



CHAPTER 2

Basic Service Delivery Performance Highlights (KPA2)





CHAPTER 2

BASIC SERVICE DELIVERY PERFORMANCE HIGHLIGHTS

(KPA 2)

The Integrated Development Plan (IDP) determines the strategic goals and objectives according to direct feedback and involvement from the community as part of the many public participation initiatives that are undertaken.

Service provision remains a cornerstone of Senqu Municipality and is reflected in every aspect of its day to day functioning. Within this chapter, service delivery will examine the many areas where service delivery has been well achieved and additionally reflect on areas that have been and/or remain a challenge. Challenges that affect service delivery will be highlighted in order that these receive required priority and attention when planning for all future service delivery initiatives.

2.1. Water Services

2.1.1 Water Services Delivery Strategy and Main Role-players:

- Water and Sanitation Services are to be provided only in the urban areas, as Senqu Municipality is a Water Services Provider (contractor) appointed until 31 July 2011 by Joe Gqabi District Municipality (as the Water Services Authority);
- All water and capital sanitation projects fall under Joe Gqabi District Municipality. Services provision within the Senqu areas and powers and functions are done by application only.

2.1.2 Levels and Standards in Water Services

It must be noted that for the most part, the level of services provided within the Water Services Provider area, is mostly of an extremely high quality with connections to the yard and the house itself. It is noted that the highest quality /standard of water is to be found in Sterkspruit and Rhodes. This is then followed by Barkly East and Lady Grey. While water is available 24 hours per day in this area of jurisdiction, many lengthy outages are experienced in the rural areas.

2.1.3 Annual Performance as per Key Performance Indicators in Water Services

Indicator Name	Total Number of household/ customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the Financial Year under review (actual numbers)	Numbers of Households/ customers reached during the Financial Year	Percentage of achievement during the year
Percentage of households with access to potable water	100%	0 13 869 H/Hs (Rural)	0 – Done on request WSA (Rural)	6922 (Urban) WSA (Rural)	100% (Urban) WSA (Rural)
Percentage of indigent households with access to free basic potable water	100% (urban) 32% (Rural)	0 13 869 H/Hs (Rural)	All services H/Hs receive 6kl free	6922 (Urban) WSA (Rural)	100% (Urban) WSA (Rural)
Percentage of clinics with access to potable water	100% (Urban) WSA (Rural)	0 WSA (Rural)	All clinics within jurisdiction receive potable water	3 (Urban) WSA (Rural)	100% (Urban) WSA (Rural)
Percentage of schools with access to potable water	100% (Urban) WSA (Rural)	0 (Urban) WSA (Rural)	All schools within the area of jurisdiction have potable water	9 (Urban) WSA (Rural)	100% (Urban) WSA (Rural)
Percentage of households using buckets	Estimated at 6 % (informal areas)	2 013	WSA	2013 WSA Capital project	0%

Rural data can be obtained from the Joe Gqabi District Municipality but the estimated backlog is around 14 000 H/Hs (Estimated cost per H/H is R 2 500= R 35 000 000, excluding treatment)

Additionally, the following achievements are noted:

- Water purified 1 368 262 Kl (1.4 Ml) on available metering
- Pumping power usage= 427 727 Kwh
- Water faults reported and attended to: 916
- Water meters replaced/serviced: 10
- New water connections: 7
- Water breaks attended: 533 (of which 317 occurred in Barkly East)
- Ongoing maintenance occurs
- Senqu Municipality was officially appointed as the Water Services Provider (contractor) by the Water Services Authority (Joe Gqabi District Municipality) until 30 June 2011.
- Plans were put into place for the upgrading of the Lady Grey WTW by the WSA
- Damage to the Lady Grey Dam was repaired and the dam safety brought up to standard.(Due to vandalism)
- Safety inspections were done on the Lady Grey and Witfontein dams.

2.1.4 Major challenges in water services and remedial actions

Challenges are many and are reflected as follows:

- A permanent Water Treatment Works is required in Barkly East and Joe Gqabi District Municipality will be required to budget and implement.
- Lady Grey's Water Treatment Works is urgently in need of an upgrade and this is currently within the planning phase.
- The Lady Grey Bulk Water Supply was required to be implemented as a matter of urgency. It is noted that Lady Grey was without water from July 2010 to January 2011 and water was then required to be delivered by truck, which resulted in huge price increases and expense to the Water Services Authority. In this regard, a suitable budget is required.
- Every effort is required to be made to capacitate staff through increased training efforts to ensure that competent staff are employed;
- The lack of a Superintendent in Barkly East is required to be addressed as a matter of extreme urgency;
- Backlogs in water are required to be addressed and funding is required to be obtained to legalize illegal connections;
- Supply Chain Management practices have proven to be impractical and detrimental to facilitating service delivery, especially where the availability of service providers is concerned.
- Funding for infrastructure development within the Barkly East and Rhodes reticulation networks is required.
- Section and bulk metering is required to be urgently installed and soon as it possible in order to achieve accurate water balancing;
- Vehicles are required to be budgeted for and provided by Joe Gqabi District Municipality in order to ensure required service delivery;
- Efforts and budget are to be made available to investigate the long-term efficiency of bulk water supply. Rossouw is experiencing severe water shortages,
- Similarly efforts are to be made to rehabilitate the bulk water supply in Rhodes and more specifically, investigation is required to be conducted into the Bell River extraction point in order to examine the possibility of raising the weir, in order to compensate for drought conditions, anti-silting measures and installation of centrifugal pump stations.
- The Lady Grey Dam has a weir that urgently requires clearing of silt, so as to prevent additional silt entering into the Dam and to increase the lifespan of the Dam – Additionally, this presents an ideal job creation project and opportunity.
- There are an insufficient number of fire hydrants throughout the towns of Sterkspruit, Lady Grey, Barkly East, Rhodes, Rossouw and Herschel in order to reduce potential disaster and risk. Suitably situated fire hydrants are required.
- Water pressure and storage problems exist in Lady Grey and this may only be alleviated if a reservoir (of at least 1.5m) is erected below the Water Treatment Works to ensure a sufficient water reserve and to reduce pressure problems in higher parts of town.
- The lack of movement in the Orange River Macro Water Scheme has resulted in the need for Joe Gqabi District Municipality to allocate a political and administrative champion to facilitate funding for this project;
- Water pressure problems in Rhodes have resulted in the need to create a ring main pipe to increase pressure in Rhodes at higher points;

