

CHAPTER THREE: BASIC SERVICE DELIVERY

SLA's AND OTHER INSTITUTIONAL ARRANGEMENTS

Community Services has an SLA with DSRAC. In terms of the SLA Senqu runs the library service on behalf of DSRAC. This SLA is signed annually. Technical Services has an SLA regarding electricity sales with ESKOM whereby the municipality procures electricity from ESKOM and then sells it via its internal network to urban customers.

Regarding water and sanitation provision there is only a financial SLA between Senqu & JGDM whereby the municipality bills consumers and recovers the money from them.

Technical Services meet regularly with the JGDM Technical Services to ensure any new developments are in the IDP and that there is alignment at DM level so that they can budget for them.

SPATIAL ANALYSIS AND RATIONALE

Settlement Patterns and nodes

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, i.e. 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 there is also a need to improve the central business districts of these areas so that they can enable growth (usually retail and manufacturing).

As Sterkspruit town has the highest level of economic activity it is classified in the SDF as a secondary urban node. In the JGDM SDF it is also recognised as an important node although not as large as its counterpart Aliwal North in Maletswai. About 83% of the municipality's population lives in the area and its surrounding villages. Sterkspruit, therefore, plays a vital role in providing higher order services and retail facilities, not only to the resident population but also to the surrounding rural communities. Both the JGDM and Senqu SDF recommend that this centre be prioritised and attention given to improving infrastructure and services in the area as well as:

- Improved accessibility
- Land Use management and administration
- Managed expansion of urban areas
- Sustainable human settlement (with a range of housing options, infrastructure upgrade, social and economic amenities)
- Environmental Management

Barkly East and Lady Grey are regarded as Minor Urban Centres where the focus should be on:

- Managing and limiting urbanization
- Focus on in-situ upgrades
- Infrastructure upgrade and maintenance
- Environmental Management
- Urban Aesthetics

Rhodes is seen as a Tertiary Node where the spatial perspective focus should be on:

- Limiting urbanization
- Infrastructure upgrade and maintenance
- Urban Aesthetics

Rural Settlement Nodes: In order to have effective and efficient service delivery, it is important to define a hierarchy of rural settlements. Higher order rural settlements are settlements with higher population densities and accessible to other settlements. It is in these settlements that higher order services such as clinics, police stations, secondary schools, storage warehouses etc should be focused.

Higher Order Rural Settlement Node: Level 2 Nodes are nodes that will attract priority public sector investment in order to build capacity and develop these areas into service nodes

The following nodes have been identified as nodes in the Senqu area:

- Ndofela
- Qhoboshane/Telle
- Hillside
- Herschel

Lower Order Rural Settlement Node: Emphasis should be on the provision of basic infrastructure to unlock the latent development potential of these areas by creating linkages and facilitating access to and from these areas (SDF 2011).

The Senqu area is characterised by high residential densities in the rural settlements situated on the northern periphery and the low densities in the other dispersed rural clusters. The settlement pattern is a typical example of urban sprawl (HSP 2011).

HUMAN SETTLEMENT

The housing backlog in the Senqu municipality is determined as 10 761 with 1 752 in the urban area and 9009 in the rural area (Housing Sector Plan 2011). There are no military veterans on the Department's database for Senqu. The quantified housing demand based on information from the 2001 Census, 2007 Household survey and DWA Structure count , can be summarised as follows:

Table 22: Housing demand

Rural	Social & Rental	Informal Settlements	Child headed households
8340	381	1 641 (3200)	566

(Statssa, 2007)

The table above does represent a true picture of the informal settlements in the area. (HSP 2011).

The number of child headed households from the 2007 probably overstates the amount but it is a good indication. The housing section of Technical services does maintain a housing demand schedule based on information received from Ward councillors.

As can be seen below 70 % of households live in a formal dwelling and 68.5 % own their own dwelling.

Table 23: Formal and Informal dwellings

% formal dwellings		% h/holds owned	
2001	2011	2001	2011
71	70.2	68.2	68.5

Statssa, 2011

Table 24: Types of main dwelling

Municipality	Formal dwellings			Informal dwellings			Traditional dwellings		
	1996	2001	2011	1996	2001	2011	1996	2001	2011
Joe Gqabi	38962	50714	58957	4261	5940	4150	27224	28029	33987
Elundini	11066	13321	12502	461	568	349	17779	19268	24783
Senqu	17245	24053	26718	1441	1498	1920	9063	8323	9066

Maletswai	5122	6283	10361	1566	2972	1610	214	188	85
Gariep	5529	7058	9376	793	902	271	169	250	53
EC Total	620970	762575	1065849	145038	166423	130405	522647	549204	476314

StatsSA, 2011

Table 25: Type of ownership

Municipality	Owned and paid off		Owned but not paid off		Rented		Tenure status	
	2001	2011	2001	2011	2001	2011	2001	2011
Joe Gqabi	4245	54987	7181	4980	8364	11533	26875	18751
Elundini	17173	21604	1381	1828	2012	3413	12643	7587
Senqu	19917	24256	3205	1803	1932	2980	8850	6267
Maletswai	2306	4696	1247	685	2633	2779	3302	2954
Gariep	3020	4431	1349	654	1787	2361	2080	1942
EC Total	690880	855042	15560	151103	178540	252216	456614	328732

Source: Statssa, 2011

The municipality does not have a land GIS but this will hopefully change within the next 2 years (Town Planner budgeted for in new year. All services available on land (erven) are held by the Finance department. The social viability of settlements is determined by the Department as the municipality only acts as an agent. The only blocked project is the Herschel project but it is the process of being reduced.

Land Tenure and demand for land

Senqu Municipality has communal land in the former Transkei situated around Herschel and Sterkspruit, bordering on Lesotho. The land tenure in this area is a mixture of freehold, quit rent and PTO. Land tenure and rights in this area have traditionally been vested in traditional authorities with the Department of Agriculture distributing PTO's.

