in the implementation of Human Settlements apex Programmes	Quarterly	9 Provincial departments supported in the implementation of Human Settlements apex Programmes	3 Provinces supported in the implementation of HS apex Programmes	2 Provinces supported in the implementation of HS apex Programmes	2 Provinces supported in the implementation of HS apex Programmes	2 Province supported in the implementation of HS apex Programmes
2.1.2	Number of practitioners trained in human settlements Programmes	Quarterly	560 practitioners trained in human settlements Programmes	160 practitioners trained in human settlements Programmes	180 practitioners trained in human settlements Programmes	120 practitioners trained in human settlements Programmes	100 practitioners trained in human settlements Programmes
2.1.3	Number of youth supported through scholarship programme	Quarterly	75 youth supported through scholarship programme	75 youth supported through scholarship programme	75 youth supported through scholarship programme	75 youth supported through scholarship programme	75 youth supported through scholarship programme
SUB-PROGRAMME: MONITORING AND EVALUATION							
3.1.1	Percentage of projects under implementation monitored and verified (HSDG and USDG)	Quarterly	100% of projects under implementation monitored and verified (HSDG and USDG)	100% of projects under implementation monitored and verified (HSDG and USDG)	100% of projects under implementation monitored and verified (HSDG and USDG)	100% of projects under implementation monitored and verified (HSDG and USDG)	100% of projects under implementation monitored and verified (HSDG and USDG)
3.1.2	Number of evaluation studies completed	Quarterly	1 evaluation study (UISP three year impact) completed	Literature review and conceptual framework Draft TOR	Data collection Bid proposal requested	Draft report Bid proposal evaluated	1 evaluation study (UISP three year impact) completed Successful service provider appointed

4.4 Programme 4: Housing Development Finance

Programme Purpose: Fund the delivery of housing and human settlements programmes, and manage all matters related to improving access to housing finance and developing partnerships with the financial sector.

PROGRAMME 4: STRATEGIC OBJECTIVES AND MEDIUM-TERM TARGETS FOR 2018/19 TO 2020/21

4.4.1 Strategic objective annual targets for 2018/19– 2020/21

Strategic Objective		Strategic Plan	Audited/Actual Performance			Estimated Performance	Medium Term Target		
		5 Year Target	2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
SUB PROGRAMME: CHIEF INVESTMENT OFFICER									
1	Efficient and effective utilization of human settlements grants	Approved Human Settlements Grant Framework	Grants frameworks approved	The grant framework was approved by December 2015	Approved Human Settlements Grants Framework	Approved Human Settlements Grants Framework	Approved Human Settlements Grants Framework	Approved Human Settlements Grants Framework	Approved Human Settlements Grants Framework

PROGRAMME PERFORMANCE INDICATORS AND MEDIUM-TERM TARGETS FOR 2018/19 TO 2020/21

4.4.2 Programme performance indicators and annual targets for 2018/19 – 2020/21

Performance Indicator		Audited/Actual Performance			Estimated Performance	Medium Term Target		
		2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
SUB PROGRAMME: CHIEF INVESTMENT OFFICER								
Strategic Objective: Efficient and effective utilization of human settlements grants								
1.1	Number of quarterly performance assessments conducted (HSDG and USDG)	12 monthly reports, four quarterly reports and one annual report submitted	Annual reports on HSDG, USDG and MHSCG were produced and submitted	4 HSDG & USDG quarterly performance report	4 HSDG & USDG quarterly performance assessments conducted	4 HSDG & USDG quarterly performance assessments conducted	4 HSDG & USDG quarterly performance assessments conducted	4 HSDG & USDG quarterly performance assessments conducted
1.2	Percentage of the HSDG construction budget allocated to designated groups as per the Regulation	New Target	New Target	New Target	30% of the HSDG construction budget allocated to Women and Youth Contractors	30% of the USDG construction budget allocated to designated groups as per the Regulation	30% of the USDG construction budget allocated to designated groups as per the Regulation	30% of the USDG construction budget allocated to designated groups as per the Regulation

Performance Indicator		Audited/Actual Performance			Estimated Performance	Medium Term Target		
		2014/15 Base line	2015/16 Base line	2016/17 Base line	2017/18 Target	2018/19 Target	2019/20 Target	2020/21 Target
1.3	Percentage of the USDG construction budget allocated to designated groups as per the Regulation	New Target	New Target	New Target	30% of the USDG construction budget allocated to Women and Youth Contractors	30% of the USDG construction budget allocated to designated groups as per the Regulation	30% of the USDG construction budget allocated to designated groups as per the Regulation	30% of the USDG construction budget allocated to designated groups as per the Regulation
1.4	Number of FLISP performance assessments conducted	1 193 FLISP subsidies allocated	2 253 FLISP subsidies allocated	2 660 subsidies allocated	5 000 subsidies allocated to approved beneficiaries per year	4 FLISP performance assessments conducted	4 FLISP performance assessments conducted	4 FLISP performance assessments conducted
1.5	Number of assessments on the volume of loans granted by DFIs for the affordable housing market conducted	1 Quarterly assessment on the volume and number of loans granted by DFIs for the affordable housing market	The department is monitoring the DFIs' contribution to housing finance	1 Quarterly assessment on the volume and number of loans granted by DFIs for the affordable housing market	4 Assessments on the volume of loans granted by DFIs for the affordable housing market conducted	4 Assessments on the volume of loans granted by DFIs for the affordable housing market conducted	4 Assessments on the volume of loans granted by DFIs for the affordable housing market conducted	4 Assessments on the volume of loans granted by DFIs for the affordable housing market conducted
1.6	Assessments of employers' contribution towards Employer Assisted Housing	New Target	New Target	New Target	Bi-annual assessments of employers' contribution towards Employer Assisted Housing	Bi-annual assessments of employers' contribution towards Employer Assisted Housing	Bi-annual assessments of employers' contribution towards Employer Assisted Housing	Bi-annual assessments of employers' contribution towards Employer Assisted Housing
1.7	Annual performance analysis of financial institutions on their lending patterns on home loans conducted	2 reports on home loans lending patterns and practices by financial institutions submitted	Annual report on the performance of financial institutions and their lending patterns on home loans produced	Annual report on the performance of financial institutions and their lending patterns.	Annual performance analysis of financial institutions on their lending patterns on home loans conducted	Annual performance analysis of financial institutions on their lending patterns on home loans conducted	Annual performance analysis of financial institutions on their lending patterns on home loans conducted	Annual performance analysis of financial institutions on their lending patterns on home loans conducted
1.8	Number of performance assessments on the Office of Disclosure	New Target	New Target	New Target	New Target	4 performance assessments on the Office of Disclosure	4 performance assessments on the Office of Disclosure	4 performance assessments on the Office of Disclosure

PROGRAMME 4: PROGRAMME PERFORMANCE INDICATORS AND QUARTERLY TARGETS FOR 2018/19

4.4.3 Programme Performance Indicators and Quarterly Targets for 2018/19

Performance Indicators		Reporting Period	Annual Targets 2018/19	Quarterly Targets			
				1st	2nd	3rd	4th
SUB-PROGRAMME: CHIEF INVESTMENT OFFICER							
1.1.1	Number of quarterly performance assessments conducted (HSDG and USDG)	Quarterly	4 HSDG & USDG quarterly performance assessments conducted	1 HSDG & USDG quarterly performance assessments conducted	1 HSDG & USDG quarterly performance assessments conducted	1 HSDG & USDG quarterly performance assessments conducted	1 HSDG & USDG quarterly performance assessments conducted
1.1.2	Percentage of the HSDG construction budget allocated to designated groups as per the Regulation	Bi-Annual	30% of the HSDG construction budget allocated to designated groups as per the Regulation	A report on the 30% of the HSDG construction budget allocated to designated groups as per the Regulation	No target	No Target	A report on the 30% of the HSDG construction budget allocated to designated groups as per the Regulation
1.1.3	Percentage of the USDG construction budget allocated to designated groups as per the Regulation	Bi-Annual	30% of the USDG construction budget allocated to designated groups as per the Regulation	No Target	No target	A report 30% of the USDG construction budget allocated to designated groups as per the Regulation	A report 30% of the USDG construction budget allocated to designated groups as per the Regulation
1.1.4	Number of FLISP performance assessments conducted	Quarterly	4 FLISP performance assessments conducted	1 FLISP performance assessment conducted	1 FLISP performance assessment conducted	1 FLISP performance assessment conducted	1 FLISP performance assessment conducted
1.1.5	Number of assessments on the volume of loans granted by DFIs for the affordable housing market conducted	Quarterly	4 assessments on the volume of loans granted by DFIs for the affordable housing market conducted	1 Assessment on the volume of loans granted by DFIs for the affordable housing market conducted	1 Assessment on the volume of loans granted by DFIs for the affordable housing market conducted	1 Assessment on the volume of loans granted by DFIs for the affordable housing market conducted	1 Assessment on the volume of loans granted by DFIs for the affordable housing market conducted
1.1.6	Assessments of employers' contribution towards Employer Assisted Housing	Bi-Annual	Bi-annual assessment of employers' contribution towards Employer Assisted Housing	No target	1 assessment of employers' contribution towards Employer Assisted Housing	No target	1 assessment of employers' contribution towards Employer Assisted Housing
1.1.7	Annual performance analysis of financial institutions on their lending patterns on home loans conducted	Annual	Annual performance analysis of financial institutions on their lending patterns on home loans conducted	No Target	Annual performance analysis of financial institutions on their lending patterns on home loans conducted	No Target	No Target
1.1.8	Number of performance assessments on the Office of Disclosure	Quarterly	4 performance assessments on the Office of Disclosure	1 performance assessment on the Office of Disclosure	1 performance assessment on the Office of Disclosure	1 performance assessment on the Office of Disclosure	1 performance assessment on the Office of Disclosure

4.5 Reconciling performance targets with the Budget and MTEF 2018/21

PROGRAMME 1: ADMINISTRATION

Sub Programmes	Audited outcome			Adjusted Appropriation	Medium Term Expenditure Estimates Indicative		
R'000	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Ministry	66 437	78 568	75 621	63 488	58 172	60 986	64 891
Departmental Management	101 857	56 575	63 882	101 479	90 219	97 854	104 261
Corporate Services	190 534	188 384	189 215	196 055	197 654	208 840	223 263
Property Management	32 153	42 039	47 093	41 097	41 097	43 332	45 830
Financial Management	42 099	45 508	45 086	55 546	55 508	60 534	64 426
TOTAL	433 080	411 074	420 897	457 665	442 650	471 546	502 671

Economic Classification	Audited outcome			Adjusted Appropriation	Medium Term Expenditure Estimates Indicative		
R'000	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Current payments	397 840	398 858	414 030	454 137	439 119	467 824	498 743
Compensation of employees	178 849	186 765	194 399	224 770	223 779	240 870	259 308
Goods and services	218 970	212 089	219 631	229 367	215 340	226 954	239 435
Interest and rent on land	21	4	-	-	-	-	-
Transfers and subsidies	22 706	1 038	1 521	46	50	53	56
Provinces and municipalities	-	-	-	-	-	-	-
Departmental agencies and accounts	-	-	-	-	-	-	-
Higher education institutions	1 170	-	-	-	-	-	-
Foreign governments and international organisations	-	-	-	-	-	-	-
Public corporations and private enterprises	-	-	-	-	-	-	-
Non-profit institutions	-	-	-	-	-	-	-
Households	21 536	1 038	1 521	46	50	53	56
Payments for capital assets	12 426	10 928	5 189	3 482	3 481	3 669	3 872
Buildings and other fixed structures	-	236	-	-	-	-	-
Machinery and equipment	11 019	10 630	5 132	3 482	3 481	3 669	3 872
Software and other intangible assets	1 407	62	57	-	-	-	-
Payments for financial assets	108	250	157	-	-	-	-
TOTAL	433 080	411 074	420 897	457 665	442 650	471 546	502 671

This programme allocation grows from R457.6 million in 2017/18 to R502.6 million in 2020/21, an average increase of 3.2%. The programme biggest cost drivers apart from compensation of employees, are funds provided for Internal Audit activities and special investigations, computer services and travel and subsistence. The programme mainly provides strategic leadership to the sector and Department as well as support to the Department.