- The lack of capital funding for network extensions needs to be addressed by Joe Gqabi District Municipality (as this is retarding local development)
- Capital funding is required for spares purchases and is required to be budgeted for at a local level in order to purchase spare pumps, motors, meters and the like;
- Dams are required to be fenced and water sources protected in order to protect water supplies from contamination and safety. This will be required to include signage and also has the potential for job creation. Effectively access to water sources by people and livestock is required to be formalised.
- Land issues in Sterkspruit regarding reservoir construction encroachment needs to be resolved by the WSA and agreement as to the way forward achieved. (which may include a land swap).
- WSP and WSA contracts are required to be revised in order to accommodate proposed changes in the Joe Gqabi bulk services takeover. This proposed takeover raises a number of issues which include:
 - It is felt that the entire service (not just bulk) should be run in its entirety by either WSA or WSP as a split function is impractical.
 - A review of the organogram to accommodate the municipality becoming the WSA (as they are currently approached re – all issues and complaints by communities
 - The proposed takeover of bulk services to be addressed in the Service Level Agreement (Transfer Agreement)
- Improved communication between the WSA and WSP, so as to avoid duplications, and unnecessary overlaps in functions. All correspondence to be forwarded to WSP from WSA.

2.2 Electricity Services

2.2.1 Electricity Services Delivery Strategy and Main Role-players

In terms of Senqu Municipality's licence agreement with the National Energy Regulator of South Africa, it is responsible to supply electricity to Sterkspruit, Lady Grey and Barkley East.

2.2.2 Level of standards in Electricity Services

Within this licenced area, the level of service supplied is very high and consumers all have a minimum of a 60A single phase supply. The standard of service is at present mediocre but is improving annually.

It is noted that the rural areas (including Rhodes and Herschel) are supplied by ESKOM. Rossouw is provided with electrical supply with the exception of the SAPS.

2.2.3 Annual performance as per Key Performance Indicators in Electricity Services

Indicator Name	Total Number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the Financial Year under review (actual numbers)	Numbers of Households/customers reached during the Financial Year	Percentage of achievement during the year
Percentage of households with access to electricity services	100% 68% (Rural)	0 Estimated 12 000	0 385	17 new connections 385 (Rural)	100%
Percentage of indigent households with access to basic electricity services	100% of applicants (Urban) 100% of applicants (Rural)	0 11 498 (Rural)	847 (47% of total consumers- Urban) 11 498 (32% of total consumers- Rural)	847 (Urban) 11498 (Rural)	100%
Percentage of indigent households with access to free alternative energy sources	1% (Urban – Rossouw pilot Project Paraffin & candles)	0	85	85	100%

Rural data may be obtained from Eskom but estimated backlog is at 12 000 H/Hs (estimated cost of R 4000/H/H = R 48 M required. Rural Free Basic Services = 11 498. (32%)

In terms of achievements, the following issues are noted:

- 17 new connections completed
- 1 783 consumers (Urban)
- 847 of urban consumers receiving Free Basic Electricity of 50 Kwh.
- 456 Electricity faults reported and dealt with.
- Conventional electricity meters serviced/replaced - 616
- Service Level Agreements are in place with ESKOM
- 698 street lights repaired
- Ongoing Operation and maintenance
- Electricity purchased from ESKOM- 23,220,491Kwh (23.2 MWh)
- 11 498 Rural households receiving Free Basic Electricity of 50 Kwh.
- 12 x monthly reports submitted
- 11 498 rural households receive Free Basic Electricity (Rural) of 50Kwh.
- 847 H/H's within Senqu licensed area receiving Free Basic Electricity of 50 Kwh.
- A pilot project for Free Basic Energy has been implemented in Rossouw with 85 H/H's receiving 20l of paraffin and 12 x candles/month.
- Crane Truck purchased.
- 1st year of Electrical Loss Plan proving successful
- **Electrical losses dropped from 43% to 23% (16.26% decrease)**
- Budget has been allocated in the next financial year for 2 Assistant Electricians
- CAD software acquired.

2.2.4 Major Challenges in Electricity Services and Remedial Actions

Challenges and remedial actions required are detailed as follows:

- Electricity losses are extreme and have totaled 5 598,712 Kwh (5.6 Mwh) MW, and can be attributed to poor metering, poor networks and incorrect accounts.
In an effort to remedy these issues a 3-year plan is to be implemented in order to reduce electricity losses to 10% within the next 2 years. Ageing infrastructure remains a huge challenge and clearly adds to these issues of concern.

Overall an average of 23.89% is lost and of this 10% represents technical losses –a total actual loss of 13.9% is therefore experienced.

Sterkspruit experiences a 28.69% loss; Lady Grey 26.12% and Barkly East a loss of 16.33%.

- It is more than a little apparent that Council is required to increase its maintenance budget;
- ESKOM is addressing electricity backlogs in the rural areas far too slowly (especially in non-grid areas) and increased funding is required to resolve these issues faster;
- Lack of funding has resulted in the inability to appoint a full staff complement;
- Supply chain processes have impeded service delivery, and the appointment of suitable service providers in keeping with rural challenges;
- Performance Management is required to be cascaded to all levels to improve levels of functioning
- The Assets Control Officer for Technical Services is required to be funded for appointment so as to facilitate Asset Control; and
- The resignation of a senior electrician and the lack of a construction electrician is adding to the issue of staff shortages and scarce skills.

