REGULATORY PERFORMANCE MEASUREMENT SYSTEM

Presented by: Sizani Moshidi

MCC
21 May 2009
Contents

• RPMS background
• Understanding performance measurement & indicators
• Data collection methodology
• Results of the data analysis (system reports)
If you cannot **measure** an activity, you cannot **control** it. If you cannot control it, you cannot **manage** it. Without dependable measurements, intelligent **decisions** cannot be made.
RPMS context

Various key projects including:
- Water Services
- Regulatory Management System

11 KPIs
1: Access to water supply
2: Access to sanitation supply
3: Access to FBW
4: Access to FBS
5: Drinking water quality
6: Wastewater quality
7: Customer services standards
8: Institutional effectiveness
9: Financial performance
10: Strategic asset management
11: Water use efficiency
Objectives of the RPMS

• **Purpose:**
  - To systematically and uniformly assess WSA compliance to national norms and standards in each of the identified performance areas,
  - To highlight non-complying WSAs &
  - To manage the consequences of non compliance

• **Objectives:**
  - Improve business practise
  - To improve compliance with **national standards and norms**
  - To ensure DWAF’s regulatory processes are standardised and uniform (Regulator has to be transparent, consistent and predictable)
  - To ensure that data is collected is verifiable, accurate & useful to other processes, and
  - WSAs RECEIVE STRATEGIC FEEDBACK on data provided.
What is the Regulatory Performance Measurement System?

A simple tool to be used by the Regulator to measure performance against key performance indicators and to determine performance trends with the intention of promoting best practice in the sector
RPMS – system concepts

**Regulation:** the activity of managing the consequences of non-compliance

Objectively, uniformly and transparently

**Indicators indicate**

Indicators point to a problem and establish a trend by simplifying measures. RPMS is not a system for detailed data or reports

**Indicators cover broad areas** of water services business

Broken down into weighted components to reflect performance on critical issues in each broad area

**Compliance measured against a standard** and performance on a performance scale

Application of national (& international) norms & standards
Methodology

- Data is based on the Legislative reporting framework
- Only credible and verifiable data is needed for the system
- Automated data channels are being set up

 MANUAL PROCESS FOLLOWED TO DATE

- Regional workshops held in 5 provinces
- System has a data input feature (temporary)
  - used at workshops where computers were available
- Questionnaire drafted to take into account NBI data requirements
  - sent out in advance prior to workshop date for WSAs to collect the data and bring it to the workshop
  - approximately 50 completed datasheets returned to date
TYPES OF REPORTS

for the benefit of the WSAs

• System Dash board
• Compliance Assessment report
• Performance Assessment report
## Compliance assessment

<table>
<thead>
<tr>
<th>KPI No.</th>
<th>KPI Name</th>
<th>Component No.</th>
<th>Component Name</th>
<th>Component score</th>
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Performance Assessment scale

Overall KPI score and each component score is out of 5, therefore…

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<th>Score</th>
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### Performance Assessment

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<th>Component No.</th>
<th>Component Name</th>
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Weak areas in otherwise excellent performance

Priority areas to address
TYPES OF REPORTS

for the benefit of the Regulator
## WC Averages

### Western Cape - AVERAGE COMPLIANCE

<table>
<thead>
<tr>
<th>KPI No.</th>
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### Western Cape - AVERAGE PERFORMANCE

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### Regional Priorities (Western Cape)

**REGULATORY PERFORMANCE MEASUREMENT SYSTEM**

**Western Cape REGION - CONSOLIDATED PERFORMANCE REPORT**

#### KPI No. Component name Bitou Local Municipality Stellenbosch Local Municipality Central Karoo Local Municipality Laingsberg Local Municipality Cape Town Metro Municipality Knysna Local Municipality Swartland Local Municipality George Local Municipality Overstrand Local Municipality Bergrivier Local Municipality

<table>
<thead>
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#### Priority: Averaged values

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#### Priority: Averaged values

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Conclusions

Systematic performance measurement:
• Delivers management information to WSAs concentrate resources on problem areas (not ad-hoc)
• Highlights priority areas requiring Regulatory Actions (regulatory initiatives or support initiatives)
• Gives guidance on how to deploy scarce resources
• Ensures Regulatory actions are carried out objectively and transparently
Project manager: Kavitha Kassie-Ruplal
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Visit: http://www.dwaf.gov.za/dir_ws/rpm
Thank you

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