



SOUTH AFRICAN LOCAL
GOVERNMENT ASSOCIATION

SALGA

**USING DATA AND SHARING OF
INFORMATION TO ENHANCE
OVERSIGHT AND ACCOUNTABILITY**

28 August 2023



context

Low Economic Growth

High Unemployment

Fiscal Pressure

Lower Revenue

Governance Challenges

Audit Requirements

Infrastructure backlogs

Debt-servicing

Trust deficit

Competition

Increased service demands

Limited human capital

Limited financial resources



FRAMEWORK FOR SUPPORT TO MUNICIPALITIES

SECTION 154 OF THE CONSTITUTION

- National and provincial government must support and strengthen the capacity of municipalities to manage their own affairs, to exercise their powers and to perform their functions

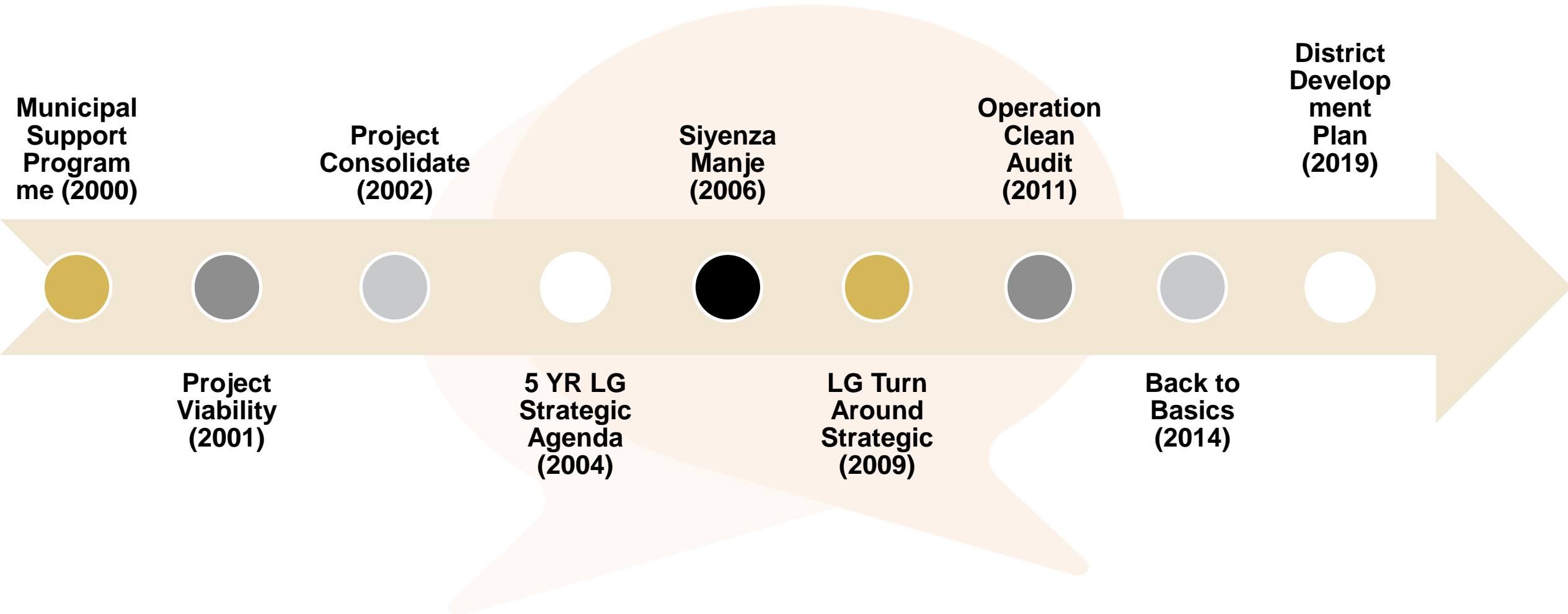
NATIONAL DEVELOPMENT PLAN

- Support to LG through the development of systems to strengthen local government, including recruitment systems, operational guidelines for routine tasks, staffing frameworks for municipal functions, standard assessment procedures for recruiting new staff and guidelines on salary levels

MUNICIPAL SYSTEMS ACT

- District municipalities to provide support to local municipalities as well as play a redistribution, coordination and planning role

NATIONAL SUPPORT INTERVENTIONS



1

- Statutory and periodic reports:**
- AG reports
 - MFMA Section 71 reports
 - MFMA Section 72 reports
 - MFMA Section 73 reports
 - MSA section 106 reports
 - Quarterly performance reports
 - Quarterly Grant Spending Reports