2.3 Sanitation

2.3.1 Sanitation Services Delivery Strategy and Main Role-Players

Senqu Municipality fulfills the function of a Water Services Provider in the urban areas of Sterkspruit, Lady Grey, Barkly East and Sterkspruit. Senqu Municipality has been appointed as such until 30 June 2011 by the Joe Gqabi District Municipality, who are the Water Services Authority.

2.3.2 Level and Standards in Sanitation Services

The level of services provided in the WSP area is mostly of high level (water borne) in the urban areas but there are still VIPs and buckets to be found within the informal areas. It is to be noted that the standard of the service is mediocre due to constant plant down time.

2.3.3 Annual Performance as per Key Performance Indicators in Sanitation Services

Annual performance in terms of the key performance indicators within the sewerage services in the WSP authorised areas is detailed as follows in terms of powers and functions:

- Ongoing Operation and Maintenance
- Complaints reported and attended to: 1607
- Sewer blockages: 441 (Barkly East 317)
- New connections: 8
- Conservancy tanks emptied = 1481 (6671kl)
- Informal buckets removed = 21 084
- Bacterial inoculant purchased and utilized
- Water borne sewer reticulation is being installed in Kwezi Naledi by the Joe Gqabi DM, and
- An ongoing programme has been implemented by the Joe Gqabi District Municipality to ensure all rural households receive VIPs'.

Annual Performance as per Key Performance Indicators in Sanitation Services (in authorised area in terms of powers and functions)

	Indicator Name	Total Number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the Financial Year under review (actual numbers)	Numbers of Households/customers reached during the Financial Year	% of achievement during the year
1	Percentage of households with access to sanitation services	100% (Urban) 37% (Rural)	0 (Urban) 23 310 H/H (Rural)	0 (Urban) WSA (Rural)	2345 (Urban) WSA (Rural)	100% (Urban) WSA (Rural)
2.	Percentage of indigent households with access to basic sanitation services	100% (Urban) WSA (Rural)	0 (Urban) WSA (Rural)	0 (Urban) WSA (Rural)	446 (Urban) WSA (Rural)	100% (Urban) WSA (Rural)
3	Percentage of clinics with access to sanitation services	3(Urban) WSA (Rural)	0(Urban) WSA (Rural)	0(Urban) WSA (Rural)	3(Urban) WSA (Rural)	100% (Urban) WSA (Rural)
4	Percentage of schools with access to sanitation services	100% (Urban) WSA (Rural)	0 (Urban) WSA (Rural)	0(Urban) WSA (Rural)	8 (Urban) WSA (Rural)	100% (Urban) WSA (Rural)

Rural data may be obtained from the Joe Gqabi District Municipality but backlogs are estimated at 24 000 H/Hs. (Est Cost & R 7 000 ea = R 168 000 000)

2.3.4 Major Challenges in Sanitation Services and Remedial Actions

Major challenges are listed as follows:

- Bucket eradication in un-formalized areas:
These areas need to be formalized and registered as housing projects.
- Sanitation ponds are urgently required within the rural areas.
This will require funding within the future in order to facilitate shorter distances for the disposal of sewerage from conservancy tanks.
- Tractor/trailer replacements are urgently required & LDVs' are required in order to fulfill maintenance needs.
These are required to be budgeted for as a matter of great urgency.

- Supply Chain Management is proving to be impractical
It is recommended that senior management re-look at these processes and systems in order to revise these regulations so that they are more suited to rural circumstances, where service providers are few and far away, resulting in funds that could benefit the local community leaving the already indigent area.
- Old ponds in Barkly East require upgrading
The Joe Gqabi District Municipality is required to budget for this as a matter of urgency.
- Old ponds in Lady Grey require upgrading
The Joe Gqabi District Municipality needs to budget for this as a matter of urgency.
- Urgent upgrades of the disposal works in Sterkspruit are required
The Joe Gqabi District Municipality is required to budget for this as a matter of great urgency.
- No measuring flumes have been installed
The Joe Gqabi District Municipality needs to budget for this as a matter of urgency.
- A supervisor is required in Barkly East (as in Water)
This is to be addressed at the earliest opportunity.
- The organogram needs to be reviewed (as in Water)
This is to be addressed at the earliest opportunity.
- No funding exists for network extensions (as in Water)
This is to be addressed moving forward.
- Upgrade of old ponds in Barkly East.
The Joe Gqabi District Municipality is required to budget for this as a matter of urgency.
- Sufficient ground is required for irrigation of effluent in Sterkspruit.
The Joe Gqabi District Municipality is required to investigate and fund this as soon as possible.
- The WSP/WSA contract is required to be redefined in respect of bulk service takeover by the Joe Gqabi Municipality (as in Water). To be addressed urgently.
- Safety & security upgrade at all WWTW (As in Water)
To be addressed formally moving forward.

2.4 Road Maintenance

2.4.1 Road Maintenance Services Delivery Strategy and Main Role-players

Senqu Municipality is responsible for all access and municipal roads and it is noted that the balance of roads falls under the powers and functions of the Department of Roads and Public Works (DoRPW).

2.4.2 Level and Standards in Road Maintenance Services

Due to insufficient resources it is acknowledged that the level of road services in rural areas is low. In essence gravel roads prevail with the exception of the Mokhesi Taxi Route (surfaced) and the Musong Road (currently being surfaced) – funded by DoRPW. The department is responsible for maintenance on all roads that are numbered (in respect of provincial and district roads).

In an effort to resolve these challenges, the Ward Councillor has identified the roads within the Ward requiring attention and has detailed a programme for the Roads Team of 3 months, incorporating a rotational work programme.