The rest of the area is either freehold tenure in the former RSA towns or commercially owned farmland. 1712 ha are under communal tenure and 5000 under commercial farmland (JGDM ABP 2010). The major challenges experienced in the area are land invasions of municipal owned or state land. This is due to lack of land being offered for sale and people being unable to afford land but wishing to be closer to prospective employment and urban amenities in the urban areas of Barkly East and Lady Grey. In the smaller rural hamlets of Rhodes, Rossouw and Herschel people are invading land and building informal settlements in order to move closer to urban amenities or receive housing with freehold tenure especially farm workers.

The area based plan of the District 2010 states that land needs for arable land and grazing have decreased in rural areas to that of residential sites. Farm workers are looking for security of tenure and land tenure in communal areas needs to be clarified and certainty of land rights where they overlap and where women's rights need to be firmly established. In urban areas the need is for residential sites and services and informal settlements need upgrading and tenure security (JGDM ABP 2010). The SDF has identified land in all towns for future housing developments. A land audit has been undertaken by the housing Unit which is 90% credible.

Land Redistribution

Land in South Africa is being redistributed through PLAS (Proactive Land Acquisition Strategy). This means that the state proactively looks for suitable agricultural land, buys it and then leases it to identified beneficiaries for a few years until it is satisfied that they can run the land effectively. In order to meet the land redistribution target of 30 % by 2014 ; 166 000 ha will need to be redistributed at 33 000 per annum at a total cost of R 83 million if the price remains at around R 2500 per hectare (JGDM ABP 2010). However the ABP clearly states that an emerging farmer will only succeed if the farm contains both mountain and low lying ground which means that the redistribution should be carefully considered in Senqu and then the figure would decrease as it includes all farmland.

The redistribution programme will also only succeed if the Department of Rural Development and Land Reform DRD & LR) second 3 staff to the local municipality' to run the programme and form a local municipal land reform committee. In addition the Department must look at the variety of land needs and tenure and formulate appropriate responses,

The ABP advocates redistribution occurring along the R 58 and tenure reform around the R 392 where there are immense struggles created by overlapping land rights. This affects development in the area as much time is spent trying to ascertain who the land belongs to. An example of this is a housing project in Herschel where for 4 years the project has been delayed due to land rights disputes.

Land invasions and administration

Land invasions as previously mentioned are becoming increasingly prevalent especially in Sterkspruit and Herschel. The municipality is therefore in the process of improving its current land by laws and engaging legal persons to serve notice on all land invaders. Signs warning against land invasion have been erected. In addition the municipality has taken persons to court over land invasions and fenced off areas of potential invasions. Municipal outreaches and roadshows have constantly outlined the problems created by land invasions and constantly warn trespassers. The Municipality has also held many meetings with traditional leaders around land issues and is utilising the NDPG funding to consolidate settlements around Sterkspruit and ensure communities receive title deeds.

Migration

About 84 % of people in Senqu lived in the same dwelling for at least 5 years before the 2007 Survey. Almost 5 % had moved into their dwelling in the previous 5 years (HSP 2011). Most of those who had moved, moved from another location in the Eastern cape province. About 627 people moved from Gauteng to Senqu and 205 moved from the North West Province. 175 of the people moving into Senqu came from outside of South Africa. As mentioned in the previous chapter the municipality has no migration plan in place and is in the process of engaging stakeholders to procure funding for this purpose.

Settlement Type

Almost 80 % live in tribal settlements and 6.2 % on farms. Just over 10 % live in urban settlements and 3.7 5 in informal settlements (Statssa, 2001). 14.3 % live in urban areas and 85.7 % in non urban areas (Statssa, 2001).

Informal settlements

There are approximately 280 informal settlement structures in Barkly East, 20 in Rhodes and none in Rossouw. There are approximately 2 900 functionally urban rural settlement households on the outskirts of Sterkspruit (HSP 2011). The majority of houses in the area are of bricks with just over 2000 informal structures. Ward 16 has the highest number of informal structures of 332. This is a mainly rural ward set in a commercial farming area apart from the township of Nkuleko in Barkly East. This is followed by Ward 19 with 261. Ward 19 consists of Barkly East then ward 14 with 163 in Lady Grey (Statssa, 2011).

Capacity to manage Housing Delivery

Operational policies and procedures are non-existent. A huge risk in this regard relates to the turnover of staff, where new staff do not have operational processes to follow. There is therefore no continuity in the level of service offered by staff. There are also no business information systems to support the efficiency required in the housing development value chain. Operational process manual needs to be developed in order to map out the various processes to cover strategic planning and performance management, housing development and management and beneficiary administration. Automated business information system is needed to enable the housing unit to become efficient and to hold credible information. The relevant modules of HSS can be acquired from the Province.

Land potential and constraints

It is envisaged that preliminary and detailed feasibility assessment of both land and infrastructure potential will in future form part of the project readiness assessment before capital funding is allocated. With further review and refinement of the HSP, information should be acquired to enable yield calculations on strategic land parcels.

The procedures for accessing communal land for future development are guided by the Interim Protection of Informal Land Rights Act. Once a community resolution has been obtained, it is the responsibility of the Department of rural Development and Land Reform to issue formal authorisation for the release/ transfer of land. These processes are both time consuming and costly with many examples of the process never reaching a conclusion. The normal willing buyer/willing seller or alternatively expropriation procedures (with compensation) apply when accessing privately owned land for settlement development or municipal commonage purposes.