2

**ONGOING SELF-ASSESSMENT:
 Identify underperformance and self-correct**

3

**ONGOING MONITORING:
 Provincial & National Monitoring Support**

4

**IDENTIFY TARGETED SUPPORT:
 Agreement with municipality on support requirements**

4a

Contract targeted support

4b

Monitoring Support

4c

**Monitoring and Support Report
 (s154 Report)**

5

**S46
 Quarterly Reports**

6

S47 Report

7

S48 Report

ONGOING MUNICIPAL SUPPORT

BUILDING A DIGITAL FUTURE

01

Connected Infrastructure

Smart infrastructure that “talks to us”. i.e. ability to monitor water infrastructure, water quality, tampering and vandalism – in real-time

02

Connected Citizens/Customers

Using digital platforms to listen and engage citizens. Being where the citizen is and being accessible through multiple channels

03

Connected Workforce

Using technology for recruitment, productivity, mobility and training

04

Smart Homes and Buildings

Use of technology for improved service offering, efficient energy and water use

05

Paperless Administration

Further entrenching the “new normal” by adopting tools for simplicity, traceability, and transparency – and Smart records

06

Smarter Services

Embedding technology in every single service offering: waste collection, community safety. Revenue-enhancing digital services

07

Hyper-automation

The use of new technologies, such as robotics, to automate high-volume repeatable tasks. Useful for compliance and governance

08

Integrated Processes and Cyber Security

Technology as a means to eliminate waste, duplication and redundancies – and accelerate process outputs

09

Data-Driven LG

Using data analytics to empower to municipalities with the right intelligence for decision making, and planning; Catering for data sharing across the sector



THE USE OF DATA IN DECISION-MAKING, OVERSIGHT AND ACCOUNTABILITY

- **Business Intelligence:** Understanding what happened and what is happening (providing **Hindsight and Oversight**)
- **Analytics:** Understanding the “why” – why things happened and why they are happening. Revealing the drivers (providing **insight**)
- **Predictive Analytics:** Using the hindsight, oversight, and insights to determine what might/could/will happen (providing **Foresight**)
- **Prescriptive Analytics:** Using foresight to enhance decision-making into “what must be done” and to conduct scenario analysis before decisions are made. (incorporates artificial intelligence)



What SALGA has been doing





Welcome to SALGA PULSE

An integrated repository of data insights and analytic products into a single platform.

Providing data as a service is one of the key focus areas for SALGA's Digital priorities and strategic framework. This with the aim to address problem statements, enable use cases and deploy data solutions to embed a data-driven culture within local government. As such, SALGA through SALGA Digital has enabled a number of analytic products ranging from Finance, Economic Development, Trading Services, including Citizen Sentiments to efficiently deliver and provide the sector access to a single source of truth through an integrated repository of data insights and analytic platform.



Pulse Check



Citizen Analytics



Trading Services



Digital Technology





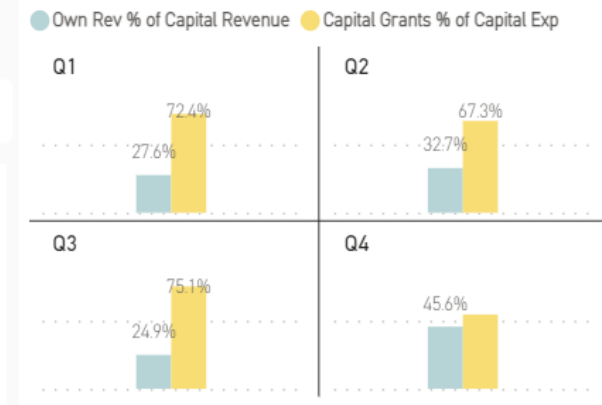
FINANCIAL MANAGERS DASHBOARD

Last update:

Region: | Category: | Municipal Type: | Audited Outcome | Original Budget | Adjusted Budget