2.4.3 Annual Performance as per Key Performance Indicators in Road Maintenance Services

Annual Performance as per Key Performance Indicators in Road Maintenance Services as per powers and functions

Indicator Name	Total Number of household/ customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the Financial Year under review (actual numbers)	Numbers of Households/ customers reached during the Financial Year	% of achievement during the year
% of households without access to gravel or graded roads	Estimated at 80%	29 600 H/Hs	46 km (Est 2368 H/Hs)	53.4Km (Est 2664 H/Hs)	100%+
% of road infrastructure requiring upgrade	80%	562 km	46km	53.4km	100%+
% of planned new road infrastructure actually constructed	100%+	562km	46km	53.4km (Est 2664 H/Hs)	100%+
% of capital budget reserved for road upgrading and maintenance effectively used	100% (Const) 100% (Maint) 90% (Target on Musong Rd)	15 M utilised (Const) 753 000 utilised 13.8 M (Const)	22 M available (Const) 750 000 available (Maint) 25 M (Musong Rd)	2664 H/Hs Musong villages	69% (16% variance) expenditure on capital (Projects did not start as planned & Poor performance of service providers & MFMA) 100% on maintenance

Further information on provincial roads is available from the Department of Roads & Public Works. Gravel roads backlog in Senqu is 562 km (Estimated cost km- for gravel is R 350 000 = R 196 700 000 and excludes escalation)

A certain amount of success has been achieved within this Division and this is detailed as follows:

- Construction of roads in Wards 1,2 & 3 (Ph 1)– 15 km – MIG- Completed
- Construction of roads in Wards 7,8,9 & 12 – 20km – MIG-Completed
- Construction & rehabilitation of roads- Wards 5 & 6 = 23,450 Km – Senqu Internal Roads Team
- 6 km upgraded at various locations due to voting and funded by the DHLG
- Ongoing general Operation & Maintenance
- Potholes repaired-603
- Cost estimates and strategy on various future projects done (MTEF)
- SLA in place with the DRPW (Previously DoRT)
- Reconstruction and surfacing of the Musong Road started in October 2010 (7.2 km)
- Relief staff hired = 371
- Good support received from the DRPW

2.4.4 Major Challenges in Road Maintenance Services and Remedial Actions

Many challenges are apparent and these are detailed more specifically as follows:

- Insufficient funds to address the roads backlog resulting in the need for additional conditional grant funding (MIG).
- The need to resurface Department of Transport roads within towns is ensuring appropriate allocation of DoRPW funding.
- The tremendous challenges imposed by the manner in which procurement (SCM) is handled and efforts to address its limitations are to be made;
- The need to develop and implement an Assets Maintenance Strategy that is integrated with DoRPW. Funding to be obtained and Service Level Agreement entered into;

- The issue of insufficient plant/operators must be addressed through the provision of adequate training to contract labour with the intention to provide employment opportunities to fill the gaps;

2.4.5 **Storm Water (considered as part of roads)**

a. **Stormwater Maintenance Services Delivery Strategy and Main Role-players**

Senqu Municipality is responsible for the installation of storm water systems within the area.

b. **Level and Standards in Stormwater Services**

The level and standard of service for storm water removal is very low with most being of un-lined nature, due to cost.

c. **Annual Performance as per Key Performance Indicators in Stormwater Services as per powers and functions**

Annual performance as per key performance indicators in the storm water department are reflected as follows:

- 85 m of new storm water crossings were installed in rural areas
- Dish Drains constructed – 18m
- The Sterkspruit Tender was awarded for roads and storm water construction
- The Kwezi Naledi Tender was awarded for roads and storm water construction
- 31 km of side drains were maintained, and
- 44 new head walls were constructed

d. **Major challenges in the roads department re stormwater issues and remedial actions:**

- A Stormwater Master Plan for the entire Senqu Municipal area is required to be developed.
Accordingly funds are required to be made available to investigate the entire area (villages & towns) in order to obtain a sustainable long term implementation plan.
- Kwezi Naledi still has an internal storm water problem requiring further funding due to development.
A further MIG project is required to be registered in order to complete this project.
- The Nkululeko requires a storm water upgrade as does Fairview.
MIG projects are required to be registered in order to address these areas.
- Lady Grey as the town has a large storm water challenge.
The Council is required to address this matter through the Job Creation project but this will require further funding for capital and professional services.
- Supply Chain Management impractical
Management is required to re-look at this urgently and revise the regulations in order that they are to be more suited to rural circumstances i.e. to cater for situations where service providers are few and spread out. Efforts to be made to secure funds for job creation/ capacity building that could benefit the local community who are currently leaving the already indigent area.
- Urban renewal
All sidewalks are required to be paved creating storm water control and job creation.
- Unlined storm water channels are not sustainable
It is to be noted that storm water channels are required to be lined or stone pitched, in order to be sustainable, and thereby creating efficiency and jobs

2.5 **Waste Management**

The municipality experiences a number of waste management challenges, particularly in respect of the management of waste sites. This is particularly evident in Sterkspruit which generates the largest amount of waste.

Consultants have recommended that Rhodes and Rossouw should become transfer stations (Jeffares and Green consultants as per appointment by the National Department of Environmental Affairs). Notwithstanding, our particular challenge is the fact that these two settlements are too far from the nearest waste site and the roads are not in the best condition. As a result this would render this process ineffective in terms of cost, as vehicles are currently not suitable to carry waste for these long distances.

Additionally, the Sterkspruit waste site project has been delayed due to delays experienced in obtaining land from the rural areas (due to the serious land tenure problems).

Illegal dumping is experienced, particularly in the townships. In an effort to manage this issue and following the appointment of the Waste Management Officer, Senqu Municipality has embarked on Waste Management Programmes, with the view to changing the mind-set and behavioural practices of all the communities.

Participation has occurred within the district, provincial and national competitions which are related to maintaining the environment and it is noted that during the year under review Senqu Municipality was placed first in the district and third in the provincial competition, despite the challenges that were faced at that point in time.