Analysis of Housing need

Around 10 771 households in Senqu presently live within rural, rental or informal structures and earn below R 6400 per month per household. It is realistic to assume that this represents an indication of the number of households that are eligible (from an income perspective) for a housing grant in terms of available housing delivery instruments. Of the 10 771 households, 10 287 or 95 % earn below R 3 200 per month representing the number of households that qualify for the full subsidy amount available from the Department of Human Settlement. The overwhelming majority (60%) households reside in brick structures. Aside from the indication that urbanisation is occurring, the towns also appear to be providing space for temporary residents as indicated by the apparently increasing

number of rental accommodation uses in the form of rental rooms and flats. The presence of 381 households presently residing in informal flats and or rooms in backyards indicate that there is a clear demand for rental accommodation provision in the urban areas of the municipality. Although the demand is small, it still exists and options must be investigated between the private sector and municipality. The 1 272 households currently residing in informal settlements clearly indicate a demand for informal settlement upgrades or rental housing (in cases where occupants of shacks are using the shack as temporary accommodation as opposed to being homeless. From a dot count using 2009 DWA information, the number of informal structures counted in Barkly East is 280 and 20 in Rhodes. The rural settlements round Sterkspruit have shown significant densification due to influx into the urban areas with large number of informal structures being erected. It is estimated that 2900 structures require formalisation

Land requirements for future development

Existing rural settlements are not requiring more land. Social and rental housing should ideally be accommodated on underutilised land parcels central to the urban areas with good access to existing social and infrastructure facilities and services. Feasibility assessments will be required to determine the potential for in-situ formalisation of informal settlements. The alternatives for responding to the needs of child headed households needs to be considered before the need can be determined.

Challenges

- **Demand for land.** There is a huge demand for middle to lower income houses in Lady Grey, Barkly East and Sterkspruit yet no land is demarcated and available for future development in these areas. The available sites are not serviced. In addition much of the land for development falls outside municipal boundaries and under the jurisdiction of traditional authorities with communal land tenure. The municipality is busy negotiating with traditional authorities to include all the surrounding villages into Sterkspruit municipal boundaries as part of the Neighbourhood Development Grant.
- **Land invasions.** Land demarcated for future development especially in Sterkspruit is often invaded by persons from villages outside Sterkspruit seeking to be closer to town
- **Beneficiaries.** On completion of projects many houses can't be handed over due to beneficiaries either relocating or dying. Beneficiaries who die without leaving a will create problems as the municipality then has to decide which family member is entitled to the house. In addition some persons fraudulently receive RDP houses to which they are not entitled too.
- **Vandalism.** Many RDP houses are vandalised before the project is complete

- **Shoddy workmanship.** Contractors either do not have the skills to undertake the project or under quote which leads to projects taking many years to complete and then houses have to be rectified
- **No integration of settlements.** Housing developments are planned without future growth in mind like schools, clinics and churches
- **Errrection of illegal shelters.** House owners continue to build squatter shacks in their back yards.
- **Illegal usage of RDP houses.** Many house owners illegally rent their houses out or sell them which results in the growth of many spaza shops.
- **No fencing provided for houses.** RDP houses do not cater for fencing with the result that roadside fences get stolen for this purpose.
- **Overlapping land rights** create delays in development which is the case in Herschel where a housing project has been delayed from building over 100 houses due to a 4 year land claim dispute.
- **Unfiled building plans.** Land owners just build according to their wants without consulting the municipality
- **Disaster Houses.** The municipality is not responsible for disaster but finds that many of the reported structures do not get fixed by the District.

Interventions

By law enforcement. The municipality is in the process of restructuring some bylaws to prevent land invasions and the building of illegal structures without building permission.

Densification. Neighbourhood development grant. The municipality is working with service providers to densify Sterkspruit by amalgamating it with the surrounding villages and increasing the current municipal boundaries. This will take some time as the land belongs to traditional authorities.

Private partnerships whereby developers buy land parcels and survey and develop it for middle income buyers.

Projects

The Departments overall project list reflects the following projects for Senqu Municipality.

Table 26: Housing Projects

Description	Subsidies	Approval date
Herschel – Orangefontein	200	29 Sept 95
Barkly East	511	01 Aug 1997
Lady Grey PHP	1000	20 Feb 2001
Herschel- R/land Ph 2	7000	30 November 2001

Lady Grey Hillside	603	29 July 2004
Lady Grey Existing Houses	50	26 April 2007
Lady Grey Hillside	397	27 June 2008
Barkly East	802	13 July 2009
Rhodes rectification	25	13 July 2009
Lady Grey Edgar	194	28 August 2009
Lady Grey Edgar	194	28 August 2009
Lady Grey Edgar	194	28 August 2009
Barkly East	802	30 September 2010
Rhodes	250	15 July 2011

Table 27: Future Projects

WARD	FINANCIAL YEAR	NUMBER OF UNITS
16(RHODES)	2012/13	200
17(ROSSOUW)	2012/13	100
8	2013/14	1000
10	2013/14	1000
9	2014/15	1000
17	2014/15	1000
18	2015/16	1000

Source: Senqu Housing Sector Plan

HEALTH SERVICES

Current situation

Senqu Health Sub-District consists of 4 hospitals (Cloete Joubert in Barkly East, Lady Grey Hospital, Mlamli and Empilisweni in Sterkspruit), 20 fixed clinics, 1 Satellite clinic, 8 Mobile clinics, 5 health posts and 2 community based services in Sterkspruit and 1 in Barkly East serving all the farms at Senqu. A large number of people in Senqu remain without access to healthcare, as there are few mobile services in the areas of Sterkspruit due to the dilapidated state of our roads infrastructure. Rossouw area is currently served by the mobile clinic of the NGO- Donald Woods Foundation which has a contract with Department of Health. The nurse trained to serve the area completed her studies but has not been employed due to lack of funds, is just waiting at home.

In Ward 2 the application for construction of a new clinic is in the priority list at head office because the clinic is too dilapidated for renovations. Dental services are available at Empilisweni Hospital. Applications have been submitted for construction of new clinics at Ndofela, Esilindini, Khiba villages and the renovation of clinics: Musong, Pelandaba, Herschel and Esilindini.