PROGRAMME 2: HUMAN SETTLEMENTS POLICY, STRATEGY AND PLANNING

Sub Programmes	Audited outcome			Adjusted Appropriation	Medium Term Expenditure Estimates Indicative		
R'000	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Management for Policy, Strategy and Planning	3 902	7 420	7 561	7 730	8 083	8 447	9 087
Human Settlements Policy Frameworks	29 731	29 177	27 949	32 143	33 387	35 199	37 677
Human Settlements Strategy and Planning	45 070	39 141	51 090	53 700	48 311	52 320	55 847
TOTAL	78 703	75 738	86 600	93 573	89 781	95 966	102 611

Economic Classification	Audited outcome			Adjusted Appropriation	Medium Term Expenditure Estimates Indicative		
R'000	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Current payments	72 128	72 882	79 016	89 908	87 542	93 603	100 117
Compensation of employees	45 311	49 805	53 422	63 892	61 526	66 171	71 176
Goods and services	26 817	23 077	25 591	26 016	26 016	27 432	28 941
Interest and rent on land	-	-	3	-	-	-	-
Transfers and subsidies	5 394	1 609	7 028	2 772	1 346	1 421	1 500
Provinces and municipalities	-	-	-	-	-	-	-
Departmental agencies and accounts	-	-	-	-	-	-	-
Higher education institutions	-	-	-	-	-	-	-
Foreign governments and international organisations	1 269	1 368	1 923	1 272	1 346	1 421	1 500
Public corporations and private enterprises	4 000	-	5 000	1 500	-	-	-
Non-profit institutions	-	-	-	-	-	-	-
Households	125	241	105	-	-	-	-
Payments for capital assets	1 170	1 221	546	893	893	942	994
Buildings and other fixed structures	-	-	-	-	-	-	-
Machinery and equipment	1 170	1 221	546	893	893	942	994
Software and other intangible assets	-	-	-	-	-	-	-
Payments for financial assets	11	26	10	-	-	-	-
TOTAL	78 703	75 738	86 600	93 573	89 781	95 966	102 611

This programme allocation grows from R93.5 million in 2017/18 to R102.6 million in 2020/21, an average nominal reduction of 3.1%. The programme's biggest cost drivers are compensation of employees and travel and subsistence.

PROGRAMME 3: PROGRAMME DELIVERY SUPPORT

Sub Programmes	Audited outcome			Adjusted Appropriation	Medium Term Expenditure Estimates Indicative		
R'000	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Management for Programme Delivery Support	7 019	7 533	6 837	9 403	9 031	9 602	10 213
Programme Management Unit	69 598	70 587	99 926	159 731	189 016	200 247	265 046
Chief of Operation	57 095	42 676	44 979	48 168	47 958	51 196	54 565
TOTAL	133 712	120 796	151 742	217 302	246 005	261 045	329 824

Economic Classification	Audited outcome			Adjusted Appropriation	Medium Term Expenditure Estimates Indicative		
R'000	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Current payments	119 096	111 806	142 702	206 399	234 239	248 621	316 716
Compensation of employees	53 001	57 991	59 933	74 700	71 950	77 451	83 382
Goods and services	66 092	53 815	82 760	131 699	162 289	171 170	233 334
Interest and rent on land	3	-	9	-	-	-	-
Transfers and subsidies	13 602	7 865	8 195	9 822	10 392	10 974	11 578
Provinces and municipalities	-	-	-	-	-	-	-
Departmental agencies and accounts	-	-	-	-	-	-	-
Higher education institutions	4 499	-	3 500	-	3 500	-	-
Foreign governments and international organisations	-	-	-	-	-	-	-
Public corporations and private enterprises	-	-	-	-	-	-	-
Non-profit institutions	-	-	-	-	-	-	-
Households	9 103	7 865	4 695	9 822	6 892	10 974	11 578
Payments for capital assets	1 011	1 083	790	1 081	1 374	1 450	1 530
Buildings and other fixed structures	-	-	-	-	-	-	-
Machinery and equipment	1 011	1 083	776	1 081	1 374	1 450	1 530
Software and other intangible assets	-	-	14	-	-	-	-
Payments for financial assets	3	42	55	-	-	-	-
TOTAL	133 712	120 796	151 742	217 302	246 005	261 045	329 824

This programme allocation grows from R217.3 million in 2017/18 to R329.8 million in 2020/21, an average nominal growth of 14.9%. The growth can be attributed to funding provided for support for the Housing Emergency Grants and the Title Deeds Restoration Grant over the MTEF. The programme biggest cost drivers are compensation of employees, consultants and travel and subsistence.

PROGRAMME 4: HOUSING DEVELOPMENT FINANCE

Sub Programmes	Audited outcome			Adjusted Appropriation	Medium Term Expenditure Estimates Indicative		
R' 000	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Management for Housing Development Finance	357	1 036	2 137	4 082	4 453	4 736	5 036
Chief Investment Officer	16 488	19 974	20 001	23 057	22 481	24 088	25 261
Human Settlements Development Grant	17 084 369	18 302 675	18 283 991	19 969 343	18 166 520	18 832 802	20 101 903
Contributions	1 026 839	448 906	782 395	1 317 031	1 159 034	1 143 236	1 152 865
Urban Settlements Development Grant	10 284 684	10 554 345	10 839 468	11 382 247	11 306 137	11 880 786	12 534 479
Municipal Human Settlements Capacity Grant	300 000	100 000	-	-	-	-	-
Title Deeds Restoration Grant				-	518 655	547 700	577 823
Emergency Housing Grants				-	400 000	426 000	453 691
TOTAL	28 712 737	29 426 936	29 927 992	32 695 760	31 577 280	32 859 348	34 851 058

Economic Classification	Audited outcome			Adjusted Appropriation	Medium Term Expenditure Estimates Indicative		
R' 000	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Current payments	16 734	20 123	22 049	26 910	26 705	28 582	30 042
Compensation of employees	13 695	15 590	17 534	19 895	19 690	21 188	22 241
Goods and services	3 039	4 533	4 515	7 015	7 015	7 394	7 801
Interest and rent on land	-	-	-	-	-	-	-
Transfers and subsidies	28 465 892	29 244 937	29 805 857	32 518 621	31 470 346	32 780 524	34 820 761
Provinces and municipalities	27 669 053	28 957 020	29 123 459	31 351 590	30 391 312	31 687 288	33 667 896
Departmental agencies and accounts	796 839	287 906	682 395	1 167 031	1 079 034	1 093 236	1 152 865
Higher education institutions	-	-	-	-	-	-	-
Foreign governments and international organisations	-	-	-	-	-	-	-
Public corporations and private enterprises	-	-	-	-	-	-	-
Non-profit institutions	-	-	-	-	-	-	-
Households	-	11	3	-	-	-	-
Payments for capital assets	110	876	86	229	229	242	255
Buildings and other fixed structures	-	-	-	-	-	-	-
Machinery and equipment	110	876	86	229	229	242	255
Software and other intangible assets	-	-	-	-	-	-	-
Payments for financial assets	230 001	161 000	100 000	150 000	80 000	50 000	-
TOTAL	28 712 737	29 426 936	29 927 992	32 695 760	31 577 280	32 859 348	34 851 058

This programme allocation consists mostly of conditional grants and transfer to Departmental Institutions. The allocation grows from R32.6 billion in 2016/17 to R34.5 billion in 2020/21, an average nominal growth of 2.2%. The Human Settlements Development Grant, which is a capital transfers grant to provinces allocation grows from R19.9 billion in 2017/18 to R20.1 billion in 2020/21 an average nominal growth of 0.2%. The Urban Settlements Development Grant, which is a capital transfers grant metropolitan municipalities grows from R11.3 billion in 2017/18 to R12.5 billion in 2020/21 an average nominal growth of 3.3%. Two new grants were introduced in the 2018/19 financial year. Title Deeds Restoration Grant with an allocation of R1.6 billion over the MTEF and the Emergency Housing Grant with an allocation of R1.2 billion over the MTEF.





PART C: LINKS TO OTHER PLANS

5. LINKS TO THE LONG-TERM INFRASTRUCTURE AND OTHER CAPITAL PLANS

The department contributes to the Strategic Infrastructure Projects that are part of the Presidential Infrastructure Coordinating Commission (PICC). The work of the Department is covered in SIPs 1-7, and SIP 18 as well. The departmental interventions within SIP's deal with a number of priority projects in mining towns and rapidly growing areas. In implementing these plans the department is partnering with municipalities, provinces and mining houses. The department has ring-fenced funding for the mining towns and the key focus is the provision of adequate housing for communities around the mining town, this includes the mine workers.

Coordinating the installation of bulk services is a complex matter that requires comprehensive planning and cooperation between national, provincial and local government. Even though the department has revised its planning frameworks, coordinating the installation of bulk needs to be improved to achieve higher rates of delivery. The accreditation of metropolitan municipalities has been seen a shift for accounting for delivery and the process will in the long term enable municipalities to deliver mega projects.

The department's contribution to the infrastructure plans will integrate the economic, social and environmental sectors to ensure sustainable stimulation of the economy. The ability to deliver on these is dependent on partnerships with private sector and civil society.

The Department fully supports and commits to the job creation drive of government. The development and implementation of clear plans on the effective coordination and implementation of National Youth Programme implemented through NHBRC and EAAB contribute to plans of building capacity and diversifying skills amongst youth.

6. CONDITIONAL GRANTS

6.1 Human Settlements Development Grant

The conditional grant enables the Department to provide effective oversight and ensure compliance with the Housing code. The Grant reflects the conditional grant allocation that is transferred to the provinces for Human Settlements Development. Funding is provided on the basis of housing needs, the number of households earning less than R3 500 per month, and the population per province. The grant will continue over the reporting period.

6.2 Urban Settlements Development Grant

This is a supplementary capital infrastructure grant with conditions, objects and distribution criteria including infrastructure backlogs aimed at improving outcomes of the application of the equitable share. The Grant reflects the conditional grant to municipalities for infrastructure and human settlements development, to support the upgrading of informal settlements in metropolitan municipalities. The grant will continue over the reporting period.

6.3 Title Deeds Restoration Grant

The conditional grant provide funding for the eradication of the title deeds registration backlog and the professional fees associated with it, including beneficiary verification

6.4 Emergency Housing Grants

The grant provide funding to municipal and provincial administrations for provision of temporary shelter assistance to households affected by disasters





7. PUBLIC ENTITIES



The Department of Human Settlements has eight public entities reporting to it:




- 1) Estate Agency Affairs Board (EAAB)
- 2) National Housing Finance Corporation (NHFC)
- 3) National Urban Reconstruction and Housing Agency (NURCHA)
- 4) Social Housing Regulatory Authority (SHRA)
- 5) National Home Builders Registration Council (NHBRC)
- 6) Rural Housing Loan Fund (RHLF)
- 7) The Housing Development Agency (HDA)
- 8) Community Schemes Ombud Service (CSOS)

Summarized below are the mandate and key strategic objectives of each of these entities.

Table 13: Human Settlement Entities

Public Entity	Mandate	Output	Current Budget	Date of next Evaluation
National Housing Finance Corporation (NHFC) 	Mobilise funding into human settlements space in partnership with broad range of institutions. It also provides wholesale finance and acts as a fund and risk manager	<ul style="list-style-type: none"> • 1 630 housing opportunities facilitated through disbursements • 826 rental housing opportunities facilitated through disbursements • 205 affordable housing opportunities facilitated through disbursements • 3 973 housing opportunities facilitated through leveraged funds • 782 leveraged from the private sector (R'm) 	R80,000,000 (Capital Grant)	1st quarter review: August 2018 2nd quarter review: November 2018 3rd quarter review: February 2018 4th quarter review: May 2019
Estate Agency Affairs Board (EAAB) 	Regulate, maintain and promote the standard of conduct of estate agents; issue fidelity fund certificates to qualifying applicants; prescribe the standard of education and training of estate agents; investigate complaints lodged against estate agents, manage the Estate Agents Fidelity Fund	<ul style="list-style-type: none"> • 75% of compliant registered estate agents • 14 000 000 radio consumers reached through radio awareness campaigns • 10% of compliant estate agents operating in affordable housing markets • 1 000 youth placed with host employers • Fidelity Fund Net Asset Value 1.25% per annum • 10% increase in Estate Agencies operating in the affordable housing market (30% over MTSF period) • Project management and secretarial support in the Implementation plan for title deeds. • Bi annual data/information on industry trends and analysis available 	-	1st quarter review: August 2018 2nd quarter review: November 2018 3rd quarter review: February 2018 4th quarter review: May 2019