2.5.1 Waste Management Services Delivery Strategy and Main Role-Players

Senqu Municipality adopted an integrated Waste Management Plan originally in 2005 this is expected to be updated within the next financial year, although budget provisioning is required to appoint service providers to develop a new plan.

2.5.2 Level and Standards in Waste Management Services)

The municipality offers a high level access to waste in Sterkspruit, Barkly East, Lady Grey and Rhodes, where waste is collected from households weekly and businesses weekly or when requested during festive season. Rossouw and Herschel are not receiving any service except for the provision of exposure to cleaning campaigns. During the next financial year it is hoped that the organogram would make provision to include personnel for these two settlements (particularly Herschel which is fast growing). In the absence of personnel temporary workers are utilized to attend to litter.

A TLB and a tip truck was purchased during this financial year in order to assist functioning in respect of waste sites and illegal dumping.

2.5.3 Annual Performance as per Key Performance Indicators in Waste Management Services)

Indicator Name	Total Number of household/ customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the Financial Year under review (actual numbers)	Numbers of Households/ customers reached during the Financial Year	% of achievement during the year
1 % of households without access to refuse removal services	46.7	31 155	4613	4613	100%

2.5.4 Major Challenges in Waste Management Services and Remedial Actions

A number of challenges relating to waste management are currently experienced. These may be summarized as follows:

- Equipment and infrastructure is ageing and this is required to be replaced. Plans to purchase vehicles and equipment are to be phased in over a 5-year period. Within this financial year a small tip truck for each of the major towns has been purchased (i.e. for Sterkspruit, Lady Grey, Barkly East and a TLB for the management of the waste site). It is acknowledged that the TLB is not entirely suited for this environment and tires are frequently punctured at the waste site and very high costs are incurred in an effort to fix these and to purchase additional tyres.
- An inadequate staff complement with a shortage of staff and specialized personnel to deal with waste and environmental issues remains a challenge. Most of these personnel have no basic education, and it is required that they be sent to basic ABET to facilitate further training (in the best practices of handling waste).
- Absenteeism is unusually high due to illnesses which may to a large degree be attributed to HIV/Aids.

- Currently, only two waste sites are functional. However it is noticed that these are not correctly managed due to lack of equipment and the level of education of staff.
- EIA not approved for new solid waste sites. 61% material variance raised in the Annual Financial Statements.

2.6 Housing and Town Planning

2.6.1 Housing and Town Planning Services Delivery Strategy and Main Role-Players

Senqu Municipality is not currently a credited housing provider. As such, the role of the municipality in respect of housing delivery is simply to forward any applications received from the community to the Department of Human Settlement and to co-ordinate the process by acting as a liaison between the municipal residents and the Department.

The housing unit forms part of the newly instituted IPME department. This unit was formerly part of the Technical Services Department. This unit currently has three staff members, comprising: two (2) housing clerks and one (1) project manager.

It is to be noted that housing needs and future projects are determined by the Housing Sector Plan which was developed by the Department of Human Settlement in 2007. It must be noted that the municipality never formally adopted this plan, as it was felt that information on which it was based was not an accurate reflection of the needs at that time.

With regard to town planning services it must be noted that the municipality has no town planning post available. Notwithstanding, the municipality's newly appointed Director of IPME is a registered Town Planner and as a short term solution, he provides assistance to the municipality in this regard. Moving forward, it must be noted that there are plans to create a combined Town Planning / Building Inspector's post.

Building plans and town planning applications are received in the various urban area offices of Senqu i.e. Barkly East, Lady Grey and Sterkspruit and these applications are then forwarded to the office of the Director in order to be processed. All of the major urban areas in Senqu have zoning schemes.

2.6.2 Level of Standards in Housing and Town Planning Services

As the municipality is not an accredited Housing Service Provider, no performance measures are set for the provision of housing. Instead the focus is on the performance of staff and how well they provide their role of co-ordination and liaison between the community and the Department of Human Settlements.

The municipality monitors the implementation of housing projects and reports any badly built or inappropriate structures to the Department for rectification. The performance of building contractors is also assessed and reported on monthly.

Town planning services are provided on a need basis and applications are assessed and approved accordingly.

2.6.3 Annual performance as per key performance indicators in housing and in town planning services

Indicator Name	Total Number of household/ customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the Financial Year under review (actual numbers)	Numbers of Households/ customers reached during the Financial Year	% of achievement during the year
30% of households living in informal settlements	1596	30.000	1896	250	5%
Percentage of informal settlements that have been provided with basic services	20%				
Percentage of households informal housing that conforms to the minimum building standards for residential houses	40%				

2.6.4 Major challenges in housing and town planning services and remedial actions

There are many challenges experienced in the delivery of housing. One of the major challenges is the lack of understanding surrounding the various types of housing subsidies available. At present only a few of the options are being utilised within the municipality. This is due to a lack of understanding regarding the various types of housing subsidies available and this in turn may be attributed to the highly technical nature of the literature which is not easily understood by all departmental staff. As a direct result, the municipality does not always receive the appropriate type of housing for the presenting situational needs.

Due to the remoteness of the area and the limited supply of jobs, a high rate of migration away from this area occurs on a seasonal basis, which in turn makes it difficult to track housing beneficiaries. Many hours of official time are utilised in this manner, to the municipality's detriment and this causes many project delays as a result.

Another area of concern relates to the limited skills of the sub-contractors. Many of these sub-contractors have limited knowledge regarding "job – costing" and lack of required practical experience which facilitates the **timeous delivery** of a "quality product". In order to remedy this situation, a consolidated effort is required from the departments concerned together with structured SMME development, in order to work with the municipality to capacitate these sub-contractors.