Challenges

- **Poor infrastructure** - roads, water, sanitation, electricity, communication, health Care buildings, health care equipment, nurse accommodation
- **Inadequate budget**
- **Inability to attract and retain** health professional staff. There is a high number of staff vacancies
- **Inadequate Mobile services**
- **No 24 hour PHC facilities**
- **Poor quality of service delivery** – long queues and demotivated, overworked and uncaring staff - drugs and essential clinic supplies not available
- **Inadequate emergency services**
- **Road signs to clinics:** Masibulele (Upper Telle), Musong, Pelandaba, Hillside, Ndofela, Bensonvale, Sunduza, Esilindini, Hlomendlini & Witterbergen.
- **Speed humps** next to Sterkspruit Town Clinic

Interventions

- **Committed Professional staff**
- **Good community participation** structures do exist
- **Good policies and procedures** around health care
- **Improvement in key health statistics** over the past 5 years
- **Introduction of VCT, PMTCT and ART services** is occurring across the municipality

TELECOMMUNICATIONS

Current situation

Although most communities have access to telecommunication either in the form of land lines or cell phones, there are still those communities that still cannot access these facilities because of their location that cannot receive the signals due to the fact that they are behind the mountains. From the table below it can be seen that the majority of residents utilise cell phones rather than fixed lines. Computer and internet usage is on the increase mainly due to the new smart cell phones which include internet and computer technology.

Interventions

Table 28: H/H with a radio, TV, computer, cellphone, landline and internet

Municipality	Radio		TV		Computer		Cellphone		Landline		Internet
	2001	2011	2001	2011	2001	2011	2001	2011	2001	2011	2011
Joe Gqabi	53004	58123	20735	52161	1472	6060	12525	77949	6034	4132	17594
Elundini	20642	21328	4229	14424	187	1301	3939	29466	886	745	5252
Senqu	20289	22158	7486	21351	392	1721	4743	31167	1277	931	6822
Maletswai	6421	8127	4705	9070	517	1825	2352	9810	1848	1181	3481
Gariep	5652	6510	4315	7316	376	1213	1491	7505	2023	1274	2039
EC Total	952523	1031168	577346	1066990	60065	200664	317980	138209	232800	165434	406738

Source : Statssa, 2011

The municipality has written to Sentech, all the cell phone companies and the SABC to ask for more radio, TV and cellphone towers to be built in these areas. The reception in Rhodes has been improved with the installation of a new tower.

COMMUNITY FACILITIES

SPORT AND RECREATION FACILITIES

Current situation

The Municipality has no proper sport and recreation facilities except those located in the main towns. Even those in towns need upgrading. Lady Grey, Sterkspruit and Barkly East have facilities that have been built but the ones in Sterkspruit and Barkly East are being upgraded as they are beginning to be vandalized. With the high percentage of youth in the population make-up it is essential to provide sports and recreation facilities.

Interventions

The Municipality has put in floodlights in Lady Grey and is also engaged in a programme funded by the German government which promotes sportsfield development in rural areas. In addition the allocated 15 % of MIG funds will be utilised for building more rural sportsfields.

INDOOR COMMUNITY RECREATIONAL FACILITIES

Current situation

Under the old ward demarcation, there was an indoor community recreational facility built in each ward. However 3 new wards have been added and the boundaries have changed which means that these facilities are no longer centrally located. The municipality has prioritised these wards and the rebuilding of indoor community recreational facilities in Lady Grey and Sterkspruit. These facilities are important for social cohesion as they are used for community meetings, to house indoor sports like badminton as well as being utilised for arts and cultural events like dancing.

Communities would like more of these facilities and pay points to be built. There is a Thusong Centre, formerly known as MPCC, located in Sterkspruit that houses various government departments. In addition the facilities will now include a Councillors Office in order to improve governance.

Table 29: Hall audit

Ward	Indoor community recreational facility	Condition
1	Ndofela	Good
2	Storomo	Good
3	None	
4	Hillside	Good needs ceiling and electricity
5	Makumsha	Good needs ceiling and door fixed
6	Majuba	Good needs ceiling
7	Thaba Lesoba	Good needs ceiling
8	None	
9	None	
10	Bunga Hall Tienbank	The current facility is no longer adequate and requires rebuilding
11	Molweni Bantwana – Herschel Bluegums	Require water and electricity Good needs electricity and ceiling
12	None	
13	Zava	Good but needs ceiling
14	Transwilger Lady Grey Kwezi Naledi	Transwilger needs upgrading and money has been set aside. Lady Grey hall is inadequate and requires rebuilding. Kwezi Naledi needs a ceiling
15	Rossouw Phelandaba	The hall in Rossouw needs repainting, furniture, proper toilets and water and electricity.
16	Nkululeko Rhodes	Nkululeko is in good condition and the new hall in Rhodes will be officially handed over in June 2013.
17	Voyizana Sunduza	Good but requires ceiling Needs repairing

18	None	
19	Barkly East town hall Fairview	Hall needs repainting, window panes replaced and ceiling fixed Bad needs repairing

Source: Senqu Community Services 2013

Interventions

Some of the facilities are not accessible to the communities as there is no clear-cut policy of utilization and accessibility. This is however being developed and implemented by the Department of Community Services. The department is also busy ascertaining where new facilities have to be built in the newly demarcated wards. The 15 % of MIG funding for sports facilities has been set aside to build more indoor recreational facilities.

LIBRARIES

Current Situation

There are libraries in Lady Grey, Barkly East and Sterkspruit and satellite libraries in Rhodes and Rossouw. The municipality runs this service as an agency function for the Department of Sports, Arts and Recreation. More funding is however required for this service to fulfil the demand of school and university learners.

SAFE & SECURE ENVIRONMENT

Current Situation

The Municipality is promoting the use and development of community police forums to solve crime in rural areas. The use of drugs is increasing in these areas according to community forums. The Integrated Community Safety forum has been revived. The municipality does however participate in the CPF's.

Interventions

The SAPS has been approached regarding the high levels of crime and they are looking into the possibility of increasing the number of satellite stations in the area.

WASTE MANAGEMENT

Current Situation

The Municipality has waste sites in Lady Grey, Barkly East, Sterkspruit, Rhodes and Rossouw. 2 licenced sites in Lady Grey and Barkly East and 3 unlicensed in Sterkspruit, Rossouw, and Rhodes. All sites are operational. However refuse removal is only operated in Barkly East, Sterkspruit, Rhodes and Lady Grey on a weekly basis. Only 11.2 % of households were served in 2007 and the percentage of unserved households increased from 17.2% in 2001 to 22.6 % in 2007 (Statssa, 2007). The situation has not improved much as shown in the 2011 statistics below. This is due to the lack of machinery and staff even though improvements have occurred in both. In fact statistics show that only 4807 households are serviced on a weekly basis.