Public Entity	Mandate	Output	Current Budget	Date of next Evaluation
Home Builders Registration Council (NHBRC) 	Provide housing consumers with warranty protection against defects in new homes, and to provide protection against any failure of builders to comply with their obligations in terms of the Housing Consumer Protection Measures Act, 1998 (Act 95 of 1998)	<ul style="list-style-type: none"> • 50 471 non-subsidy homes by private sector enrolled • 123 600 subsidy homes enrolled • 52 164 non-subsidy enrolled homes inspected • 84 455 subsidy homes enrolled inspected • 3 201 new homebuilder registrations approved • 11 297 renewals of homebuilder registrations • 2000 homebuilders trained • 2 000 youth trained • 500 home inspectors trained • 400 Artisans trained • 1 800 women trained • 450 Military Veterans trained • 300 people with disabilities trained 	-	1st quarter review: August 2018 2nd quarter review: November 2018 3rd quarter review: February 2018 4th quarter review: May 2019
Housing Development Agency (HDA) 	Facilitate the release of land and landed properties for human settlements development	<ul style="list-style-type: none"> • 3 000 hectares of well-located land released for human settlement development (targeting poor and middle income households). • 1 000 hectares released and rezoning of land. • Provide 5 informal settlements projects with implementation support • Provide technical support to 22 projects in mining towns. • 50 Catalytic projects identified and assessed. • 9 provinces supported with capacity support as per MTOPs and business plans • 5722 sites serviced • 7168 housing units provided 	R222,177,000 (Operational Grant)	1st quarter review: August 2018 2nd quarter review: November 2018 3rd quart 1st quarter review: August 2018 2nd quarter review: November 2018 3rd quarter review: February 2018 4th quarter review: May 2019 er review: February 2018 4th quarter review: May 2019
National Urban Reconstruction and Housing Agency (NURCHA) 	NURCHA's mandate is to ensure the availability of bridging finance to small, medium and established contractors building low and moderate-income housing and related communities facilities and infrastructure	<ul style="list-style-type: none"> • 1 365 affordable houses built and sites serviced with NURCHA bridging finance. • 10 120 subsidy houses built and sites serviced with NURCHA bridging finance. • 2 Infrastructure and community facility projects completed with NURCHA bridging finance. • 37 Contractors trained through the Contractor Finance and Development Programme 	-	1st quarter review: August 2018 2nd quarter review: November 2018 3rd quarter review: February 2018 4th quarter review: May 2019

Public Entity	Mandate	Output	Current Budget	Date of next Evaluation
Rural Housing Loan Fund: (RHLF) 	The RHLF is a development finance institution, established in August 1996 as an association not for gain. The company is mandated to empower low income households in rural areas to access housing credit	<ul style="list-style-type: none"> • 53 772 housing loans disbursed • 60% of loans provided to people earning R3,500 or less per month • R259 680 million disbursed to retail intermediaries. • 30% loans issued to women by 2019. • 20% of loans issued to people earning over R15 000 • 100% clients visited for loan verification 	-	1st quarter review: August 2018 2nd quarter review: November 2018 3rd quarter review: February 2018 4th quarter review: May 2019
Social Housing Regulatory Authority (SHRA) 	Regulate and support the social housing sector in order to accelerate the delivery of sustainable and financially viable social housing projects. It is responsible for the disbursement of institutional investment and capital grants to social housing institution	<ul style="list-style-type: none"> • 14,000 Units approved for RCG award. • 12 508 Social housing units delivered. • 37 085 units under regulation • 95% expenditure of the RCG (Now named the Consolidated Capital Grant) 	R1,225,752,000 (R1,143,640,000 Consolidated Capital Grant; R20,132,000 Institutional Investment Grant; R46,815,000 Operational Grant and R10,000,000 Regulations)	1st quarter review: August 2018 2nd quarter review: November 2018 3rd quarter review: February 2018 4th quarter review: May 2019
Community Schemes Ombud Service (CSOS) 	To provide a dispute resolution service for community schemes, monitor and control the quality of all sectional title schemes governance documentation and to take custody of, preserve and provide public access to scheme governance documentation	<ul style="list-style-type: none"> • 30 000 community schemes registered • 1500 governance documentation quality assured • 70% of disputes resolved through conciliation • 3 consumer awareness campaigns performed with 4 activations • 12 stakeholder engagements events • 2 CSOS points of presence established 	R31,105.000 (Operational Grant)	1st quarter review: August 2018 2nd quarter review: November 2018 3rd quarter review: February 2018 4th quarter review: May 2019

8. PUBLIC PRIVATE PARTNERSHIPS

The department is partnering with the Banking Association South Africa in intervening in the housing markets through the implementation of the housing programmes catering for various households. The department also has formed strategic partnership with the Development Bank of Southern Africa in the implementation of infrastructure projects that contribute to the achievement of the human settlements mandate.

Name PPP	Purpose	Outputs	Current Value of Agreement	Date when agreement expires
A Social Contract for the Development of Sustainable Human Settlements: Building Partnerships for the accelerated delivery	<p>The Social Contract for Sustainable Human Settlements is a statement of intent to work together for a common goal, whilst appreciating and understanding the relationship between the stakeholders.</p> <p>It provides a framework for partnerships and targeted resource mobilization, and articulates stakeholders' commitment to develop answers collectively for a shared future.</p> <p>As a result of this contract, which is a framework for specific partnerships, individual private sector developers/financial institutions would enter into direct agreements with the department through the HDA.</p>	Increased property markets for the different beneficiary needs	In principle the private sector, through catalytic projects would contribute about R210 billion towards the Human Settlements Development	The actual Social Contract would be reviewed after 5 years from the date of commencement, 2014, and it would be up to such review whether it should be renewed



ANNEXURE A

VISION

A nation housed in sustainable Human Settlements.

MISSION

To facilitate the creation of Sustainable Human Settlements and Improved Quality of Household Life.

VALUES

The core values guiding and regulating the department are based on the Constitution of the Republic of South Africa and supporting legislation and includes:

- Accountability
- Fairness and Equity
- Choice, Quality and Affordability
- Sustainability
- Innovation
- Batho Pele Principles

MEDIUM TERM STRATEGIC FRAMEWORK SUB-OUTCOMES

- Providing Adequate housing and improved quality living environments
- Transforming the residential property market
- Enhancing institutional capabilities for effective coordination of spatial investment decisions

The strategic goals of the department have since been revised and are responsive to the long term goals and objectives of the Human Settlements Strategic Agenda. The revised Strategic goals and Objectives of the Department are as follows:

DEPARTMENTAL BUDGET PROGRAMMES

	Programme	Purpose	Strategic Goal (High level impact)	Strategic Objectives (High Level Output)
1.	Administration	Provide strategic leadership and management support services to the department	Enhanced efficiency and effectiveness of the department	<ul style="list-style-type: none"> Promote efficient and effective administrative processes Effective and efficient legal support Efficient and effective information technology systems
2.	Policy, Strategy and Planning	Manage the development of policy and related frameworks, and compliance with, human settlements sector delivery	Integrated and responsive human settlements sector planning and policy environment	<ul style="list-style-type: none"> To develop evidence based policies and programmes To establish partnerships to support the delivery of Human Settlements sector priorities
3.	Programme Monitoring and Delivery Support	<p>Support the execution, and monitor and evaluate the implementation, of human settlements programmes and projects.</p> <p>Manage the building of capacity and skills in the sector and provide oversight of public entities.</p>	Increased delivery of adequate housing in quality living environments	<ul style="list-style-type: none"> Provide implementation support on the delivery of sustainable human settlements Enhanced sector monitoring and evaluation Improved support and capacity for the human settlements sector
4.	Housing Development Finance	Fund the delivery of housing and human settlements programmes, and manage all matters related to improving access to housing finance and developing partnerships with the financial sector.		<ul style="list-style-type: none"> Efficient and effective utilization of human settlements grants

ANNEXURE B: TECHNICAL INDICATOR DESCRIPTION

PROGRAMME 1: ADMINISTRATION

STRATEGIC OBJECTIVE INDICATOR

Objective indicator	Unqualified audit opinion with no matters of emphasis
Short definition	The indicator measures processes, systems and controls implemented by the department to ensure that an opinion with no matters of emphasis is achieved
Purpose/importance	To ensure compliance with good corporate governance principles, prescripts and regulations and achieve a good audit outcome
Source/collection of data	Annual financial statements, report on predetermined objectives, documented business processes/SOP's, annual audit plan, and risk management plan
Method of calculation	Adherence to legislative frameworks, systems and controls put in place and implemented
Data limitations	Non adherence to legislative frameworks, systems, controls not implemented properly
Type of indicator	Process
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Unqualified audit opinion with no matter of emphasis
Indicator responsibility	CFO COO All branch heads (Adherence to PFMA requirements including processing and payment of valid invoices within 30 days, ensuring that the reported non-financial performance information is accurate, reliable and aligned to the planned targets, ensuring that branch plans are responsive to priorities and smart)
Portfolio of Evidence	Unqualified report by the Auditor General

Objective indicator	Comprehensive Human Settlement Legislation developed
Short definition	The indicator envisages that all the targets in the approved Legislative Programme will be implemented
Purpose/importance	To develop legislative framework that will regulate Human Settlements sector
Source/collection of data	The Constitution Human Settlements Policies Office of the State Law Advisors Other relevant pieces of legislation Entities of the department NEDLAC Public hearings/ participation
Method of calculation	Number of Legislation developed as per Legislative Programme
Data limitations	Delays in the development of Legislation
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Legislative framework to regulate Human Settlement Sector developed
Indicator responsibility	DDG: Corporate Services
Portfolio of Evidence	Comprehensive Human Settlement Legislation

Objective indicator	Information and communication technology services provided
Short definition	Provision of IT and communication support to the department and to the provinces
Purpose/importance	Enable functionality of the department and allow capturing of delivery information on HSS
Source/collection of data	System reports on the availability of systems within the Department and the HSS platform
Method of calculation	Percentage availability of the IT system after accounting for the down times
Data limitations	None
Type of indicator	Input
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	90% availability of the IT and communication systems
Indicator responsibility	Chief Director: MIS & IT
Portfolio of Evidence	Server availability reports

PROGRAMME PERFORMANCE TECHNICAL INDICATOR DESCRIPTION

Objective indicator	Percentage compliance with statutory tabling and prescripts
Short definition	The indicator measures the level of compliance by the Department to key corporate governance requirements as outlined in legislation and other corporate governance guidelines/regulations (PFMA, Treasury Regulations and Guidelines)
Purpose/importance	To monitor and ensure compliance with good corporate governance requirements/practices, enhance accountability and stakeholder/public confidence that include:
Source/collection of data	Public Sector Governance regulations and guidelines (PFMA, DPSA, OPSC, guide to procedure in the National Assembly and Treasury Regulations and guidelines including Treasury Regulation 8.2.3.) Previous annual report Interim and annual financial statements Systems generated financial reports (i.e. Logis, Persal and BAS) Departmental performance reports Reports on business processes on MPAT Report on status of compliance Parliament, Cabinet and Management Structures. The Department and sister departments, provinces, municipalities, HS entities, and other stakeholders.
Method of calculation	The standard requirements for compliance requires the department to comply 100% with the following: <ul style="list-style-type: none"> • Preparation and Submission of interim and annual financial statements • Drafting of annual performance plans and submit as per the framework requirements • Drafting and submission of departmental performance reports • Participate in MPAT processes and upload information as per DPME requirements • Valid invoices paid within 30 days • Internal Audit Reports • Interim Audit Reports Achievement will be based on meetings coordinated/appearance irrespective of number of scheduled meetings cancelled in Parliament and Cabinet
Data limitations	Non-compliance with relevant key governance prescripts and Inaccurate, unreliable and incomplete financial and performance information Information not readily available for reporting from the Departmental officials, provinces, municipalities, HS entities, sister departments and other stakeholders
Type of indicator	Process
Calculation type	Non-cumulative
Reporting cycle	Quarterly and Annual
New indicator	No

Desired performance	Full Compliance with relevant key governance prescripts and requirements and improved departmental overall compliance to a compliance register
Indicator responsibility	CD: Enterprise Architecture CD: Financial Management CD: Regulatory Compliance CD: Executive Support CD: Human Resources Management D: Risk Management D: Internal Audit D: Special Investigations
Portfolio of Evidence	<ul style="list-style-type: none"> • 1st Draft APP and Strategic Plan • Second Draft APP and Strategic Plan • Final draft of APP and Strategic Plan • Quarterly performance reports • Annual Performance Report • Interim and Annual Financial Statements developed and submitted • Estimated National Expenditure (ENE) and MTEF submission • Monthly early warning system report • Departmental Procurement Plan • A schedule indicating the received and paid invoices • Report on the implementation of MPAT Processes and improvement plan • Compliance report as per the compliance risk register • Quarterly report on adherence to the schedules of Parliament, • Quarterly report on Cabinet and governance structures which include the progress made in facilitating the implementation of recommendations made • A list of Human Resource Statutory requirements • Progress report on the level of compliance on HR statutory requirements