At this point, the prime stumbling block to development in the area (especially the urban area of Sterkspruit), is lack of access to freehold land. Much of the land available for development is now in communal land tenure areas, which in turn creates tension between the traditional and municipal authorities over land administration. As a direct result of the confusion and disputes about who has the right to administer land, many persons take advantage and "land invasions" occur on a regular basis. The municipality is then required to spend large amounts on legal fees in efforts to prevent this from successfully occurring and resources are then diverted from areas which would be more beneficial to the municipality. This remains a "burning issue" and one which the municipality is not able to resolve without the intervention of national and provincial governance.

The lack of town planning and housing staff in all urban areas results in a situation where many by - laws are ignored or circumvented. Consequently the municipality often finds itself trying to rectify events after they have occurred. It is acknowledged that the only real solution would be to educate residents on the by-laws and encourage adherence or reporting of offenders. It is strongly suggested that all municipal staff should be trained on these by- laws in order to equip them with much needed knowledge to be able to report offenders to the IPME Department for the necessary action to be taken.

2.7 Spatial Planning

Senqu local municipality is predominantly rural, with a large proportion of people residing in traditional villages and traditional homes.

The prevalence of extensive farming in the district historically, resulted in the formation of service centres – as evidenced within Barkly East and Lady Grey (along the main transport routes). These urban centres offer services and retail facilities to the surrounding rural hinterland. Sterkspruit is a rural service centre serving the surrounding rural area and also some residents from Lesotho.

With urban settlement growth comes the need to improve the central business districts of these areas so that they can facilitate growth (usually retail and manufacturing).

There is also a demand for housing (low cost and middle income) in these areas. The past five years have only resulted in housing being provided for lower income communities and there is a significant shortage of middle income housing, especially in the secondary towns.

The existing urban areas and rural/peri-urban settlements in Senqu are typically, spatially fragmented in nature. This spatial fragmentation creates a costly and inefficient settlement pattern, particularly in the urban areas, where levels of services are commonly of a higher order.

A key challenge is to maintain the balance of urban development with the rural development, in order to reduce the pressure on urban areas and ensure that productive agricultural land is utilised.

Urban areas have been divided into the following urban nodes:

Sterkspruit - High order service centre and retail node. Sterkspruit serves both the urban centre and the surrounding rural communities. Good linkages between rural settlements and Sterkspruit are important. Approximately 93% of the municipal population live in the Sterkspruit area.

Lady Grey - Administrative node, small service node and tourism node

The base of the Senqu Municipal offices, this town is distanced from major industrial and/or commercial urban centres as well as major inter-provincial road linkages. Its locational disadvantage has resulted in an inability to attract much industrial investment or any significant regional urbanisation focus. The town retains its historical function as a service node secondary to Aliwal North, within a largely rural sub-region.

Barkly East - Tourism node, minor commercial service centre and administrative node.

With scenic beauty and niche tourism opportunities, this is the home of some small commercial businesses and financial service institutions and the headquarters of the Joe Gqabi District Municipality.

Rhodes - Minor service centre and tourism node.

This provides a service centre to the surrounding hinterland and gateway to the Drakensberg

- Rossouw - Minor service node
This provides a service centre to the rural hinterland.

2.7.1 Preparation and approval process of SDF

The Senqu SDF was reviewed and adopted in May 2009. The main thrust of the SDF is reflected as follows:

Within the rural settlement areas, focus is required to be placed on creating a programme of local planning, which should inform the establishment of appropriate institutional arrangements that would oversee and manage land use decisions in these areas. The overall objective is to minimise settlement sprawl and to ensure wise land use practices to prevent further land degradation within these areas.

From a spatial perspective, Sterkspruit must be regarded as a priority, due to its proximity to the densest areas of settlement within the municipality. The functioning and performance of the Sterkspruit urban area must be enhanced in order to encourage further commercial activities. The spatial development emphasis in this regard should be placed on: -

- (i) Ensuring an efficient urban form and the consolidation of the fragmented settlement pattern prevailing in Sterkspruit in the medium term; and
- (ii) Ensuring adequate linkages between the main settlement components of Sterkspruit, Herschel, Qoboshane/ Palmietfontein, Majuba - A, Hillside - E and Upper Telle - A and surrounding rural settlement areas.

The fragmented and sprawling nature of land use that characterises the rural settlement areas in the former Transkei elements of the Senqu area represent a major challenge to appropriate land use management. The nature of the land use arrangements in these areas is complicated by the historically complex tenure arrangements there, and the lack of appropriate planning, which reflects the livelihood needs of the residents of these areas.

Senqu is attempting to implement the SDF objectives by focussing the greater share of its budget on improving the infrastructure in Sterkspruit such as roads, waste management, water and sanitation treatment works.

2.7.2 Land Use Management

Efforts towards Land Use Management are reflected in the number of applications received and processed as reflected in the table as follows:

Building and zoning plans 2010/2011

Applications outstanding 1 July 2010	Category	Number of new applications received 2010/11	Total value of applications received Rand	Applications outstanding 30 June 2011
0	Residential new	1	-	0
0	Residential additions	1	-	0
0	Commercial	0	-	0
0	Industrial	0	-	0
0	Other (specify) rezoning for church	1	-	0

2.7.3 Major challenges in spatial planning services and remedial actions

Severe challenges are created by the differing land legislation which is currently applicable within the various areas of Senqu Municipality. This poses a major burden for land administration in that certain Bantustan legislation still applies to the urban areas which are experiencing major growth. In addition it is noted that certain departments which used to administer some repealed legislation (such as the issuing of Permission to Occupy – PTO Certificates) have continued with this function. This has been repealed in respect of residential and business sites. This “informal” land administration system poses a major challenge to Senqu Municipality, which is assigned the function of managing land use in such areas. These issues cannot be resolved by Senqu Municipality itself and the assistance of national and provincial departments and politicians are urgently required.

There are generally low levels of disposable income. This translates into low levels of affordability in terms of service provision, as well as poor road infrastructure and linkages between the rural settlement areas and the main economic centre of Sterkspruit. Additionally the unequal distribution of resources in the past has resulted in infrastructural backlogs in the former homeland areas and this in turn has resulted in insufficient development and maintenance of existing infrastructure in the former RSA areas.