Table 30: Refuse removal

Municipality	Local authority			Communal/own refuse			No rubbish disposal		
	1996	2001	2011	1996	2001	2011	1996	2001	2011
Joe Gqabi	14683	19750	28226	40458	49457	54991	14584	15628	13382
Elundini	2699	3664	5194	17337	21312	25044	8850	8232	7048
Senqu	2392	3817	4918	19778	24256	26985	5391	5831	5698
Maletswai	5147	6509	10194	1587	1832	1355	167	1148	454
Gariep	4444	5760	7919	1758	2057	1627	175	418	182
EC Total	473774	583307	733472	524656	648410	732060	283375	249923	190156

Source: Statssa: 2011

An analysis of collection in the wards reflects that the majority of the collection is in designated urban areas. In general waste is collected once a week from households and twice a week from businesses in Lady Grey, Barkly East and Rhodes. The households in Barkly East produce 4508 kg a day and 137 T a month as opposed to 9 T in Herschel, 9 t in Rhodes, 3 t in Rossouw and 101 T in Lady Grey. 2147 households are served in Barkly East, 149 in Herschel, 1591 in Lady Grey, 144 in Rhodes, 57 in Rossouw and 539 in Sterkspruit (IWMP 2013).

The municipality is struggling to meet all the legislation pertaining to the management of waste sites. Sterkspruit is an unlicensed site which has no access control, is unfenced with waste remaining uncovered and burnt. Lady Grey site is licenced and classified as GSB. There is no plant or equipment to properly cover and compact waste and waste is incinerated and disposed in a cell. The Barkly East site is classified as GSB. There is no plant or equipment to properly cover and compact waste and waste is incinerated and disposed in a cell but is fenced with no access control (IWMP, 2013). In Rhodes the site is unlicensed but Terreco Environmental CC have been appointed to undertake the licensing process. The waste is incinerated and disposed in a cell. In Rossouw the site is unlicensed but Terreco Environmental CC have been appointed to undertake the licensing process. Burning of waste occurs on site and it is situated next to the Wasbank River. Herschel has no landfill site and Terreco

Environmental CC have been appointed to undertake the EIA process for the development of a landfill site (IWMP,2013) . Medical waste for the 4 hospitals and 14 clinics is collected by a company called Compass Waste organised by the Department of Health.

The Sterkspruit waste site is reaching the end of its life cycle and the municipality has identified a site in the nearby village of Silindini. However the site is on communal land and processes have to be undertaken to procure the land as municipal property. Umhlaba consultants are busy with the process and that of integrating the villages surrounding Sterkspruit into municipal boundaries.

Challenges

- **Permitted sites.** Lady Grey and Barkly East are currently the only permitted sites
- **Contravention of the Occupational Health and Safety Act.** This risk applies not only to the staff working on this sites but extends to the general public especially scavengers who frequent most of the sites. The Waste Manager is working on the problems of trying to find a solution for waste collection and management at Rossouw and Rhodes and make them together with Sterkspruit compliant with legislation.
- **Limited waste collection services.** Waste services (collection) only offered to urban residents.
- **Recycling and waste avoidance initiatives.** There are very few recycling initiatives in the municipality ,extracting less than 1 % of the potential recyclable material. No initiatives are underway for waste avoidance. However new projects for 2013/14 include the installation of weigh bridge in Barkly east solid waste site, facilitating the process of developing approved and licenced solid waste sites in Sterkspruit, Rossouw, Rhodes and Herschel, purchasing of mini refuse skips for Sterkspruit town and purchasing of refuse bins. In addition waste awareness campaign were conducted but discontinued because of lack of funds. The campaigns will resume during the new financial year
- The **Joe Gqabi District waste forum** co-ordinates all waste issues in the district.
- **Contravention of legislation.** The disposal of waste is a significant challenge and this is leading to a lack of compliance with legislation, water, air and aesthetic pollution. The landfill sites do not comply with DWA's minimum requirements. There is no weighbridge or electronic WIS at the landfill sites. There is no facility available to dispose of hazardous material. No technical intervention and limited planning for medium to long term planning with regard to facilities, equipment and human resources.
- **Plans and policies.** The municipality does not have a **leachate management plan** as

waste is stored on site in a cage on a cement floor until it is incinerated and then burnt. **A trade effluent policy** is not necessary as Senqu has no manufacturing industries. The **integrated waste management plan** has been reviewed and adopted in 2013. Waste by laws for Senqu are insufficient. By-Laws have been gazetted but do not comply with NEMA and were submitted to Corporate Services for reviewal (Annexure 1)

- **Cost effectiveness and waste administration of current services** is poor mainly due to a history of lack of investment in the service in terms of equipment, staff, and planning. There is also a lack of knowledge regarding the remaining lifespan of the landfill sites. There is a lack of formal data in terms of the efficiency of collection. There are inadequate records maintained on the quantities and types of waste collected and disposed.
- **Illegal dumping.** Many shop owners particularly in Sterkspruit dump their waste on the sidewalk on day when waste is not collected. In order to counteract this municipality has promoted the usage of cages and collects waste more frequently in the centre of town. The municipality has also taken action against shop owners who persist in this action. However illegal dumping in open fields and borrow pits continues. In Barkly East and Lady Grey garden refuse and building rubble are the main contents of illegal dumping. There is no initiative currently underway to address illegal dumping.

Interventions

Increased equipment. A tip truck and TLB were bought in the 2011/12 FY to complement the existing operational TLB and tip truck.

A waste awareness campaign has been launched in the Municipality to make people aware of reducing, recycling and reusing waste to prevent unnecessary collection of waste. Particular emphasis is placed on the hazards of illegal dumping. However more funding is required to equip all waste sites adequately with equipment and personnel and to be able to successfully monitor the amount of waste entering the area. JGDM is assisting through workshops and clean up campaigns.