Objective indicator	Percentage implementation of approved internal audit plan
Short definition	Implementation of the internal audit plan, which is an annual plan with audits to be conducted in a particular financial year and activities included in the internal audit plan.
Purpose/importance	To provide assurance in the adequacy and effectiveness of the departmental controls, risk management and governance process.
Source/collection of data	Information sourced from business units, external audits and Provinces through engagement letters
Method of calculation	Total activities completed versus planned.
Data limitations	Lack of co-operation and delay in submission of information from stakeholders, delayed management comments
Type of indicator	Process
Calculation type	Cumulative
Reporting cycle	Annually and Quarterly
New indicator	No
Desired performance	100% activities completed as per approved audit plan. Provide assurance to the management on effectiveness of the internal controls, risk management and governance processes
Indicator responsibility	Director: Internal Audit
Portfolio of Evidence	<ul style="list-style-type: none"> • Approved three year and one year operational audit plan • Status/progress Report on the implementation Internal Audit Plan • Internal Audit Reports issued • Follow up audit recommendation implementation report • Attendance register for the audit committee • Approved Combined Assurance Plan • Quarterly report on the combined assurance plan

Objective indicator	Percentage implementation of the approved risk management plan
Short definition	Risk management implementation plan is aligned to risk management strategy and unpacks all risk management activities that needs to be implemented for the particular year including responsible persons and targets dates.
Purpose/importance	The risk management plan is the measure as to how risk management strategy has been implemented
Source/collection of data	Risk management policy, risk management strategy, Risk Management Committee Charter, risk implementation plan will be used as the source to facilitate completion of risk registers, monitoring and reporting to RMC. Data will be collected from branches as updated in the risk register. These risk register will be presented through the departmental governance structures (EMT/JBMC for inputs and comments before presentation to Risk management Committee (RMC) for final adoption and approval by the Accounting Officer. The same documents will be presented to Audit Committee(AC) on quarterly basis for AC to play its oversight role
Method of calculation	% implementation of the approved risk management plan compared with the recurring risks
Data limitations	Incomplete, inaccurate, lack of timeous information and lack of co-operation from internal stakeholders (i.e. risk register submitted by the branches but not endorsed by the DDGs, none or late submission of information by branches. Updated risk register with action plans and due dates as well as emerging risks. No submission of status report on risk monitoring
Type of indicator	Process
Calculation type	Cumulative
Reporting cycle	Annually and Quarterly
New indicator	No
Desired performance	Risk management embedded in day to day activities of the department and considered during decision making processes
Indicator responsibility	Director: Risk Management
Portfolio of Evidence	<ul style="list-style-type: none"> • Approved Strategic Risk Register • Approved Branch Risk Registers • Approved risk implementation plan • Progress report detailing the level of completion of the approved risk plan

Objective indicator	Percentage implementation of the approved anti-fraud and corruption plan
Short definition	Prevention, detection, investigation and eradication of fraud and corrupt activities within the human settlements sector.
Purpose/importance	To eradicate fraud and corrupt activities in the sector.
Source/collection of data	Analysis of the audit reports, risk register, complaints and media
Method of calculation	Number of activities achieved versus planned
Data limitations	Incomplete, inaccurate information and lack of co-operation from stakeholders
Type of indicator	Output / Impact / Process
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Improve the prevention, detection, investigation and eradication of corrupt activities within the sector
Indicator responsibility	Director: Special Investigations
Portfolio of Evidence	Approved Anti-Fraud and Corruption implementation plan and Status report on the implementation of the Anti-Fraud and Corruption plan

Objective indicator	Percentage of the Annual Human Resource Implementation Plan implemented
Short definition	100% implementation of the approved Annual Human Resource Implementation Plan
Purpose/importance	<p>To ensure provision of a capacitated and diverse Departmental workforce in support of a conducive working culture, climate and a productive employment through:</p> <ul style="list-style-type: none"> • Reduction of the vacancy rate to comply with the prescribed 10%, focusing on filling funded vacant posts, through recruitment of a high calibre, relevant and competent human resources. • Recruitment of a high calibre, relevant and competent human resources for provision of a capacitated and diverse workforce in support of achieving the Department's mandate. • Implementation of consistent prescribed Organisational Design directives, • Implementation of timeous, compliant and consistent Employee Conditions Of Service; • Implementation of objective based Human Resources Performance Management and Development System; • Implementation of relevant Organisational Transformation programmes • Implementation of objective labour relations interventions; • Adherence to all HR statutory requirements obligations quarterly and annually
Source/collection of data	<ul style="list-style-type: none"> • Plans: Strategic Plan, APP, HR Implementation Plan, Workplace Skills Plan, HRD Implementation Plan, Budget • Monitoring Tools: HRD, EHW, • Reports: Annual Report, Annual Training Report, EPMDS PERSAL Report, Progress reports, Statistical Reports; • Databases/ Systems: JE, PERSAL; Vulindlela, HRD, LR, EE • PDPs, MPAT, PSCBC, DPSA, PSC, DPME, PSETA, Labour) • Attendance Registers and Minutes of Meetings: SDC, DEEC, EE, DBC, HR and LR Task Teams, • Awareness Sessions staff evaluations, HRD Questionnaires
Method of calculation	(Quantitative)
Data limitations	<ul style="list-style-type: none"> • Inaccurate/ Misaligned/ No update of HR related information • Stakeholder delays in availing information • Inaccessible PERSAL and Vulindlela information systems (Server Downtime)
Type of indicator	Process
Calculation type	Non - Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	<p>100% Implementation of the approved HR Plan targets</p> <p>Full compliance with HR regulatory requirements and timeous submission to regulatory/ oversight bodies;</p> <p>Sound employee relations</p>
Indicator responsibility	Chief Director: Human Resources Management
Portfolio of Evidence	<ul style="list-style-type: none"> • Progress report on the implementation of the approved HR annual implementation plan • Leave Analysis Reports, • Exit Interview Analysis Reports, • PERSAL Report, • Vulindlela report FOSAD Reports, • LR Reports, • Quarterly approved statistical reports on recruitment status, filling of funded vacancies and vacancy reduction

Objective indicator	Human Settlements legislation developed
Short definition	The indicator measures the development of Human Legislation that include: <ul style="list-style-type: none"> • Development of Property practitioners Bill 2018 • Development of PIE Amendment Bill 2018 • Development of Housing Consumer Protection Bill 2018 • Development of The Home Loan and Mortgage Disclosure Amendment Bill 2018 • Development of Human Settlements Bill 2018 • Development of Human Settlements Development Bank Bill 2018
Purpose/importance	To develop legislative framework that will regulate Human Settlements sector including but not limited to revision legislative mandates in the areas indicated under short definition and allow for the establishment of the office of the Ombudsman responsible for settlement disputes arising in the Human settlement space
Source/collection of data	<ul style="list-style-type: none"> • The Constitution • Policy • Office of the State Law Advisors • Other relevant pieces of legislation • Entities of the department • NEDLAC • Public hearings/ participation • Clusters
Method of calculation	Legislation development as per Legislative Programme detailing progress achieved on the development of legislation
Data limitations	Delays in the development of Legislation, as a result of delay from other stakeholders, e.g. DPME, Policy, State Law Advisor etc.
Type of indicator	Drafting of a legislation that conforms with the Constitution as well as with a style and form of legislative drafting
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Development of legislative framework to regulate Human Settlement Sector developed
Indicator responsibility	Chief Directorate: Legal Services
Portfolio of Evidence	Progress Reports on the development of Human Settlement Legislation including: <ul style="list-style-type: none"> • Development of Property practitioners Bill 2018 • Development of PIE Amendment Bill 2018 • Development of Housing Consumer Protection Bill 2018 • Development of The Home Loan and Mortgage Disclosure Amendment Bill 2018 • Development of Human Settlements Bill 2018 • Development of Human Settlements Development Bank Bill 2018

Objective indicator	100% of lodged disputes investigated within 90 days
Short definition	To provide dispute resolution services within the Human Settlements Sector and the observance of the fundamental right of access to adequate housing, within the area of responsibility of the Department at National, Provincial and Local level, including the Department's entities
Purpose/importance	<ul style="list-style-type: none"> To enhance service delivery and good governance mechanisms To create a suitable framework for Executive oversight To improve and maximise efficiency, effectiveness of Government operations To increase public confidence in Government To improve openness and transparency
Source/collection of data	Quarterly status reports
Method of calculation	Number of lodged disputes investigated within 90days ÷ number of total disputes lodged × 100.
Data limitations	Incomplete, inaccurate and/or lack of timeous information and lack of co-operation from role-players
Type of indicator	Output
Calculation type	Non- Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	All disputes received resolved within 90 days
Indicator responsibility	HS Ombudsman
Portfolio of Evidence	Quarterly status reports of received disputes investigated

Objective indicator	Percentage availability of the HSS Database Systems to provinces
Short definition	Provision of IT support to the department and to provinces
Purpose/importance	Enable functionality of the department and allow capturing of delivery information on HSS
Source/collection of data	System reports on the availability of systems
Method of calculation	Percentage availability of the HSS system after accounting for the down times
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	90% availability of the HSS Database at provincial departments
Indicator responsibility	Chief Director: MIS & IT
Portfolio of Evidence	Server availability report

Objective indicator	Percentage availability of secured ICT Services
Short definition	<p>Provide 90% availability of secured and reliable Information Technology services in line with the SITA SLA. Secured refers to maintaining the confidentiality, integrity and availability of information. IT services encompasses the following:</p> <ul style="list-style-type: none"> • Email server availability • Bandwidth utilization • IT service desk
Purpose/importance	The indicator measures the effectiveness and efficiency of information technology services through the provision of on-going support and maintenance of secured infrastructure. On availability of secured infrastructure could lead to loss of business operation, confidentiality and integrity of information. IT support is provided through responding to requests logged through IT service desk
Source/collection of data	SITA bandwidth service report/ BMC foot print system/Email system
Method of calculation	<ul style="list-style-type: none"> • System generated report • SITA system generated reports • Total number of calls received and resolved
Data limitations	<ul style="list-style-type: none"> • Unavailability of LAN and WAN. Failure in Data Centre environmental controls could lead to unavailability of systems • The BCM foot print server downtime
Type of indicator	Output
Calculation type	Non - Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	90% Availability of secured information technology services
Indicator responsibility	Chief Director: MIS & IT
Portfolio of Evidence	<p>Consolidated report on the availability of secured IT services</p> <ul style="list-style-type: none"> • System generated report • SITA system generated reports • BMC Foot print resolution rate report • Service level agreement by due date

PROGRAMME 2: HUMAN SETTLEMENTS POLICY AND STRATEGY

STRATEGIC OBJECTIVE INDICATORS

Indicator title	Approved National Human Settlements Development Plans
Short definition	An Annual Business Plan to establish integrated sustainable human settlements in which households have access to social and economic amenities, funded through the Human Settlements Development Grant (HSDG) and Annual Plans to promote integrated sustainable human settlements and improved quality of household life in the metropolitan municipalities through the Urban Settlements Development Grant
Purpose/importance	To ensure that planned projects are in line with Human Settlements Priorities (MTSF) and result in the creation of Sustainable and integrated human settlements. While for USDG it is meant to support the national human settlements development programmes and priorities, focusing on poor households in metropolitan areas
Source/collection of data	Provincial and Metros Annual Business Plans
Method of calculation	Analysis and verification of the Provincial and Metros Business Plans submitted in terms of the relevant frameworks
Data limitations	Incomplete, inaccurate information from the provincial and Metros business plans
Type of indicator	Output indicator
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Human Settlements Development plan addressing MTSF priorities and annual Urban Settlements Development plans that support national human settlements development programmes
Indicator responsibility	CD Human Settlements Planning
Portfolio of Evidence	Report on the approved National Human Settlements Development Plans

Indicator title	Intergovernmental Structures maintained for the delivery of Human Settlements sector priorities
Short definition	All Structures that the Department coordinate in delivery human settlements including formal stakeholder structures, international cooperatives and intergovernmental forums are operational in line with the founding documents to contribute to Human Settlements Development
Purpose/importance	To assist in synergising the contributions of all role-players and stakeholders in the human settlements space
Source/collection of data	Stakeholder forums, International Developmental Organisations and Report of the intergovernmental structures
Method of calculation	Participations of all Social Contract partners and HS developmental organisations contributing towards human settlement development
Data limitations	Poor or lack of participation by the role-players and stakeholders in the sector (uncoordinated efforts)
Type of indicator	Impact
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Synergised contribution by role-players in the Human Settlements sector towards human settlement development
Indicator responsibility	Chief Director Stakeholder Relations and IGR
Portfolio of Evidence	A report on Intergovernmental Structures maintained for the delivery of Human Settlements sector priorities

Indicator title	Policy framework for Human Settlements developed
Short definition	The development of a policy framework for establishing the Human Settlements policy frameworks
Purpose/importance	The policy framework will serve as enabling policy foundation for drafting a legislative framework for Human Settlements focusing on different areas each year i.e. Human settlement development bank, Consumer protection, property practitioners, prevention of illegal evictions and all national policy position regulating Human Settlements space
Source/collection of data	Existing research reports that articulate different functionalities in the Human settlements space and consult with stakeholders in the Human Settlement space
Method of calculation	Reports, evaluations, discussion documents and revised policies.
Data limitations	Management understanding and supporting the policy proposal and availability of stakeholders
Type of indicator	Input
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Policy framework for Human Settlements developed
Indicator responsibility	DDG: Human Settlements Delivery frameworks
Portfolio of Evidence	A Policy framework for Human Settlements focusing on the focus area for a particular period (Human Settlements Ombudsman).