Select all | Q1 | Q2 | Q3 | Q4

Operating Revenue <h2>433bn</h2> <p>89.36bn ! Budget : 1322.91bn (-93.25%)</p>	Operating Expenditure <h2>413bn</h2> <p>106.11bn ! Budget : 1359.72bn (-92.2%)</p>	Surplus/Deficit <h2>20bn</h2> <p>-16.75bn ✓ Budget : -36.81bn (+54.49%)</p>	Collection Rate (95%) <h2>69.7%</h2> <p>66.2% ! Budget : 76.9% (-13.98%)</p>	Cash /Cash Equivalent <h2>1T</h2> <p>309.64bn ! Budget : 562.84bn (-44.99%)</p>
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Current Assets <h2>380.62M</h2> <p>-4.38bn ! Budget : 590.3bn (-100.74%)</p>	Total Current Liability <h2>380.09M</h2> <p>11.24bn ! Budget : 557.63bn (-97.98%)</p>	Current Ratio (1.5 -2.1) <h2>1.00</h2> <p>0.00 2.10</p>	Employee Costs Related % OPEX <h2>31.5%</h2> <p>30.7% ✓ Budget : 29.9% (+2.64%)</p>	Capital Grants % Capital Budget <h2>67.28%</h2>
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Operating Grant % Operating Rev <h2>21.24%</h2>	Repairs & Maintenance % PPE <h2>3.83%</h2>
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MUNICIPAL SENTIMENT ANALYTICS (2023)

PROVINCE
All

MUNICIPAL LEVEL
All

MUNICIPAL TYPE
All

1/1/2023 3/23/2023

Total Comments

104.46K

Average Sentiments

Select all

Negative

Positive

Neutral

+1



31.61K

0.05



50.57K

-1

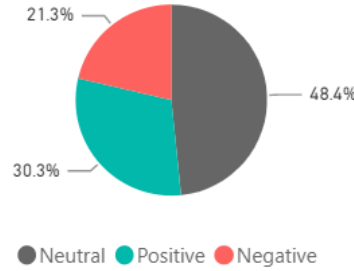


22.29K

Average Sentiment Score



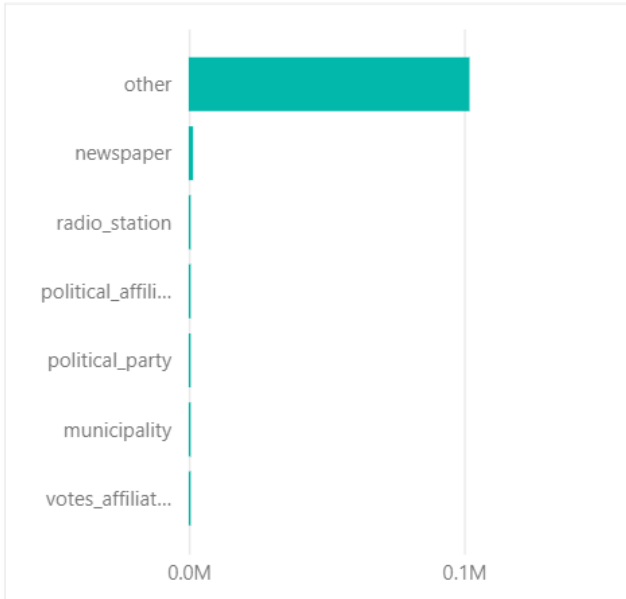
% Sentiments



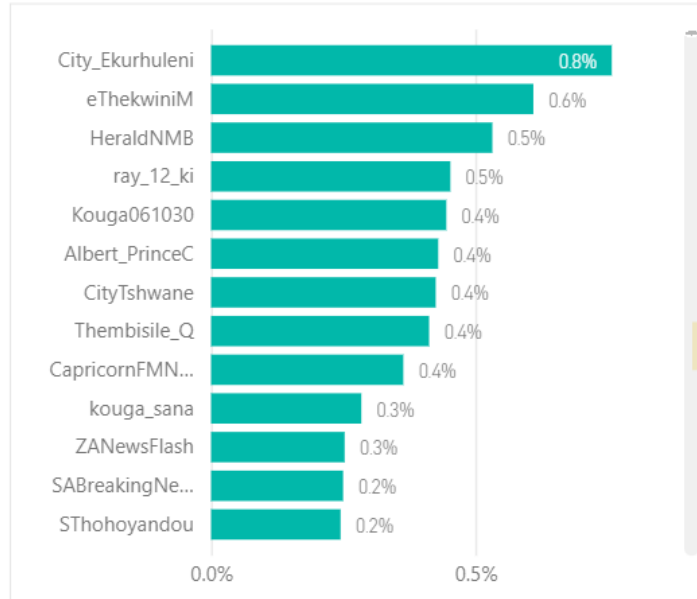
Topics

Select all	loadshedding	refuse removal	sanitation	water
electricity	other	rubbish collection	service delivery	
infrastructure	pothole	safety	tourism	