Integrated waste management plan and recycling. The plan proposes recycling options particularly in Sterkspruit. The Waste Manager is in the process of trying to co-ordinate waste activities in such a manner that recycled waste can be collected from Rossouw and Rhodes and brought to a main site like Barkly East until collection becomes economically feasible. However this is proving to be difficult as recycling companies are put off by the distance they would have to travel to collect the waste. In spite of this recycling projects have been started in Barkly East, Sterkspruit and Lady Grey. The Lady Grey recycling deals primarily with bottles.

Funding. MIG Money has been set aside in the budget for the construction of new compliant waste

management sites particularly in Sterkspruit and Barkly East. In addition the annual operations and maintenance budget is used for day to day activities.

WATER AND SANITATION

Current situation

Joe Gqabi DM is the WSA and WSP. Therefore no SLA has been signed between the municipality and District.

Senqu has the highest unserved population in the JGDM area. This is due to the fact that most of the population is centred in the former Transkei homeland which experienced a very low level of service before 1994.

Table 31: RDP Water and Sanitation Services Backlog in JGDM

JGDM Total Population	Senqu Total population	Water			Sanitation	
		No water	Below RDP standard	Above RDP standards	Served	Unserved
308,363	118,174	15,586	21,330	81,258	65,034	53,140
	Percentage	13.2	18.0	68.8	55.0%	45.0
	JGDM	28,676	81,257	198,431	161,717	146,646
	Percentage	9.3	26.4	64.3	52.4	47.6

Source: (STATSSA 2007 and JGDM WSDP 2011)

The 2011 census reveals that Senqu has an unserved population of 7 209 households out of 38 046 which is under 20%.

Table 32: Access to piped tap water

Municipality	Piped water inside yard			Piped water on communal stand			No access		
	1996	2001	2011	1996	2001	2011	1996	2001	2011
Joe Gqabi	14464	22616	42057	19667	26204	31726	36521	36014	26310
Elundini	1792	3017	6855	4613	7892	13670	22893	22300	18677
Senqu	2650	7406	15897	12411	13832	15290	12794	12666	7209

Maletswai	5548	5997	10063	896	2706	2465	514	785	234
Gariep	4474	6197	9332	1747	1774	302	321	263	190
EC Total	465041	560233	857310	245551	376172	498339	583712	545235	391617

Source: Statssa, 2011

Whilst most of the population does receive water, sanitation provision which was lagging behind lags with 45 % being unserved has improved with just under 6000 households having no access as can be seen in the table below. However Senqu still has to eradicate 645 bucket toilets which are in wards 14, 16 and 19. Households with no toilets at Ward 7 has the highest number at 712, followed by 604 in ward 10 and 598 in ward 16. In ward 16 this is due to the fact that Zakhele in Rhodes has virtually no toilets.

Table 33: Households by type of toilet facilities

Municipality	Flush/chemical toilet			Pit latrine			Bucket toilet			No toilets		
	1996	2001	2011	1996	2001	2011	1996	2001	2011	1996	2001	2011
Joe Gqabi	7920	14589	30544	27502	27396	47224	6656	7819	1744	28436	35031	17119
Elundini	783	2768	5505	12096	11476	22702	1778	2137	271	14650	16829	8810
Senqu	919	3791	7183	14558	15386	23476	1519	2215	648	10713	12512	5996
Maletswai	4315	4902	10004	327	183	752	854	624	76	1662	3779	1461
Gariep	1903	3128	7852	521	351	294	2704	2843	749	1411	1911	852
EC Total	408138	527935	797898	419896	405737	595587	82699	84484	41872	383792	463484	225010

Source: Statssa 2011

Although the LM has more water available than the requirements, it is not spread in such a manner as to satisfy the need everywhere. The towns that have been experiencing water shortages are:

- Herschel
- Lady Grey
- Rossouw

The towns that have just enough water to satisfy the demand and might experience water shortages in the near future are:

- Sterkspruit RWS

The provision of water services is in the urban areas only, as a Water Services Provider appointed until 31 July 2012 by the Joe Gqabi District Municipality, who are the Water Services Authority.

The level of services provided in the WSP area is mostly of high quality with connections to the yard and into the house itself. Sterkspruit and Rhodes have the highest standard of water followed by Barkly East and then Lady Grey. Water is available 24 hrs/day in the area of jurisdiction but the rural areas experience many lengthy outages.

Challenges

- **Broken water pipes**, non-functioning pipes, water unavailability and poor pressure.
- **Backlog eradication** is the main challenge facing the JGDM, especially in the rural areas of Elundini and Senqu. An estimated R 149,603,738 for water and R 93,901,795 for sanitation is required for Senqu backlog eradication
- **Operation and maintenance of existing water services** schemes is also posing a major challenge to this municipality and as a result some schemes are dysfunctional at present. There is a high need for ongoing refurbishment and maintenance programme which will ensure sustainability of these schemes.
- **Permanent water Treatment Works in Barkly East** .Joe Gqabi District Municipality need to budget & implement
- **Lady Grey bulk water supply requires urgent attention.** This is in planning stage
- **Capacitating staff.** Staff training to be intensified and competent staff employed as incomplete reporting received.
- **No Superintendent in Barkly East.** Joe Gqabi District Municipality needs to allocate extra funding in order to fund the post as a matter of URGENCY
- **Water backlogs and illegal connections in the rural area.** The Joe Gqabi District Municipality needs to get additional funding in order to eliminate backlogs in the rural area and legalise illegal connections.
- **Rehabilitation of the Barkly East & Rhodes reticulation networks.** Joe Gqabi needs to obtain funding to re-capitalise these networks.
- **Supply Chain Management impractical.** The “Powers that be” need to re-look at this urgently and revise the regulations to be 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.
- **Installation of section & bulk metering.**.. Although the programme has already started, the Joe Gqabi District Municipality needs to URGENTLY install metering as soon as is possible in order to achieve accurate water balancing
- **Insufficient vehicles/Replacement.** The Joe Gqabi District Municipality needs to budget and supply sufficient quality vehicles in order to operate the service efficiently
- **Bulk supply to be established for Rossouw, serious water shortage.** The Joe Gqabi District Municipality needs to budget to investigate long term efficient bulk water supply.
- **Bulk supply to be rehabilitated for Rhodes.** Investigation needs to be done into the Bell River extraction point in that there is the possibility of raising the weir (for drought conditions, anti-silting measures and installation of centrifugal pump systems.