PROGRAMME PERFORMANCE INDICATORS TECHNICAL INDICATOR DESCRIPTION

Indicator title	Approved National Human Settlements Development Plan (HSDG funded)
Short definition	An Annual Business Plan to establish integrated sustainable human settlements in which households have access to social and economic amenities, funded through the Human Settlements Development Grant (HSDG) The approval of the target is done by the National Human Settlements Accounting Officer (Director General)
Purpose/importance	To ensure that planned projects are in line with Human Settlements Priorities (MTSF) and result in the creation of sustainable and integrated human settlements
Source/collection of data	Provincial Annual Business Plans
Method of calculation	Analysis and verification of the Provincial Business Plans submitted in terms of the HSDG framework
Data limitations	Incomplete, inaccurate information from the provincial business plans
Type of indicator	Output indicator
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Human Settlements Development plan addressing MTSF priorities
Indicator responsibility	CD Human Settlements Planning
Portfolio of Evidence	First draft report on the analysis of business plans (Q2) An Approved National Human Settlements Development Plan (HSDG) (Q4)

Indicator title	Urban Settlements Development plans for Metropolitan municipalities developed (USDG funded)
Short definition	Annual Plans to promote integrated sustainable human settlements and improved quality of household life in the metropolitan municipalities through the Urban Settlements Development Grant
Purpose/importance	To support the national human settlements development programmes and priorities, focusing on poor households in metropolitan areas
Source/collection of data	Metropolitan Municipalities development plans (e.g. Built Environment Performance Plans (BEPPs), IDPs, SDBIPs)
Method of calculation	Participation in key human settlements planning meetings of the metros, providing guidance on implementation of the departmental priorities and alignment with USDG policy and framework Analysis of the USDG funded projects and the Built Environment Performance Plans submitted in terms of the USDG framework Engagements with metropolitan municipalities on the draft Built Environment Performance Plans
Data limitations	Incomplete and invalid (not conforming to expected format, type and range) data from the metros
Type of indicator	Output indicator
Calculation type	Non-Cumulative
Reporting cycle	Quarterly Quarter 1: Final Urban Settlements Development plans of Metropolitan municipalities developed (USDG funded) for 2018/19 Quarter 3: Report on engagements with Metropolitan municipalities Quarter 4: Draft Urban Settlements Development plans of Metropolitan municipalities developed (USDG funded) for 2019/20
New indicator	Yes
Desired performance	Annual Urban Settlements Development plans that support national human settlements development programmes
Indicator responsibility	CD Human Settlements Planning
Portfolio of Evidence	Urban Settlements Development plans for Metropolitan municipalities. Analysis reports or submission

Indicator title	Number of Partnerships mobilized towards Human Settlements Development
Short definition	<p>The Department mobilises partnerships from Social Contract signatories through the Govan Mbeki Awards (GMA), Rapid Responses to stakeholder's petitions, Structured stakeholder forums as well as sponsorship.</p> <p>The partnerships refer to the activities that the Directorate implement together with the Social Contract signatories towards Human Settlements developments i.e. GMA, Rapid Responses to Stakeholders' petitions, structured stakeholder forums as well as sponsorship.</p> <p>Mobilise in this context would refer to bringing together social contract signatories to implement the partnerships.</p> <p>The Social Contract signatories refer to the National, Provincial and local spheres of government, Private sector, Civil Society organisations, Professional bodies and Practitioners as well as Researchers who signed the social contract.</p> <p>The Department mobilises partnerships from Social Contract signatories to:</p> <ol style="list-style-type: none"> 1. Acknowledge excellent participation and contribution towards Human Settlement development through Govan Mbeki Awards(GMA) (Report on implementation of the National Govan Mbeki Awards Framework to support the Provincial Awards and deliver the National Awards) 2. Coordinate rapid responses to stakeholders petitions (Report on stakeholder/community engagements) 3. Coordination of structured stakeholder forums to contribute towards human settlements policy and legislative development (reports on all engagements with stakeholders, attendance registers, invitations) 4. Secure sponsorship from social contract signatories (Reports, letters requesting sponsorship, proof of payments, commitments)
Purpose/importance	Mobilise partnerships from Social Contract signatories towards human settlement development
Source/collection of data	Stakeholder forums, stakeholders and community engagements
Method of calculation	Calculate in numbers of all partnerships that the Department implement together with social contract signatories towards human settlement development
Data limitations	Lack of participation Incomplete information and reports from social contract signatories
Type of indicator	Impact
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Partnerships mobilised from Social Contract signatories towards human settlement development
Indicator responsibility	Chief Director Stakeholder Relations and IGR
Portfolio of Evidence	A report on number of partnerships mobilised from Social Contract signatories towards human settlement development

Indicator title	Number of initiatives on international cooperative aligned to human settlements priorities serviced
Short definition	<p>The Department of Human Settlements undertakes a number of cooperation initiatives with international partners, organisations, and/or international multilateral agencies. These international cooperation initiatives serviced through the annual international programme include:</p> <ul style="list-style-type: none"> • Knowledge exchange through attending or arranging conferences, • workshops or study visits, • International cooperation agreements, • cooperation arrangements, or work plans, <p>Contributions to the human settlements dimension of South Africa's relationships with other countries in accordance with South Africa's foreign policy, led by the Department of International Relations and Cooperation, Contributions to the human settlements dimension of South Africa's engagement in the African Union (for example the Department of Human Settlements' involvement in the African Union Specialised Technical Committee on public service local government decentralisation and urban development), Contributions to the human settlements dimension of the South Africa's engagement with the United Nations (for example UN-Habitat, UN HRC, etc) and Stakeholder engagement on key international human settlements dialogues and commitments (for example the implementation of the New Urban Agenda)</p> <p>These international cooperation initiatives are serviced through preparations for international conferences, incoming and outgoing study visits, knowledge exchanges, international meetings, interdepartmental meetings, stakeholder engagement sessions, or the furthering of international technical support projects.</p>
Purpose/importance	<p>These initiatives seek to ensure the Department benefits from exposure to international good practice, policy developments, knowledge exchange and technical co-operation</p> <p>The Department also seeks to influence international discussions on good practice</p>
Source/collection of data	Reports on international initiatives/projects/visits/stakeholder engagements
Method of calculation	An international programme is developed annually and implemented. Reports on all in initiatives are compiled and signed off the Director, Chief Director, DDG, and in many cases by the DG and Minister
Data limitations	The international environment is highly variable and not all planned initiatives can be implemented. The unit aims for 80% of the planned international programme to be implemented, with some re-planning needing to be undertaken within the year
Type of indicator	Process
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Successfully implemented programme of international initiatives and projects for co-operation, knowledge exchange, benchmarking, and implementation of the outcome of Habitat III
Indicator responsibility	Chief Director Stakeholder relations and IGR
Portfolio of Evidence	Report on the number of initiatives in international cooperative aligned to human settlements priorities serviced

Indicator title	Number of intergovernmental fora coordinated in line with human settlements priorities
Short definition	<p>The coordination of established forums, participating in external sector forums as per invitation from other sector Departments. Further, the unit establish new task teams to negotiate the terms of reference for the development of agreements as per request from management, coordinate and establish task teams for the parliamentary oversight visits as per request by Parliament and produce reports jointly with the Executive Office and Accounting Office for reporting at Parliament by management. Moreover, the unit facilitate and coordinate the task team in the event of a disaster occurrence and accompany the assessment team as well as track the provincial implementation on areas affected by disasters and report to management on the progress.</p> <p>Work mentioned above may derive from either intergovernmental vertical and horizontal engagements on key deliverables in line with the Departments priorities. This may be done through signed agreements, business plans, formalised forums agreed upon and terms of reference developed.</p> <p>The unit has targeted to coordinate and participate in twenty four (32) forums per annum and eight (8) per quarter. The forums include established forums that are coordinated by the unit as those that the unit participation as per invitation by other sector departments or as agreed in the task teams and new established forums that emanates from request by management to develop terms of reference for the development of agreements by the legal unit as well as task teams established as per disaster occurrences.</p> <p>ESTABLISHED FORUMS:</p> <ol style="list-style-type: none"> Quarterly (4) Intergovernmental and multi-sector planning and budgeting forums Participate and collaborate in the following forums with Sector Departments as per their invitation or as agreed by the task team, however the unit is not limited to the below mentioned, additional forums for attendance by the unit may emerge due to request by management for the unit's participation in line with new priorities for Government and the Department: <ul style="list-style-type: none"> Back to Basics Committee Pomfret Task Team National Transport Forum National Disaster Management Advisory Forums (NDMAF) A number o Intergovernmental forums coordinated jointly with other sector departments: <ul style="list-style-type: none"> Coordinate the following forums jointly with other sector Departments as agreed upon through the approved terms of reference for the collaboration of the task teams: <ul style="list-style-type: none"> Joint Coordinating Committee on Land Greydell Task Team Joint Working Committee on the Usage of Alternative Technology Expanded Public Works Task Team A number of Intergovernmental DG Cluster forums attended by the Department <ul style="list-style-type: none"> Coordinate the Departments participation in the Fosad Clusters, Government Outcomes meetings and IMC's and other priority Departments Inter-government meetings as per the updated and approved delegation list by the Executive Management Team (EMT) jointly with the Executive Officer and the Accounting Officer's offices. Copy of the delegation list may be obtained from Stakeholder and IGR Coordination. A number of coordinated Oversight visits forums and reports for the Parliamentary Committees <ul style="list-style-type: none"> Coordinate oversight visits as requested by the Parliamentary Committees jointly with the Executive and Accounting Officer's offices as per request by Parliament

Indicator title	Number of intergovernmental fora coordinated in line with human settlements priorities
	<p>NEW FORUMS</p> <ol style="list-style-type: none"> 1. A number of terms of reference developed for collaboration with the sector that culminate in the development of agreements by Legal unit <ul style="list-style-type: none"> • Establishment of task teams for the negotiations and consultations with identified stakeholders to develop terms of reference that are to assist the legal unit in the formulation of agreements, either Memorandum of Agreements, Collaboration Agreements as well as Memorandum of Agreements. The request to develop the terms of reference emanates from the request by management in line with emerging priority needs of the Department to formalize relationship. 2. A number of established forums for the and participation in the disaster occurrences at both National and Provincial level as per the magnitude of the disasters where human settlements structures are affected <ul style="list-style-type: none"> • Establishment and participation in the disaster occurrences at both National and Provincial level as per the magnitude of the disasters where human settlements structures are affected.
Purpose/importance	In line with the Departments Medium Term Strategic Framework and the Strategic Plan, the unit ensures that the critical intergovernmental forums are coordinated such as the forum that monitors the implementation of the MTSF targets through the Intergovernmental and multi-sector planning and budgeting forum, the coordination of the parliamentary oversight visits. The unit further ensures that the Department participate in the formalised intergovernmental structures such as Fosad Clusters and critical forums to promote and strengthen collaborations through aligned business plans and implementations plans with sector departments to achieve the MTSF targets. Lastly, the unit monitors the implementation of the disaster's recovery plans by Provincial Departments.
Source/collection of data	Information requested from all key relevant stakeholders as well as minutes and reports produced by the unit
Method of calculation	Identified agreed upon indicators measured against agreed targets and performance. Performance on budget allocated measured. Key issues that are raised or observed during Parliamentary Committees' Oversight and the Intergovernmental and multi-sector planning and budgeting forum action list are resolved. All captured information is verified and reported to the Department with recommendations. Reports are signed-off by the Director, Chief Director and DDG and lastly by the DG and reports discussed with the Minister through DG/ Minister meetings, MinTop meetings and Executive Management Team meetings.
Data limitations	Unverified reports from stakeholders during the proceedings
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Successfully coordinated forums with results to be seen from the delivery in human settlements
Indicator responsibility	Chief Director Stakeholder relations and IGR
Portfolio of Evidence	Report on the number of Intergovernmental fora coordinated in line with human settlements priorities