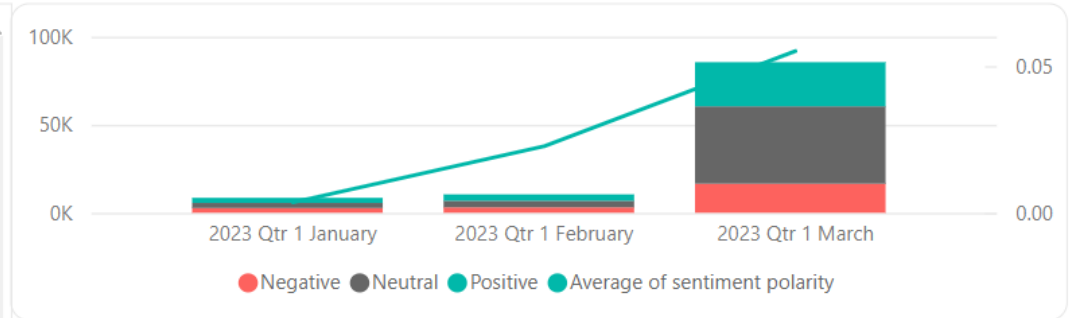
Tweets by Classification



Tweets by User



Volume of Tweets with Average Score



Tweets

- GIRLS SOCCER
- BUFFALO STADIUM
- 5:00 PM

Customer Incident Analysis

Total Reported Incidents

569

Total Incident department

8

Total Incident Types

14

Total Wards

15

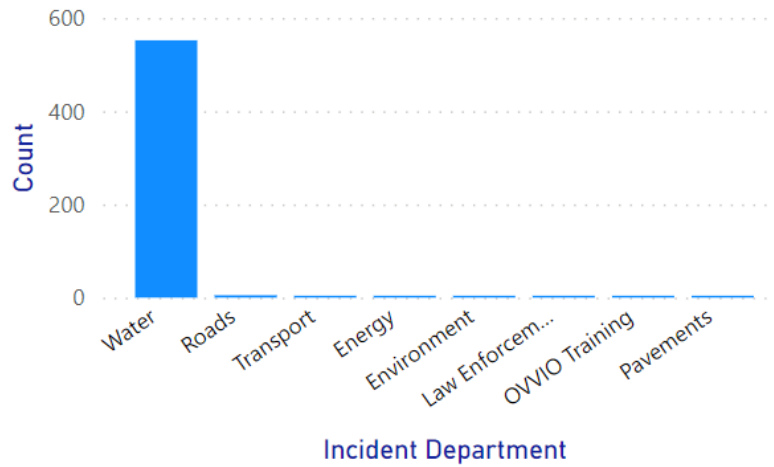
Day time

All

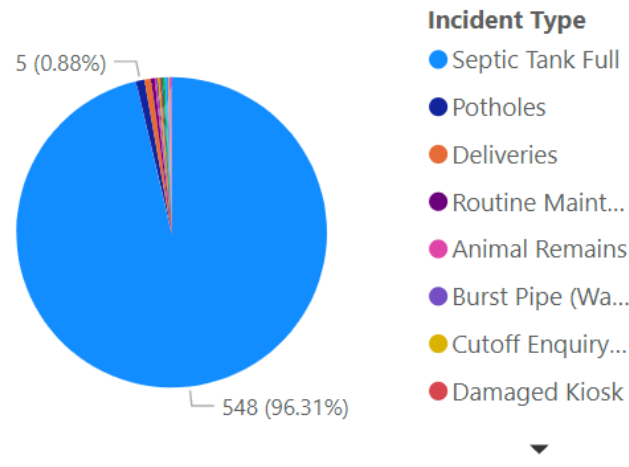
Ward

All