- **Lady Grey dam silt weir.** This weir needs to be cleared of silt in order to prevent more silt entering the dam, thereby reducing the Lady Grey Dam lifespan and is a brilliant job creation opportunity.
- **Installation of sufficient fire hydrants (all towns).** There is a need for appropriately situated Fire Hydrants in Sterkspruit, Lady Grey, Barkly East, Rhodes, Rossouw and Herschel in order to reduce potential disaster risk.
- **Pressure & storage problems in Lady Grey.** A reservoir (at least 1.5 Ml) needs to be investigated and erected under the Water Treatment Works in order to ensure a sufficient water reserve for Lady Grey and to reduce pressure problems in the higher part of town.
- **No movement on the Orange River Macro Water Scheme project.** The Joe Gqabi District Municipality needs to allocate a political and administrative champion in order to facilitate funding for this project.
- **Pressure problems in Rhodes.** A ring main pipe needs to be constructed in Rhodes to increase pressure at higher points.
- **No capital funding for network extensions.** The Joe Gqabi District Municipality needs to allocate budgets to accommodate network extensions as this is retarding local development.
- **No capital funding for spares purchases.** Capital funding needs to be budgeted for at a local level in order to purchase spare pumps, motors, meters etc. The WSP needs to have input into the WSA budgets with regards resource requirements. This is currently not happening which escalates to budget and service delivery problems.
- **Fencing of dams and water source protection.** Control access to water sources by people and livestock needs to be formalized using fencing to achieve this in order to protect water supplies from contamination and safety. This will need to include signage and also has a potential for job creation.
- **Land problem in Sterkspruit with regard to reservoir construction encroachment.** The Water Services authority need to meet with the stakeholders and get a mutual way forward as soon as is possible. This may involve a land swap.
- **Insufficient communication between WSA and WSP.** This needs to be improved in order to address all water services matters and to avoid confusion, duplication and unnecessary frustrations. This should be that all information with regard to water matters needs to be forwarded to the WSP as it is not always possible to attend meetings, especially at short notice.

Interventions

Borehole stand alone schemes. Water backlogs may be eradicated by means of the development of borehole stand alone schemes.

VIP's. Sanitation backlogs will be eradicated by means of implementing VIP's. Projects will be prioritised by focussing on villages with the highest sanitation concern first. It is anticipated that a regional construction approach will be followed to maximise the benefit of scale in terms of price, timeframes and quality (JGDM WSDP 2010).

Table 34: Progress to date

	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
1	Percentage of households with access to potable water	73%- 26 280 (Rural)	9720 H/Hs(Rural)	O – Done on request WSA(Rural)	8 651 (Urban) WSA (Rural)	100% (Urban) WSA (Rural)
2	Percentage of indigent households with access to free basic potable water	100% (urban) 73% (Rural)	0 9720 H/Hs(Rural)	All services H/Hs receive 6kl free	8 651 (Urban) WSA (Rural)	100% (Urban) WSA (Rural)
3	Percentage of clinics with access to potable water	100% (Urban) WSA (Rural)	0 WSA (Rural-Unknown)	All clinics within jurisdiction receive potable water	3 (Urban) WSA (Rural-Unknown)	100% (Urban) WSA (Rural-Unknown)
4	Percentage of schools with access to potable water	100%(Urban) WSA (Rural-Unknown)	0 (Urban) WSA (Rural-Unknown)	All schools within the area of jurisdiction have potable water	9 (Urban) WSA (Rural-Unknown)	100% (Urban) WSA (Rural-Unknown)
5	Percentage of households using buckets	Estimated at 6 % (informal areas)	2 013	WSA	2013 WSA Capital project	0%

Source: Senqu Technical Services 2013

ROADS, TRANSPORT AND STORMWATER

Table 35: Roads in the Senqu area

Local Municipality	National Roads	Surfaced Trunk Roads	Surfaced Main Roads	Unsurfaced Main Roads	Surfaced District Roads	Unsurfaced District Roads	Minor Roads	Municipal and Access Roads	LM Total Length (km)
Elundini	138.89	-	51.98	96.46	37.45	593.49	526.49	671.38	2,116.14
Gariep	185.40	46.40	123.69	176.40	27.63	1,070.18	1,065.95	798.67	3,494.33
Maletswai	213.14	-	-	173.53	-	595.95	625.87	599.50	2,207.98
Senqu	116.37	-	9.17	290.93	73.01	931.36	767.16	817.36	3,005.37

District Total	653.80	46.40	184.84	737.32	138.09	3,190.98	2,985.47	2,886.91	10,823.82
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Source: Department of Public Works and Roads, 2013

The table above refers to the kilometres of roads in the entire Joe Gqabi District. From this it can be seen that Senqu has the longest amount of unsurfaced main roads and access roads. In fact Senqu has the second longest road length after Gariep.

Tarred roads

The provincial trunk road, the R58 is in a bad condition and will be moved to SANRAL. Rock falls are also common on the road after heavy rainfalls. This affects tourism as this is the main entrance into the municipality. As such it needs to be a provincial priority. The R 393 between Lady Grey and Sterkspruit is in good condition but roaming livestock due to stolen or poor fencing remain a hazard for drivers in spite of the newly introduced road rangers. Tele Bridge has recently been upgraded (JGDM ITP 2010).

Gravel/ Unsurfaced Roads

Most of provincially maintained gravel roads have deteriorated significantly to the level where they need extensive regravelling and low level bridges need repair or replacing. The end result is people being unable to access goods and services or having to pay high prices for transport of goods and persons due to poor or impassable roads.