Indicator title	Policy framework for Human Settlements developed
Short definition	The development of a policy framework for establishing the Human Settlements Ombudsman
Purpose/importance	The policy framework will serve as enabling policy foundation for drafting a legal framework for the implementation of the functions of the Human Settlements Ombudsman's
Source/collection of data	Existing research that articulates the functions of ombudsman, and evaluation reports to benchmark services offered by the Ombudsman, consultation with stakeholders
Method of calculation	Reports, evaluations, discussion documents and revised policies
Data limitations	Management understanding and supporting the policy proposal and availability of stakeholders
Type of indicator	Input
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Policy framework for Human Settlements developed
Indicator responsibility	CD: Operational Policy Frameworks
Portfolio of Evidence	A Policy framework for Human Settlements developed for establishment of the Human Settlements Ombudsman

Indicator title	Human Settlements code revised
Short definition	To draft guidelines on Special Housing Needs and revise the existing Upgrading of informal settlements programme in the housing code
Purpose/importance	To revise the existing programmes in the housing code to better direct implementation and develop a new guideline for programme of special housing needs as an additional guideline in the housing code so as to guide implementation of special housing needs Programmes in the Code to be revised: <ul style="list-style-type: none"> • Upgrading of Informal Settlement (UISP) revised • Detailed guidelines for Special housing needs Programmes developed as a new guideline
Source/collection of data	Conduct investigation, existing research, and evaluation reports, Reports from South African Human Rights Commission
Method of calculation	Programmes reviewed
Data limitations	Management support and availability of stakeholders
Type of indicator	Input
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Programmes reviewed to accommodate new policy provisions
Indicator responsibility	CD: Operational Policy Frameworks
Portfolio of Evidence	Revised Programmes in the Code: <ul style="list-style-type: none"> • Upgrading of Informal Settlement (UISP) revised • Detailed guidelines for Special housing needs Programmes developed as a new guideline

Indicator title	Number of researches to support policy development conducted
Short definition	Conduct research to support policy development and implementation
Purpose/importance	These conducted researches would allow the Department to develop evidence based policies to allow for clarity and uniformity in the Human Settlements sector space
Source/collection of data	Data collection, literature, existing policies, national statistics
Method of calculation	Input documents such as research agenda; implementation plan, terms of reference or research framework; research report
Data limitations	Availability of information and Support by DHS management
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Responsive research that contributes to policy development
Indicator responsibility	CD: Governance Frameworks
Portfolio of Evidence	Research agenda Research Implementation Plan Terms of reference or research framework Research report containing rationale for the research; literature review; methodology; findings; recommendations

PROGRAMME 3: PROGRAMME MONITORING AND DELIVERY SUPPORT

STRATEGIC OBJECTIVE INDICATORS

Objective Indicator	Number of provinces supported on the implementation of human Settlements programmes
Short definition	The indicator measures the support the department provides to provinces in the implementation of the human settlements programmes that includes: <ul style="list-style-type: none"> • Transfer of grants upon confirming the alignment of business plans with priorities • Monitoring implementation progress
Purpose/importance	The support provided will contribute to the delivery of sustainable human settlements (housing opportunities as highlighted in the MTSF)
Source/collection of data	Reports from Provinces and Municipalities
Method of calculation	Simple count
Data limitations	Inaccurate and incomplete information
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Human settlements programme supported and housing opportunities delivered
Indicator responsibility	DDG: Programme Project Management Unit
Portfolio of Evidence	Progress report on the number of provinces supported on the implementation of human Settlements programmes

Objective Indicator	Number of Provincial departments supported in the implementation of Human Settlements Apex Programmes
Short definition	Implement Programmes to support the implementation of Departmental Apex projects i.e. Informal settlements grading, Rental housing, Catalytic projects, and Mining Towns housing projects through: <ul style="list-style-type: none"> • The NUSP programme; • Community of practices (CoPs) for Project managers and Human Settlements Planners; • Workshops • Capacity assembly – through the Cuban programmes (SACTSP) or other means
Purpose/importance	To ensure the availability of requisite competencies (skills, knowledge and attitudes) to implement the Departmental Apex projects.
Source/collection of data	Attendance registers, minutes and reports
Method of calculation	Number of provincial departments supported
Data limitations	Lack of cooperation by stakeholders in the sector
Type of indicator	Process
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	COO and DDG: PPMU
Indicator responsibility	Attendance registers, Minutes and Reports on the support provided.
Portfolio of Evidence	Progress report on Provincial departments supported in the implementation of Human Settlements Apex Programmes

Objective Indicator	Number of Evaluation studies conducted
Short definition	Evaluation studies measuring the Impact of human settlements programmes and projects on the quality of the lives of beneficiaries and their living environments
Purpose/importance	Ability to assess whether projects are being conducted effectively, in order to learn from and improve project activities; whether the programme is making a difference to people, groups or communities; and to use that evidence of the impact to advocate for continued implementation/ discontinuation of the programmes
Source/collection of data	Provincial Department of Human Settlements, Municipalities and Beneficiaries
Method of calculation	Qualitative and quantitative
Data limitations	Based on data collected from sampled programmes, projects and beneficiaries
Type of indicator	Impact indicator
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Evaluation studies reports with formal, evidence-based procedures that assess the economic, social, and environmental effects of human settlements programmes and projects
Indicator responsibility	DDG: Programme Project Management Unit
Portfolio of Evidence	Progress report on Evaluation studies conducted

PROGRAMME PERFORMANCE TECHNICAL INDICATOR DESCRIPTION

Indicator Title	Project readiness matrix implemented in 9 provinces
Short definition	This is a tool that is aimed at assisting the development of credible Annual Provincial Business plans by way of testing project readiness for implementation.
Purpose/importance	The PRM will allow the National Department of Human Settlements to assess what is feasible and deliverable within a specific timeline and budget in order to make informed strategic intervention. It is a critical component that is aimed to streamline project planning and packaging nationally, and forms an integral part of the business planning process. Furthermore, it is also an enabler to develop a credible readily available construction pipeline of projects for implementation in a specific financial year, and assess project readiness measured against a set of criteria.
Source/collection of data	Provincial Departments of Human Settlements
Method of calculation	Number of projects assessed for readiness meeting the development planning requirements
Data limitations	Lack of accurate / credible information from Provinces
Type of indicator	Process
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	To develop credible national and provincial project pipelines and business plans
Indicator responsibility	Chief Director: Program and Project Planning
Portfolio of Evidence	PRMs of the 9 provinces and assessment reports on the state of implementation readiness of projects in all provinces

Indicator Title	Support provided on the implementation of catalytic programme
Short definition	<p>The indicator measures the support the department provides on the implementation of the catalytic programme. The support provided includes:</p> <ul style="list-style-type: none"> • Planning Support, assisting provinces in ensuring that the catalytic programme is planned for and implemented. • Monitoring performance , identifying challenges and working with provinces to mitigate risks associated with implementation • Providing guidance on policy implementation • Monitoring expenditure patterns
Purpose/importance	The indicator measures the progress made in realising the objectives of transforming the space and ensuring integration.
Source	Reports by the HDA
Method of calculation	Measure support provided on implementation of catalytic programme
Data limitations	Data inaccuracies
Type of indicator	Process
Calculation type	Cumulative
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	Improved performance of the catalytic programme
Indicator responsibility	Chief Director: Program and Project Planning
Portfolio of Evidence	Progress report on the support provided by the department on the implementation of catalytic programme

Indicator Title	Support provided on the implementation of Revitalization of Distressed Mining Communities Program														
Short definition	<p>This indicator forms part of Special Presidential Package (SPP) for the Revitalization of Distressed Mining Communities, to ensure the delivery of integrated human settlements in the following municipalities with mining towns:</p> <table border="1"> <thead> <tr> <th>Province</th><th>Local Municipalities</th></tr> </thead> <tbody> <tr> <td>Limpopo</td><td>LIM 476 (Fetakgomo/Greater Tubatse) Elias Motsoaledi Lephalale, Thabazimbi, Mogalakwena (new)</td></tr> <tr> <td>Gauteng</td><td>Rand West City (Westonaria and Randfontein), Mogale City, Merafong</td></tr> <tr> <td>North West</td><td>Rustenburg, Moses Kotane, Madibeng, Kgetleng Rivier, City of Matlosana</td></tr> <tr> <td>Mpumalanga</td><td>Emalahleni, Steve Tshwete, Thaba Chweu</td></tr> <tr> <td>Free State</td><td>Matjhabeng</td></tr> <tr> <td>Northern Cape</td><td>Gamagara, Tsatsabane, Kgatelopele, Ga-Segonyana, Joe Morolong (new), Khai-Ma (new)</td></tr> </tbody> </table>	Province	Local Municipalities	Limpopo	LIM 476 (Fetakgomo/Greater Tubatse) Elias Motsoaledi Lephalale, Thabazimbi, Mogalakwena (new)	Gauteng	Rand West City (Westonaria and Randfontein), Mogale City, Merafong	North West	Rustenburg, Moses Kotane, Madibeng, Kgetleng Rivier, City of Matlosana	Mpumalanga	Emalahleni, Steve Tshwete, Thaba Chweu	Free State	Matjhabeng	Northern Cape	Gamagara, Tsatsabane, Kgatelopele, Ga-Segonyana, Joe Morolong (new), Khai-Ma (new)
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Purpose/importance	<p>This indicator seeks to ensure the delivery of integrated and sustainable human settlements and improved housing and living conditions of communities in and around mining operations. With the assistance of the Housing Development Agency (HDA) as the Programme Implementing Agent, the NDHS will implement various human settlements interventions in municipalities with mining towns outlined above. The implementation of the, the programme will entail the following:</p> <ul style="list-style-type: none"> • Alignment of relevant policy and programme frameworks of government and mining companies based on implementation best practice • Development of Local Human Settlements Development Plans for the mining communities in partnership with provinces, municipalities, mining companies and other relevant stakeholders • Project conceptualization, identification and profiling • Facilitation of multiparty partnerships, implementation protocols and development agreements between government and mining companies (including labour, private sector and other relevant stakeholders) • Project implementation monitoring in line with allocated ring-fenced funding and annual provincial business plans • Programme implementation monitoring and review 														
Source	<p>The following source documents will be used:</p> <ul style="list-style-type: none"> • Approved Provincial Business Plans; • Verified Project Readiness Matrix reports; • Sector department diagnostic and policy and programme reports; • Municipal spatial development frameworks and human settlements implementation plans in line with municipal human settlements priorities; • Human settlements plans and Employer-Assisted Housing Policies of mining companies; • HDA programme implementation reports; • NDHS HSDG Framework performance reports 														
Method of calculation	Number of municipalities provided with human settlements implementation support														
Data limitations	Level of credibility of information obtained from provinces, municipalities and other relevant stakeholders														
Type of indicator	Output														
Calculation type	Non-cumulative														
Reporting cycle	Quarterly														
New indicator	No														
Desired performance	Functional and integrated human settlements and communities in municipalities with mining towns														
Indicator responsibility	Chief Director: Programme and Project Planning														
Portfolio of Evidence	<p>Progress reports on:</p> <ul style="list-style-type: none"> • Aligned policy and programme frameworks of government and mining companies based on implementation best practice • Development of Local Human Settlements Development Plans for the mining communities in partnership with provinces, municipalities, mining companies and other relevant stakeholders • Projects conceptualized, identified and profiled • Multiparty partnerships, implementation protocols and development agreements facilitated between government and mining companies • Project implementation monitoring in line with allocated ring-fenced funding and annual provincial business plans • Programme implementation monitoring and review 														

Indicator Title	Number of informal settlements assessed (feasibility studies conducted)
Short definition	The indicator measures the progress made in assessing the informal settlements to determine the development state of the informal settlements
Purpose/importance	The indicator is important as it contributes to the ultimate objective of ensuring that areas that are informal are assessed to determine their development state
Source/collection of data	Feasibility study reports
Method of calculation	Number of assessments conducted
Data limitations	Inaccurate information provided by municipalities as primary data
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	Improved performance on the number of informal assessments conducted by provinces.
Indicator responsibility	DDG: PPMU
Portfolio of Evidence	Feasibility Studies (Assessment) reports for informal settlements assessed

Indicator Title	Number of informal settlements upgrading plans developed
Short definition	The indicator measures the technical assistance provided to municipalities in developing upgrading plans.
Purpose/importance	Indicator is of importance as it contributes in the achievement of the upgrading programme
Source/collection of data	Reports on Upgrading plans developed
Method of calculation	Number of upgrading plans developed
Data limitations	Unreliable data
Type of indicator	Cumulative
Calculation type	Quarterly and annually
Reporting cycle	Output
New indicator	No
Desired performance	Improved performance on the informal settlements upgrading programme
Indicator responsibility	DDG: PPMU
Portfolio of Evidence	A list of municipalities identified where plans will be developed Reports on the number of upgrading plans developed specific to each municipality