2.8 Indigent Policy Implementation

2.8.1 Preparation and approval process of the indigent policy

S74 of the Municipal Systems Act requires Council to adopt and implement a Tariff Policy that takes into account the extent of subsidization of tariffs for poor households. Accordingly, Senqu Municipality has developed and approved a Free Basic Services and Indigent Subsidy Support Policy which is reviewed annually on-going. In this regard it is required that:

- Basic Services are provided to the community in a sustainable manner within the financial and administrative capacity of Council;
- Procedures and guidelines are developed in order to provide direction on the manner in which basic service charges to indigent households will be subsidized.

2.8.2 Implementation of the policy

All households who qualify for the Indigent Subsidy are encouraged to register on the Indigent Database Register. Once this data is verified those qualifying households will receive the benefits associated with these subsidies.

In reality perhaps the greatest challenge relates to the maintenance and monthly update of this register and in ensuring that the data captured remains valid and up to date. Verification will always be an issue and reliance is placed on the householder to advise the municipality of any changes to their qualifying status. Clearly this calls the accuracy of the data into question.

Additionally it is questioned whether some members of the community aren't perhaps disadvantaged through lack of knowledge surrounding this subsidy and as a result have not registered or benefitted from this subsidy (due in part to the extensive rural nature of the area and the rather large geographical spread). Data cleansing and verification remains a constant challenge.

2.9 Overall service delivery backlogs

Own Powers & Functions and areas of jurisdiction

Connections are done on application. Water and sewerage performed for operation & maintenance only.

Basic Service Delivery Area		30 June 2010		30 June 2011		
WSA & Eskom						
Water backlogs (6KL/month)	Required	Budgeted	Actual	Required	Budgeted	Actual
Backlogs to be eliminated (No. HH not receiving the minimum standard service)	WSA (13 869)	WSA	WSA	WSA	WSA	WSA
Backlogs to be eliminated (% total household identified as backlog/total number households in the municipality)	WSA(13 869)	WSA	WSA	WSA	WSA	WSA
Spending on new infrastructure to eliminate backlog (R000)	WSA (68%)	WSA	WSA	WSA	WSA	WSA
Total spending to eliminate backlogs (R000)	WSA	WSA	WSA	WSA	WSA	WSA

Basic Service Delivery Area		30 June 2010		30 June 2011		
WSA & Eskom						
Water backlogs (6KL/month)	Required	Budgeted	Actual	Required	Budgeted	Actual
Spending on maintenance to ensure no new backlogs (R000)	7 500 (Urban) WSA (Rural)	6 595 (Urban) WSA (Rural)	4 893 (Urban) WSA (Rural)	7 700 (Urban) WSA (Rural)	7 595 (Urban) WSA (Rural)	6 415 (Urban) WSA (Rural)

Electricity backlogs (50KWH/Month)	Required	Budgeted	Actual	Required	Budgeted	Actual
Backlogs to be eliminated (No. Households not receiving the minimum standard service)	0 (Urban) Eskom Rural (Estimated at 12 000)	0 4 570 (Rural)	0	0	0 4 570 (Rural)	0
Backlogs to be eliminated (% total households identified as backlog/total number of households in the municipality)	12% (Rural)	0	0	0	0	0
Spending on new infrastructure to eliminate backlogs (R000)	0	0	0	0	0	0
Spending on renewal of existing infrastructure to eliminate backlog (R000)	12 000 (Urban)	5 060 (Urban)	1 511 (Urban)	27 000 (Urban)	4 100 (Urban)	4 355 (Urban)
Total spending to eliminate backlogs (R000)	0	0	0	0	0	0
Spending on maintenance to ensure no new backlogs (R000)	25 000 (Urban)	16 584 (Urban)	16 627 (Urban)	25 000 (Urban)	22 523 (Urban)	18 887 (Urban)

Sanitation backlogs	Required	Budgeted	Actual	Required	Budgeted	Actual
Backlogs to be eliminated (No. Households not receiving the minimum standard service)	WSA	WSA	WSA	WSA	WSA	WSA
Backlogs to be eliminated (% total households identified as backlog/total number of households in the municipality)	WSA	WSA	WSA	WSA	WSA	WSA
Spending on new infrastructure to eliminate backlogs (R000)	WSA	WSA	WSA	WSA	WSA	WSA
Spending on renewal of existing infrastructure to eliminate backlog (R000)	WSA	WSA	WSA	WSA	WSA	WSA
Total spending to eliminate backlogs	WSA	WSA	WSA	WSA	WSA	WSA
Spending on maintenance to ensure no new backlogs (R000)	7 500 (Urban) WSA (Rural)	7 152 (Urban) WSA (Rural)	6 053 (Urban) WSA (Rural)	8 500 (Urban) WSA (Rural)	8 479 (Urban) WSA (Rural)	7 569

Road Maintenance Backlogs	Required	Budgeted	Actual	Required	Budgeted	Actual
Backlogs to be eliminated (no. households not receiving the minimum standard service)	34 384 H.H	1 700	1 700	32 684	2 000	2 664
Backlogs to be eliminated (% total households identified as backlog/total number of households in the municipality)	92%	5%	6%	87%	6%	8%
Spending on new infrastructure to eliminate backlogs (R000)	197 700	30 200	25 216	230 300	14 939	22 083
Spending on renewal of existing infrastructure to eliminate backlog (R000)	Estimated at R 55 000	0	0	58 000	0	0
Total spending to eliminate backlogs (R000)	197 700	38 808		230 300	39 733	14 939
Spending on maintenance to ensure no new backlogs (R000)	25 000	4 087	3 373	28 000	43 182	20 637

2.10. Municipal Infrastructure Grant Expenditure for 2010/11 (Conditional)

A detailed account of the Municipal Infrastructure Grant Expenditure is detailed below as follows:

Received	Expenditure	Bridged	Delayed Funds
15 209 000	15 314 476	105 476	0

Compliance of conditions was 100% and no material problems experienced with the exception of internet access on occasion and slowness thereof for MIS reporting requirements.

