
SERVICE DELIVERY AGREEMENT

Position: Member of the Mayoral Committee for Development and Town Planning
Administration: Setsoto Local Municipality
Mayoral Term: 2025/2026



June 30, 2025
SETSOTO LOCAL MUNICIPALITY
27 Voortrekker Street Ficksburg 9730

Parties:

- **The Executive Mayor:** Councillor Seipati Mbiwe
- **The Member of the Mayoral Committee for Development and Town Planning:** Councillor Thabang Makae

1. Preamble and Purpose

This Agreement is entered into in terms of Section 53 of the Local Government: Municipal Systems Act, 32 of 2000. It serves to clarify the roles, responsibilities, and performance expectations of the Member of the Mayoral Committee for Community Services.

The primary purpose is to ensure the Member of the Mayoral Committee provides effective strategic leadership and political oversight to the administration to achieve the service delivery goals as outlined in the Integrated Development Plan (IDP), the Executive Mayor's State of the Municipal Address, and the approved Sector Plans for Development and Town Planning Services. The purpose of this agreement is to:

1. Ensure clarity on the strategic objectives and priorities for the Community Services portfolio.
2. Provide a framework for the Member of the Mayoral Committee to exercise their oversight role effectively over the administration.
3. Enhance accountability, transparency, and measurable service delivery to the residents of Setsoto Local Municipality.
4. Align the department's activities with the Integrated Development Plan, Budget, and the Executive Mayor's Political Mandate.

The Member of the Mayoral Committee's role is one of strategic oversight and political leadership, holding the administration, led by the **Director: Development and Town Planning**, accountable for the implementation of these targets

2. Legislative and Strategic Framework

The Member of the Mayoral Committee's performance will be guided by, but not limited to, the following:

- The Constitution of the Republic of South Africa, 1996.
- Local Government: Municipal Systems Act, No. 32 of 2000.
- Spatial Planning and Land Use Management, 16 of 2013
- National Building Regulations
- Provincial Spatial Development Framework
- Municipal Spatial Development Framework
- Land Use Scheme
- Municipal By-laws
- Integrated Development Plan
- Service Delivery and Budget Implementation Plan
- Budget

There are also other plans that are part of municipality's governance framework that have a direct or indirect bearing on the functioning and structure of the development and town planning currently. More

importantly, these regulations, policies and plans have a bearing on how some of the proposals indicated above can be undertaken more immediately. These include, but are not limited to:

- Municipal Staff Regulations of 2021
- Human Resources Policy Manual
- Regulation of Minimum Competency Levels of 2007
- Regulations on the Appointment of Municipal Manager and Managers directly Accountable to the Municipal Manager of 2014
- Free State Growth and Development Strategies
- Local Economic Development Strategies
- Spatial Development Perspective
- Spatial Development Framework
- Local Economic Precinct Plan
- Integrated Transport Plan

2. Core Responsibilities and Oversight Focus Areas

The Member of the Mayoral Committee for Development and Town Planning provides political oversight and leadership to the following key functional areas:

- **Provide policy direction:** Guide the development and approval of policies within the portfolio.
- **Ensure good governance:** Oversee compliance with legislation (MFMA, Municipal Systems Act, SPLUMA, etc.).
- **Monitor performance:** Hold the Municipal Manager and Director Development and Town Planning accountable for achieving the targets set out in this SDA and the IDP.
- **Manage stakeholder relations:** Act as a key liaison with councillors, community organisations, business forums, and other spheres of government.
- **Budgetary oversight:** Ensure the capital and operational budgets are aligned with strategic priorities and are spent effectively.
- **Town Planning:** Achieving sustainable development, improving residents' quality of life through better housing, infrastructure, and amenities, promoting economic growth by creating organised spaces for businesses, ensuring efficient and balanced land use, enhancing environmental protection and ecological health, and creating safe, healthy, and aesthetically pleasing urban environments that foster a strong sense of community
- **Building Inspectorate:** To ensure public safety by enforcing building codes, monitoring construction quality and material use, verifying compliance with approved plans, and issuing necessary notices or actions for any deviations or violations
- **Human Settlements:** To improve living conditions for all people by providing adequate housing, basic services, and access to socio-economic opportunities.
- **Municipal Properties:** Providing a stable revenue stream to fund essential community services like roads and parks, promoting socio-economic development, and improving the overall welfare of residents through fair, transparent, and efficient property management.

3. Performance Pillars and Realistic Targets

Here are realistic targets structured by key performance areas. These should be reviewed and adjusted based on the municipality's specific starting point (baseline) and the Integrated Development Plan.

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Key Performance Area 1: Strategic Spatial Planning and Land Use Management

No	Performance Indicator	Unit	Realistic Target	Baseline	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Objective									
1.1	Number of the updated Spatial Development Framework (SDF) adopted by Council.	Number	1 SDF adopted	1	1	N/A	N/A		1
1.2	Percentage reduction in the average decision-making time for category twos PLUMA Bylaws for land use applications (Rezoning, Subdivisions).	Percentage	10% reduction from previous year's average	New	10%	10%	10%	10%	10%
1.3	Number of well-located/formalised public land parcels identified for affordable housing projects	Number	4 parcels of land	4	4	1	1	1	1
1.4	Number of municipal land audit report compiled and submitted to council	Number	1	1	1	N/A	N/A	N/A	1
1.5	Number of municipal commonage land audit report compiled and submitted to council	Number	1	1	1	N/A	N/A	1	N/A

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Key Performance Area 2: Affordable Housing and Human Settlements