Indicator Title	Number of provinces and metros supported in implementing the informal settlements upgrading programme
Short definition	The indicator measures the support the department provides to provinces and metros in the upgrading informal settlements programme. The support provided includes: <ul style="list-style-type: none"> • Support and guidance on project implementation monitoring progress and on projects • Implementation support and guidance on project implementation • Monitoring progress on projects
Purpose/importance	To ensure that the households in informal settlements have access to basic services, Phase 2 (shared) or Phase 3 and/or housing
Source/collection of data	Reports submitted by provinces and metros verified. Department data on support provide
Method of calculation	Progress made in the upgrading of informal settlements and support provided through NUSP
Data limitations	Inaccurate and incomplete information provided by Provinces and Metropolitan Municipalities
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Households in informal settlements upgraded. Support provided through NUSP
Indicator responsibility	DDG: PPMU
Portfolio of Evidence	Progress reports on the support provided in implementing informal settlements upgrading programme

Indicator Title	Number of provinces supported in implementing the housing subsidy programme
Short definition	The indicator measures the support the department provides to provinces in the implementation of the subsidy housing programme. The support provided includes: <ul style="list-style-type: none"> • Requests received for assistance/ support from Provincial Departments of Human Settlements, Metros, Municipalities, Individuals and Contractors. • Initiate support when required
Purpose/importance	To provide adequate support to provinces in delivering the planned opportunities
Source/collection of data	Information from Provinces, Metros, Municipalities and HSS
Method of calculation	Simple count of the number of provinces provided with implementation support
Data limitations	Inadequate/unreliable information by provinces, Metros and Municipalities
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	To provide adequate support and ensure provinces achieve the planned targets
Indicator responsibility	DDG: PPMU
Portfolio of Evidence	Progress report on the support provided in implementing the housing subsidy programme

Indicator Title	Support provided on the implementation of private affordable rental housing
Short definition	The indicator measures the support the department provides in the implementation of the private affordable rental housing. The support provided includes: <ul style="list-style-type: none"> • Planning support • Monitoring progress and identifying challenges on the ground • Working in collaboration with the institutions to resolve the challenges
Purpose/importance	The indicator contributes to the delivery of private affordable rental housing opportunities
Source/collection of data	Reports from Entities
Method of calculation	Progress made in delivering the private affordable rental housing opportunities
Data limitations	Inaccurate and reliable information
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	For the provinces to achieve all the numbers of private affordable rental housing opportunities planned
Indicator responsibility	DDG: PPMU
Portfolio of Evidence	Progress report on the support provided on private affordable rental housing

Indicator Title	Support provided on the implementation of Social Housing programme
Short definition	The indicator measures the support the department on the delivery of social housing programme: The support provided includes: <ul style="list-style-type: none"> • Planning support • Ensuring that entities and provinces develop a project pipeline • Monitor implementation progress and assist the institutions in dealing with implementation challenges
Purpose/importance	The indicator is important as it track progress on the implementation of the social housing programme
Source/collection of data	Reports from Entities, Provinces
Method of calculation	Simple count of the number of provinces provided with implementation support
Data limitations	Inaccurate and reliable information
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	Social housing delivery target met
Indicator responsibility	CD: Programme Implementation Support
Portfolio of Evidence	Progress reports on the support provided to the implementation of Social Housing programme

Indicator Title	Support provided in the delivery of Community Residential Units
Short definition	The indicator measures the support the department in the delivery of CRU units to provinces. The support provided includes: <ul style="list-style-type: none"> • Planning Support • Monitoring performance • Monitoring expenditure
Purpose/importance	Delivering on rental opportunities contribute to the achievement of the rental target
Source/collection of data	Reports
Method of calculation	Number of CRU's delivered
Data limitations	Inaccurate and reliable information
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	Achievement of the rental target
Indicator responsibility	CD: Programme Implementation Support
Portfolio of Evidence	Progress reports on support provided in the delivery of Community Residential Units

Indicator Title	Multiyear land assembly plan for human settlements development compiled
Short definition	Medium term plan outlining identified well-located land to be acquired and developed for the creation of sustainable human settlements
Purpose/importance	To develop a coherent and inclusive approach to well-located land for integrated and sustainable human settlements that enable improved quality household life and access to basic services and socio-economic opportunities.
Source/collection of data	Metropolitan Municipalities, Provinces and other public land holders
Method of calculation	Sourcing, analysis and consolidation of land information from various sources, e.g. Provinces and Metros
Data limitations	Incomplete and invalid (not conforming to expected format, type and range) data
Type of indicator	Output indicator
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Well located land acquired for human settlements development acquired and rezoned over the years
Indicator responsibility	CD: HS Planning
Portfolio of Evidence	A multiyear land assembly plan detailing the hectares of well-located land to be acquired and developed for the creation of human settlements (multiyear process)

Indicator Title	Number of provinces supported in the implementation of the Title Deeds restoration programme (pre-and post-1994)
Short definition	<p>The indicator measures the support the department provides to provinces in the implementation of the title deeds restoration programme. The support provided includes:</p> <ul style="list-style-type: none"> Planning Support, assisting provinces in ensuring that their business plans are aligned to the title deeds eradication programme prior approval Monitoring Provincial performance by coordinating the national steering committee where progress made is reported <p>Supporting provinces in unblocking the challenges experienced by engaging other sector departments involved in the delivery of the programme in an attempt to resolve the challenges experienced</p>
Purpose/importance	The indicator indicates how effectively the ownership rights are being fulfilled and the degree to which the National Department supports provinces to deliver on the National goals
Source/collection of data	Reports submitted by provinces to the National Steering Committee
Method of calculation	Simple count of the number of provinces provided with implementation support
Data limitations	Unreliable data generated by provinces
Type of indicator	Process
Calculation type	Non-cumulative
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	Improved performance on the title deeds restoration programme
Indicator responsibility	CD: HS Planning
Portfolio of Evidence	Progress report on provinces supported in the implementation of the Title Deeds restoration programme (pre-and post-1994)

Indicator Title	Number of provinces supported in the implementation of Title Deeds restoration programme (from April 2014)
Short definition	<p>The indicator measures the support the department provides to provinces in the implementation of the title deeds programme for new units from 2014. The support provided includes:</p> <ul style="list-style-type: none"> Planning Support, assisting provinces in ensuring that their business plans are aligned to the priorities relating to title deeds Monitoring progress and tracking expenditure Assisting provinces by liaising with the Department of Rural Development and Land Reform where necessary
Purpose/importance	The indicator indicates how effectively the ownership rights are being fulfilled and the degree to which the National Department supports provinces to deliver on the National goals.
Source/collection of data	Reports submitted by provinces to the National Steering Committee
Method of calculation	Simple count of the number of provinces provided with implementation support
Data limitations	Unreliable data generated by provinces
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	Improved performance on the title deeds restoration programme
Indicator responsibility	DDG: PPMU
Portfolio of Evidence	Progress reports on provinces supported in the implementation of Title Deeds restoration programme (from April 2014)

Indicator Title	Number of provinces supported in the delivery of housing opportunities to Military Veterans
Short definition	Support the delivery of houses to Military Veterans through the assessment of provincial business plans, ensure implementation of MoU between DMV and DHS, monitor the implementation the military veterans housing delivery strategy (outlining the different delivery options including the construction of 50m ² units in both urban and rural areas, allocation of 40m ² Breaking New Ground houses to destitute and old Military Veterans and the settlement of bonds of the Military Veterans amounting to R188 000.00 or lesser), facilitate stakeholders collaboration in the implementation of the programme
Purpose/importance	To upscale the provision of housing opportunities to Military Veterans
Source/collection of data	The indicator achievements will be supported by reports on engagements with the various stakeholders, project status reports, minutes of meetings, and reports on project site visits conducted
Method of calculation	Number of engagements held with Provinces and other stakeholders, Number of units delivered per province, Number of bonds settlements; Number of units renovations
Data limitations	Lack of a credible military veterans database, non-availability of approved beneficiaries, qualification criteria (DMV Policy and Regulations)
Type of indicator	Output
Calculation type	N/A
Reporting cycle	Quarterly
New indicator	No
Desired performance	The successful implementation of the military veterans housing programme by all nine provincial departments of human settlements
Indicator responsibility	Chief Director: Stakeholder Relations and IGR
Portfolio of Evidence	Progress Report on provinces supported in the delivery of housing opportunities to Military Veteran

Indicator Title	Number of Provinces and Metros supported in the implementation of PHP Policy
Short definition	Support Provinces in the implementation of the PHP through the assessment of the approved Provincial Business Plans, delivery of PHP capacity development workshops, engage with the PHP Sector Support Agencies including communities, NGO's CBO's and the Civil Society, facilitate collaborations between the stakeholders and through monitoring and evaluation of the Programme and establish PHP forums and encourage development of PHP project pipelines in all Provinces
Purpose/importance	To up-scale the implementation of PHP, encourage and advocate for a more participatory approach to the upgrading of informal settlements and delivery of rural housing
Source/collection of data	The indicator achievements will be supported by reports on engagements with the Sector, project status reports, minutes of meetings, training workshop reports and reports on project site visits conducted
Method of calculation	Number of engagements held with Provinces, Municipalities and PHP Sector Support Agencies to promote and support the upgrading of informal Settlements and the delivery of rural housing through PHP
Data limitations	Non adherence to PHP Policy Framework, lack of implementation of the approved Implementation Guidelines for the enhanced PHP Policy Framework, lack of political buy-in from Province or Metro to budget and implement the Programme, lack of resources(no funding or dedicated PHP officials), non-availability of officials to hold meetings and workshops and the unwillingness of Municipalities or Province to implement the NUSP strategy
Type of indicator	Adherence to the PHP methodology
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	The successful implementation of the PHP Programme and the contribution towards the upgrading of informal settlements and delivery of rural housing through PHP in the seven (7) Provinces and six (6) Metros
Indicator responsibility	Chief Director: Stakeholder Relations and IGR
Portfolio of Evidence	Reports on Provinces and Metros supported in the implementation of PHP Policy

Indicator Title	Single Development Finance Institution established (Human Settlements Development Bank)
Short definition	Facilitation of the consolidation of the 3 development finance institutions for the establishment of the human settlements development bank
Purpose/importance	Establishment of the new human settlements development bank to: <ul style="list-style-type: none"> • broaden and deepen access to affordable housing finance for the middle households; • broaden access to affordable incremental housing finance to low – middle class households; • increase the private sector leveraging capacity; • provision of unsecured finance (loans) for housing; • provision of rental housing developmental finance ; • provision of contractor and developer support and • facilitation of innovation and new product development through partnership with private sector
Source/collection of data	Progress reports on consolidation of the 3 entities
Method of calculation	Simple count on the progress made in the consolidation of the 3 entities, business case, HSDB policy, HSDB legislation
Data limitations	Lack of availability of information due to delayed approval processes by transversal regulatory departments
Type of indicator	Process
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No, continue with changes from previous year
Desired performance	Physical consolidation of the three (3) development finance institutions and establishment of the human settlements development bank
Indicator responsibility	Chief Director: Regulatory Compliance Services, Chief Director: Policy and Chief Director: Legal services
Portfolio of Evidence	Progress reports on the consolidation of the 3 entities, approved business case, approved HSDB policy, approved Legislation, JEP and Cabinet approvals

Indicator Title	Number of Provincial departments supported in the implementation of Human Settlements Apex Programmes
Short definition	Implement Programmes to support the implementation of Departmental Apex projects i.e. Informal settlements grading, Rental housing, Catalytic projects, and Mining Towns housing projects through: <ul style="list-style-type: none"> • The NUSP programme • Community of practices (CoPs) for Project managers and Human Settlements Planners • Workshops • Capacity assembly – through the Cuban programmes (SACTSP) or other means
Purpose/importance	To ensure the availability of requisite competencies (skills, knowledge and attitudes) to implement the Departmental Apex projects
Source/collection of data	Attendance registers, minutes and reports
Method of calculation	Number of provincial departments supported
Data limitations	Lack of cooperation by stakeholders in the sector
Type of indicator	Process
Calculation type	Non -Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Provincial departments capacitated to implement the Departmental Apex projects.
Indicator responsibility	Chief Director: Technical Capacity Development
Portfolio of Evidence	Attended registers, Minutes and Reports on the support provided

Indicator Title	Number of practitioners trained in human settlements Programmes
Short definition	Training of practitioners in human settlements (National, Provincial & Municipal officials) skills development programmes
Purpose/importance	To train and capacitate the human settlements practitioners to deliver on human settlements apex programmes, i.e. Informal settlements upgrading programme, catalytic projects, Mining Towns housing projects, Rental housing
Source/collection of data	Training reports, attendance registers and training manuals
Method of calculation	Number of human settlements practitioners trained
Data limitations	Data inconsistencies
Type of indicator	Impact
Calculation type	Non - cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Ensure skilled and knowledgeable officials and professionals in the human settlements sector
Indicator responsibility	Chief Directorate: Technical Capacity Development
Portfolio of Evidence	<ul style="list-style-type: none"> Attendance registers Quarterly training reports