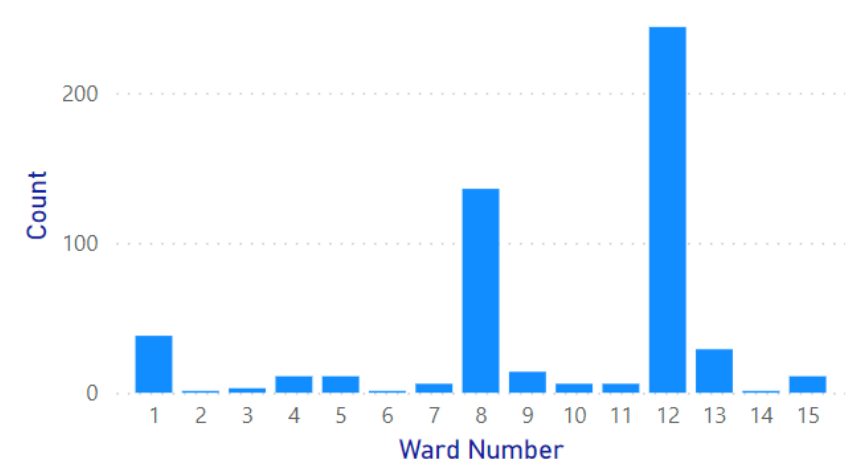
Incident department distribution



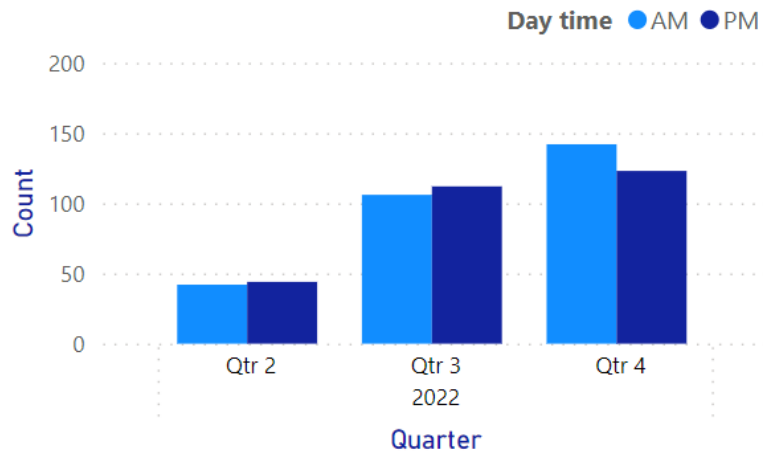
Incident types distribution



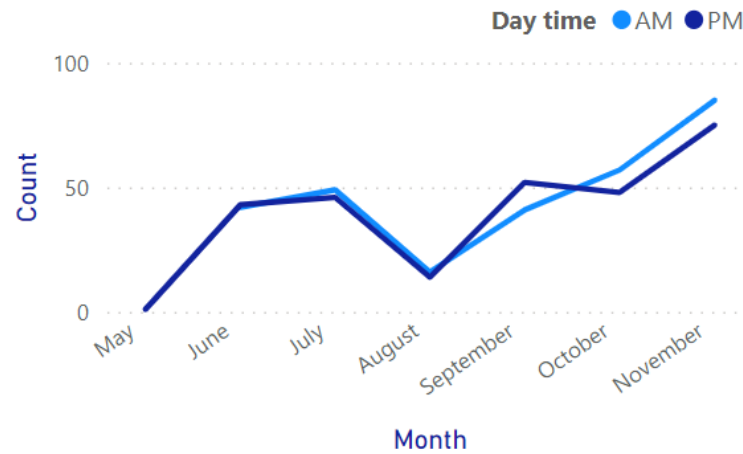
Ward distribution



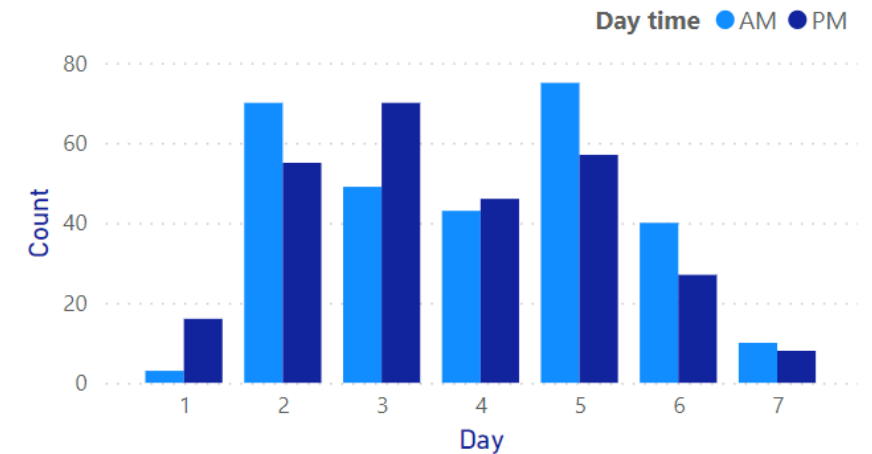
Number of Incident by quater



Number of Incidents per month



Number of Incidents per day of week





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Inspiring service delivery



THANK YOU