CAPITAL PROJECT MEDIUM TERM EXPENDITURE FRAMEWORK – 2010/11/12/13

Completed and current projects are reflected as follows:

Project Name	Status	Total value	Comments
MIG			
Construction of access roads - Wards 7,8,9 & 12 (Phase 3)	100%	14 500 000	Completed
Construction of access roads-Wards 1, 2 & 3 (Phase 1)	100%	12 000 000	Completed
Sterkspruit Taxi Rank	5%	14 000 000	Design Complete & construction Tender awarded
Sterkspruit Solid Waste Site	5%	2 700 000	EIA holding up implementation
Upgrading & lighting of Sportsfield - Kwezi Naledi	5%	3 500 000	Design Complete
Project Management Unit	Ongoing	960 450	Completed- Ongoing
SENQU PROJECTS			
Electrical rehabilitation	33%	14 000 000	Ongoing - This was 1st of 3 year plan- 1 year losses dropped from 43% to 23%
Construction of offices (Ph 3) in Lady Grey	100%	20 029 569	Completed
Senqu Plastics Industry	12%	54 000 000	No further funding available - political intervention required
Surfacing roads - Sterkspruit	5%	4 000 000	Under expenditure due to funds used on previous years contract shortages and rectified at Budget Adjustment (Time shortage) - Tender Awarded

Project Name	Status	Total value	Comments
MIG			
Storm Water control in Kwezi Naledi (Ph3)	5%	7 150 000	Under expenditure due to funds used on previous years contract shortages and rectified at Budget Adjustment (Time shortage)- Tender Awarded
Call Centre	20%	180 000	Re-advertised - No staff appointed
Mass Job Creation	100%	3 500 000	Completed - Saving of R 480 000 - 1436 Jobs created (Target 751)
Other Projects (Senqu Project Management)			
Surfacing of Musong Road	55%	28 900 000	Ongoing - Expected completion of current contract is October/November 2011

FUTURE PLANNED PROJECTS

FUTURE PLANNED PROJECTS	Status	Total value	Comments
MIG			
Construction of access roads-Wards 7,8,9 & 12 (Phase 4)	0%	15 000 000	Planned for: 2012/13 to 14 Year
Construction of Access Roads-Wards 4,5 and 6	0%	7 500 000	Planned for: 2012/13 to 14 Year
Solid Waste Site-Sterkspruit	10%	2 736 000	2 250 000
Increase height & Width of Transwiler bridge	0%	2 500 000	Planned for: 2012/13
Upgrading of Sport Facilities in Barkly East	0%	3 500 000	Planned for: 2012/13 to 14 Year
Cemeteries (Ph2)	0%	29 158 210	Planned for next 6 years
Upgrading of Sport Facilities in	0%	3 568 656	Planned for: 2012/13 to 14 Year

FUTURE PLANNED PROJECTS	Status	Total value	Comments
MIG			
Sterkspruit			
Upgrading & lighting of Sportsfield - Kwezi Naledi	5%	3 000 000	Construction
Construction of 4 Community Halls	0%	4 000 000	Planned for 2014
Construction of Solid Waste Site (Rossouw)	0%	1 250 580	Planned for 2014

Project Name	Status	Total value	Comments
MIG			
Construction of Solid Waste Site (Rhodes)	0%	1 250 580	Planned for 2014
Construction of Solid Waste Site (Herschel)	0%	3 294 600	Planned for: 2012/13 to 14 Year
Project Management Unit	Ongoing	1 155 100	Ongoing
SENQU PROJECTS			
Surfacing roads – Sterkspruit	5%	4 000 000	Construction
Storm Water control in Kwezi Naledi (Ph3)	5%	7 150 000	Construction
Sterkspruit Taxi Rank	5%	14 000 000	Construction
Purchase of plant	5%	2 150 000	To be purchased
Other Projects (Senqu Project Management)			
Surfacing of Musong Road	55%	28 900 000	Construction
Surfacing of Mlamli Hospital Road		40 000 000	Budget confirmation
Surfacing of HoloHlatsi Dam Road			Budget confirmation
Surfacing completion of Musong Road		15 000 000	To be applied for
Surfacing of T 606 to Rhodes & Barkly East		60 000 000	To be applied for
Surfacing of Manxeba Road		25 000 000	To be applied for

The following issues relating to the above table/s are reflected as follows:

- The Sterkspruit Taxi Rank Project was able to begin and progress due to savings on the MIG Roads projects and a change on the capital MTERF (by bringing forward the approved Phase 2 of the project in order to achieve project completion and meet the approved tender).
- Both the Sterkspruit Roads & Storm Water Project and the Kwezi - Naledi Roads & Storm Water (Phase 4) project could only be implemented after the budget adjustment, as the funding originally allocated was required to be used on the completion of projects from the previous year (i.e. the Barkly East & Kwezi - Naledi Roads & Storm Water projects). The allocated funding was required to be used in this manner as the budget had already been adopted by Council and consultants and contractors had assured the municipality that the projects would be completed by 30 June 2011. These projects could not be completed as planned due to poor performance of the contractor during the 2010/2011 financial year, resulting in delays for the current year and the use of the allocated funding. This was required to be done in terms of s1 & s19 of the MFMA.

The table above reflects the future planned projects. It should however be noted that these issues are evaluated yearly and may change depending on circumstances.

NOTE: Some community services projects appear on the above list due to the fact that they are funded by the Municipal Infrastructure Grant (MIG).

Projects need to be re-evaluated ongoing with regards to costing, due to escalations in price for various reasons.