Indicator Title	Number of youth supported through scholarship Programme
Short definition	Provision of support to youth enrolled in the built environment and human settlements tertiary education programmes through the: <ul style="list-style-type: none"> facilitation of students' registration; processing of invoices for payment; monitoring of academic performance; analysis of the students' results; and facilitation of placements
Purpose/importance	To ensure youth acquire the requisite skills that will enable them to participate in the built environment as professionals
Source/collection of data	Institutions of higher learning and Provincial departments.
Method of calculation	Facilitation of students' registration; processing of invoices for payment; monitoring of academic performance; analysis of the results; and Facilitation of placements
Data limitations	Lack of accurate reporting and unrests in the institutions of higher learning. NB: The academic term starts in January – March which is the fourth quarter of the financial year in the department Learners that have dropped out due to a number of reasons, such as; exclusions, temporary suspensions and others
Type of indicator	Process
Calculation type	Non-cumulative
Reporting cycle	Quarterly and annually
New indicator	No
Desired performance	Increased number of youth provided with bursaries
Indicator responsibility	Chief Director: Technical Capacity Development
Portfolio of Evidence	Reports on youth awarded with bursaries; analysis of students' results; placements facilitated and proof of payments

Indicator Title	Percentage of projects under implementation monitored and verified (HSDG and USDG)
Short definition	Percentage of projects under implementation (those that incurred expenditure during the quarter) funded through the HSDG and the USDG monitored and verified using available data sources such as reports, project site visits and data sets, to confirm the accuracy of the reported information
Purpose/importance	Tracking progress and programme compliance of projects implemented by the Provincial Departments of Human Settlements and Metropolitan Municipalities.
Source/collection of data	HSS, Provincial Departments of Human Settlements Metropolitan Municipalities reports and Provincial Business Plan
Method of calculation	Based on all projects that spent (under implementation) for that period
Data limitations	Relies on data obtained from Provincial Department of Human Settlements and Metropolitan Municipalities
Type of indicator	Process
Calculation type	Non-Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	To monitor and verify reported performance of all projects and programmes compliance under implementation
Indicator responsibility	CD: Programme Monitoring and Evaluation CD: Governance Frameworks
Portfolio of Evidence	Reports on the findings of the monitoring and verification of the reported performance of Provinces and Metropolitan Municipalities during the implementation of human settlements projects

Indicator Title	Number of evaluation studies completed
Short definition	Evaluation studies measuring the Impact of human settlements programmes and projects on the quality of the lives of beneficiaries and their living environments
Purpose/importance	Ability to assess whether projects are being conducted effectively, in order to learn from and improve project activities; whether the programme is making a difference to people, groups or communities; and to use that evidence of the impact to advocate for continued implementation/ discontinuation of the programmes
Source/collection of data	Provincial Department of Human Settlements, Municipalities and Beneficiaries
Method of calculation	Qualitative and quantitative
Data limitations	Based on data collected from sampled programmes, projects and beneficiaries
Type of indicator	Impact indicator
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Evaluation studies reports with formal, evidence-based procedures that assess the economic, social, and environmental effects of human settlements programmes and projects
Indicator responsibility	CD: Programme Monitoring and Evaluation
Portfolio of Evidence	Terms of Reference, Appointment letter of Service Provider and report on findings of impact studies

PROGRAMME 4: HOUSING FINANCE

STRATEGIC OBJECTIVE INDICATORS

Objective Indicator	Human Settlements Grants Frameworks approved
Short definition	Grant management reviews the framework from previous financial year and amends conditions or outputs and responsibilities of transferring and receiving officers that will enhance efficiency to ensure correct utilization of the grant.
Purpose/importance	Regularise the use of human settlements grants and ensure that provinces and municipalities spend HSDG and the USDG as per the defined outputs / outcomes.
Source/collection of data	Data will be collected from internal stakeholders, provinces and metropolitan municipalities
Method of calculation	Qualitatively (compliance will be the target)
Data limitations	In-sufficient data from provinces and metropolitan municipalities
Type of indicator	Process
Calculation type	Both cumulative and non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Human Settlement Grants framework approved
Indicator responsibility	CFO
Portfolio of Evidence	Approved Human Settlements Grant Framework

PROGRAMME PERFORMANCE TECHNICAL INDICATOR DESCRIPTION

Indicator title	Number of quarterly performance assessments conducted (HSDG and USDG)
Short definition	Collate, analyse and assess quarterly HSDG, USDG and Title Deed Restoration financial and non-financial performance reports from Provinces and Metropolitan Municipalities on monthly and quarterly basis The submission dates for monthly quarterly reports from Provinces and Metropolitan Municipalities are regulated in terms of Division of Revenue Act
Purpose/importance	To monitor the expenditure performance of Provinces and Metropolitan Municipalities in relation to the human settlements grants – granted by the department
Source/collection of data	Data will be collected from Provinces and Metropolitan Municipalities
Method of calculation	Quantitative and qualitative (accuracy and reliability of expenditure data)
Data limitations	Relying on data from provincial BAS and HSS reports Relying on data from metropolitan municipalities
Type of indicator	Process
Calculation type	Both cumulative and non-cumulative
Reporting cycle	Quarterly and Annually
New indicator	No
Desired performance	Quarterly Human Settlements Grants performance assessments Provinces and municipalities fully spend their allocations in line with business plans and set MTSF targets. Under spending is not acceptable
Indicator responsibility	Chief Director: CIO
Portfolio of Evidence	Quarterly reports on the assessment of Human Settlements Grants performance

Objective Indicator	Percentage of HSDG construction budget allocated to designated groups as per the regulation
Short definition	The indicator track progress on transformation targets aimed at empowering women and youth owned through the allocation of HSDG construction budget as per the grant framework Provide quarterly performance assessments of Human Settlements Grants to Provinces and Municipalities
Purpose/importance	To monitor the total HSDG budget allocated to women and youth contractors by Provinces
Source/collection of data	Data will be collected from Provinces
Method of calculation	Budget allocated × 30% as per DORA regulation ÷ 100
Data limitations	Relying on data from Provincial reports
Type of indicator	Process
Calculation type	Both cumulative and non-cumulative
Reporting cycle	Bi-Annual
New indicator	No
Desired performance	From the allocated funds – 30% must be allocated as per the prescripts of the department
Indicator responsibility	Chief Director: CIO
Portfolio of Evidence	Bi-Annual report indicating the HSDG budget allocated to women and youth contractors

Indicator Title	Percentage of USDG construction budget allocated designated groups as per the Regulation
Short definition	The indicator track progress on transformation targets aimed at empowering women and youth owned through the allocation of USDG construction budget. Report on the required minimum 30% the USDG total construction budget allocated to designated groups as per the Regulation (Preferential Procurement Policy Framework Act)
Purpose/importance	To monitor the total USDG budget allocated to women and youth contractors by Metropolitan Municipalities
Source/collection of data	Data will be collected from Metropolitan Municipalities
Method of calculation	Budget allocated × 30% as per DORA regulation ÷ 100
Data limitations	Relying on data from Metropolitan Municipalities
Type of indicator	Outputs, efficiency and compliance
Calculation type	Both cumulative and non-cumulative
Reporting cycle	Bi-Annual
New indicator	No
Desired performance	Bi-Annual assessment indicating 30% of USDG budget allocated to women and youth contractors Metropolitan Municipalities should report on progress made in ensuring that 30% HSDG budget is allocated designated groups as per the Regulation (Preferential Procurement Policy Framework Act)
Indicator responsibility	Chief Director: CIO
Portfolio of Evidence	Bi-Annual report indicating the USDG budget allocated to women and youth contractors

Indicator Title	Number of Finance Linked Individual Subsidy Programme (FLISP) performance assessments conducted
Short definition	The indicator assesses and monitors the performance of FLISP in provinces
Purpose/importance	The importance of the indicator is to measure the performance of the FLISP and be able to do any amendments to the programme to aid its functioning if need be
Source/collection of data	Data will be collected from Provinces, HSS, GEHS and internal stakeholders
Method of calculation	Qualitative
Data limitations	No limitations
Type of indicator	Process
Calculation type	Not cumulative as we report delivery quarterly and yearly.
Reporting cycle	Quarterly reports
New indicator	Not new
Desired performance	Performance below target is not acceptable
Indicator responsibility	Chief Financial Officer and Chief Director: CIO
Portfolio of Evidence	Report on the performance assessment conducted

Indicator Title	Number of assessments on the volume of loans granted by DFIs for the affordable housing market conducted
Short definition	Performance of the volume of home loans granted by financial institutions and DFIs in the affordable housing market
Purpose/importance	<ul style="list-style-type: none"> • Receive information on home loans from financial institutions quarterly • Collate information received from financial institutions • Analyses information received from financial institutions • Produce quarterly performance of financial institutions and their lending patterns on home in terms of MTSF
Source/collection of data	DFIs and financial institutions
Method of calculation	Quarterly Return Form
Data limitations	Quarterly Returns submitted 60days after the end of their quarter
Type of indicator	Indicator measures according to output and compliance
Calculation type	Spread sheet, tables, graphs and cumulative and non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Monitor the performance of the volume of home loans granted by the DFIs and financial institutions
Indicator responsibility	Chief Director: CIO
Portfolio of Evidence	Quarterly performance reports on the volume of home loans granted by DFIs and financial institutions in the affordable housing market

Indicator Title	Assessments of employers' contribution towards Employer Assisted Housing
Short definition	<ul style="list-style-type: none"> Collection of data from employers on Employer Assisted Housing to identify their participation in delivering sustainable affordable human settlements to their employees Analyse the performance of employer assisted housing delivered by both the private and public sector employers, where there is a MOU or not
Purpose/importance	The indicator ascertains the prevalence of EAH in the public sector, mines and other private sector
Source/collection of data	Data will be collected from different employers, human settlements entities, Department of Human settlements, Provinces and Municipalities, employers' organizations, Presidency, HDA and Department of Mineral and Energy
Method of calculation	Quantitatively and Qualitatively
Data limitations	Relying on data from employers, Employers' associations, HDA and Department of Mineral and Energy
Type of indicator	Output and efficiency
Calculation type	Not cumulative as we report delivery quarterly and yearly.
Reporting cycle	Bi-annual reports
New indicator	No
Desired performance	Monitoring and tracking of Employer Assisted Housing both in the public sector and in the private sector Acceptable and improving performance is good as there are no agreements with the stakeholders beside the voluntarily social contract
Indicator responsibility	Chief Financial Officer and Chief Director: CIO
Portfolio of Evidence	Bi-annual performance assessment reports of the Employer Assisted Housing both in the public sector and in the private sector

Indicator Title	Annual performance analysis of financial institutions on their lending patterns on home loans conducted
Short definition	Analysis of annual performance of financial institutions and their lending patterns on home loans
Purpose/importance	<ul style="list-style-type: none"> Receive information on home loans from financial institutions annually Collate information received from financial institutions Analyses information received from financial institutions Produce an Annual Report on the performance of financial institutions and their lending patterns on home loans
Source/collection of data	Financial Institutions / Independent Audit Assurance reports
Method of calculation	Qualitative and Qualitative (Annual Return Forms)
Data limitations	Annual Return Form submitted without "raw data"
Type of indicator	Output
Calculation type	non-cumulative
Reporting cycle	Bi-annual
New indicator	No
Desired performance	Annual Report on the performance of financial institutions on their lending patterns on home loans submitted to the Minister
Indicator responsibility	Chief Director: CIO
Portfolio of Evidence	Annual Report produced on the analysis of performance of financial institutions and their lending patterns on home loans

Indicator Title	Number of performance assessments on the Office of Disclosure
Short definition	Monitoring the lending patterns of the Financial Institutions, provision of secretariat functions for the Members of the Office and ensuring submission of quarterly reports by financial institutions
Purpose/importance	To eliminate unfair lending patterns and practices by financial institutions
Source/collection of data	Quarterly and Annual returns by financial institutions, minutes of meetings of the Office of Disclosure
Method of calculation	<ul style="list-style-type: none"> • Annual and quarterly returns • Minutes of meetings
Data limitations	Return forms submitted after due date
Type of indicator	Indicator measures according to output and compliance
Calculation type	Cumulative and non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Quarterly Report on the performance of financial institutions on their lending patterns on home loans and provision of secretariat functions for the Members of the Office
Indicator responsibility	Chief Director: CIO
Portfolio of Evidence	<ul style="list-style-type: none"> • Quarterly reports on the performance of financial institutions on their lending patterns • Quarterly secretariat function report on the Office of Disclosure







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ANNUAL PERFORMANCE PLAN 2018 - 2019