No	Performance Indicator	Unit	Realistic Target	Baseline	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2.1	Number of sites for informal settlement upgrading.	Number	40 in Clocolan	New	40	N/A	N/A	N/A	40
2.2	Number of sites for formal settlement for advertisement for allocation.	Number	60 in Ficksburg	New	60	N/A	N/A	N/A	60
2.3	Number of allocation letters issued in Ficksburg	Number	256	New	256	64	64	64	64
2.4	Number of allocation letters issued in Clocolan	Number	100	186	100	N/A	N/A	50	50
2.5	Number of allocated vacant sites re-allocated to new beneficiaries in Marquard	Number	150	New	150	N/A	150	N/A	N/A
2.6	Percentage of the housing waiting list verified and audited to ensure integrity.	Percentage	100% verification	New	100%	25%	50%	75%	100%

Key Performance Area 3: Municipal Property Management and Maintenance

No	Performance Indicator	Unit	Realistic Target	Baseline	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
3.1	Percentage of municipal rental properties with occupancy rates above 90%.	Percentage	90% occupied	New	90%	90%	90%	90%	90%
3.2	Number of critical municipal buildings maintained.	Number	2- one in Marquard and one in Clocolan respectively	New	2	N/A	N/A	N/A	2
3.3	Revenue collected from municipal properties as a percentage of billed amount.	Percentage	92% collection rate	New	92%	92%	92%	92%	92%
3.4	Number of animal pounds established	Number	2-one in Marquard and one in Clocolan respectively	New	2	N/A	N/A	N/A	2

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KPA 4: Strategic Leadership and Governance Oversight

No	Performance Indicator	Unit	Realistic Target	Baseline	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
4.1	Ensure 80% implementation of audit action plans (from AG, internal audit) related to the Development and Town Planning portfolio within stipulated timeframes	Percentage	80%	80%	80%	80%	80%	80%	80%

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KPA 5: Governance and Reporting Framework for Oversight the core Member of the Mayoral Committee role

No	Performance Indicator	Unit	Realistic Target	Baseline	Annual Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4
5.1	Conduct quarterly performance review meetings with the Director Development and Town Planning and middle management team to assess progress against this SDA and departmental targets.	Number	4 formal minuted meetings per year	0	4	1	1	1	1
5.2	Table comprehensive quarterly development and town planning services performance reports in Council, providing clear explanations for variances and corrective action plans.	Achievement	4 quarterly reports tabled on schedule.	4	4	1	1	1	1
5.3	Provide monthly updates to the Executive Mayor on the municipality's development and town planning services status, including key risks and mitigation strategies.	Achievement	Monthly briefing provided.	New	6	2	1	2	1
5.4	Ensure public participation in the budget process through at 12 well-advertised ward-based budget consultation meetings.	Number	12 meetings held and feedback report compiled.	12	12	N/A	N/A	6	6

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5. Reporting and Review Mechanisms

1. **Monthly meetings:** The Member of the Mayoral Committee will hold monthly performance review meetings with the Director Development and Planning and middle managers to assess progress against these targets.
2. **Quarterly reports:** A formal quarterly report, aligned with the municipal quarterly performance reports to Council, will be submitted to the Executive Mayor. This report will:
 1. Detail progress against each KPI.
 2. Explain any deviations from targets.
 3. Provide a corrective action plan for any under-performance.
3. **Mid-year and annual review:** This Service Delivery Agreement will be formally reviewed and adjusted, if necessary, at mid-year and after the annual assessment to ensure it remains relevant and challenging.

6. Stakeholder Engagement

The Member of the Mayoral Committee for Development and Town Planning is expected to maintain constructive engagement with:

- The National and Provincial Treasuries
- Relevant National and Provincial Sector Departments
- The Auditor-General of South Africa (AGSA)
- Councillors, especially the Chairperson of the Municipal Public Accounts Committee
- Organized Business and Labour
- The Public-through structured communication on financial matters

7. Review and Amendment

This agreement may be amended at any time by mutual written agreement between the Executive Mayor and the Member of the Mayoral Committee. It will be formally reviewed on an annual basis.

8. Signatures

This Service Delivery Agreement provides a strong foundation for accountable and transparent governance. By focusing on these measurable outcomes, the Member of the Mayoral Committee can effectively champion the community's interests and drive performance within the administration.



CLLR SEIPATI MBIWE (MRS.)
EXECUTIVE MAYOR

Date: 26/09/2025



CLLR THABANG MAKAE (MR.)
MEMBER OF THE MAYORAL COMMITTEE FOR DEVELOPMENT AND TOWN PLANNING

DATE: 26/09/2025

How this Service Delivery Agreement assists the Member of the Mayoral Committee in their oversight role?

This document transforms the Member of the Mayoral Committee's role from a passive approver of documents to an active executive leader. It provides:

1. **Insert Specifics:** All targets must be replaced with figures from the municipality's approved IDP, Budget, and Sector Plans. The realism of the targets depends entirely on the local context, budget, and capacity.
2. **Consultation:** This Service Delivery Agreement must be developed in consultation with the Director Development and Town Planning of the and the Municipal Manager to ensure buy-in and feasibility.
3. **Legislative Alignment:** Ensure all KPIs are aligned with the Municipal Standard Chart of Accounts (mSCOA) and other relevant reporting requirements.

This document provides a strong, professional foundation for enhancing accountability and driving service delivery in your municipality.

Recommendation

This framework should be adopted and then socialized with the Municipal Manager and the Director Community Services to ensure their full buy-in and understanding, as they are responsible for the operational achievement of these targets.