The Municipality has prioritised certain roads for regravelling and priority upgrading.

Tourism roads

- R 396 from Barkly East to Rhodes as this is an important tourist destination
- Access roads to the 7 gravel passes of Lundeansneck, Jouberts, Otto du Plessis, Carlislehoek DR 03230, Volunteers (MN 20635), Bastervoetpad, and Naudesnek (R 396). These passes incorporate 3 of the highest passes in South Africa. In addition the roads lead to Tiffindell ski resort – the only ski resort in South Africa.
- DR 393 to Lundeans neck and Sterkspruit from Barkly East
- Upgrade of DR 03214, DR 03221, DR 3222
- Airstrip at Rhodes

Access roads to hospitals and villages

- Khiba T 526 road
- Coville T 510 road
- Mlamli T 606 road
- Manxeba T 511 road.

Access Roads

Access Roads are maintained by municipalities in terms of the Municipal Structures Act however this is not financially viable for Senqu Municipality. The municipality inherited a backlog of maintenance of existing access roads as well as many villages which don't have access roads. Due to the small tax base of the area and high unemployment' the municipality is heavily reliant on the MIG grant to fund repair, maintenance and building of access roads.

Senqu is responsible for all access and municipal roads in its area. The balance of the roads falls under the powers and functions of the Department of Roads and Public Works (DoRPW). The level of road services in rural areas is low, where most roads are gravel. The Municipality has engaged its municipal wards to identify priority access roads that need tarring. These however will still require a massive financial injection. Current gravel roads backlog in Senqu is 562km.

Streets

Streets within towns are the responsibility of the relevant local authority. Streets within townships in all the urban settlements are of very poor condition leading to localized flooding in bad weather, impassable roads and poor access.

Rail network

The railway line between Aliwal North and Barkly East is unused even though the tracks are still in place (JGDM ITP 2010). Attempts have been made to revive the track for steam train enthusiasts as it contains 2 out of the 3 railway reverses known in the world whereby the train reverses up a zigzag pattern to the top of a mountain.

Airfields

The only airfield which can be recognised as such lies in Barkly East but is not maintained by the municipality. There has been an investigation into a new airstrip to be located 10km south west of Rhodes near the R 396 funded by ECDORT for tourists to the Tiffindell ski resort but whether this will occur or not remains to be seen (JGDM ITP 2010).

Non-motorised transport

A significant number of persons in Senqu rely on either bicycles or walking to reach their destinations. As a result the municipality has paved most of the pavements in the main towns and some pedestrian walkways leading from the former townships into the town. Few pedestrian crossings and poorly lit streets and paths are some of the hazards faced by pedestrians.

PUBLIC TRANSPORT

The Herschel Taxi association has 164 registered members owning 293 vehicles with 158 operating licenses and runs on 20 local and national routes. Public transport operations in Barkly East and Lady Grey are small and relatively stable. In Sterkspruit no direct travel between villages is allowed and all trips must begin or end in the central rank at Sterkspruit. It is the busiest hub. The most utilised trips are to Thaba Lesoba, Voyizana, Qhoboshane, Jozanashoek and Umlami. National destinations are Aliwal North, Johannesburg, Welkom, Bloemfontein, Queenstown and Secunda.

Road worthiness and licensing

Senqu provides a road worthy and licencing service at the Traffic Testing Station in Barkly East and Sterkspruit (not operational at present due to civic unrest..

STORM WATER MANAGEMENT

The municipality on an annual basis targets certain priority areas for the construction of storm water as per the **Roads and stormwater master plan**. The Technical Services department in conjunction with the Community Services Department implements the regular cleaning and maintenance of the existing stormwater infrastructure

Challenges

- **Chronic underfunding** and the constant deterioration of roads due to high rainfall conditions
- **Breakdown of** old out dated road machinery
- Not all villages, schools and clinics have **decent access roads**
- Not all streets in townships are **tarred or paved**
- Limited number of **pedestrian bridges**
- No **cycle lanes**
- **Limited lighting** of pedestrian walk ways
- **Poor** road markings

- **Limited road signage** especially in rural areas
- **Commuter facilities are primitive.** Bus shelters were built in 2000 in Barkly East and Lady Grey by DoT. The current taxi rank in Barkly East is informal with no amenities and needs upgrading to an area with shelters for waiting passengers. Lady Grey has no taxi facilities but does need a stop with a toilet. Sterkspruit has a taxi rank.
- **Noncompliance of bakkie transporters.** These need to be made legal as these are the only vehicles which are viable on the bad rural road network (JGDM ITP 2010).

Interventions

- **A Roads and Stormwater Master Plan** was developed to categorise roads and determine which ones are priorities. In addition on an annual basis Ward Councillors indicate which roads and bridges require attention in their areas.
- **Paving** of township streets as part of an EPWP project and paving of sidewalks in all CBD's and the linkages between the townships as part of the pavement management system. This assists pedestrians who do not utilise vehicular transport.
- **Upgrading of 3km** of gravel road a month in all wards determined by the community and Ward Councillor.
- **New road machinery** and Operators.
- **Installation of street lights** in towns such as Herschel
- **Non-motorised transport.** The neighbourhood development grant will be used to assist with the building of more pedestrian bridges and walk ways. This will also allow for cycling paths. Funding is also set aside for the lighting of pedestrian walk ways.
- **Cleaning of storm water** drains on an annual basis in urban areas
- **Funding, operations and maintenance.** MIG funds are used to build new roads whilst own resources are used to repair and maintain roads and bridges.
- **JGDM Integrated transport Plan, 2010.** The LM utilises the DM's Integrated Transport Plan as it is not a transport authority and is not required to have a plan.
- **Roads Forum.** The municipality has launched the forum which deals with roads. The forum is run by the Technical services Department. Transport related issues are dealt with at the District Transport Forum

ELECTRICITY AND ENERGY

Current situation

Although most of the Senqu communities have access to electricity, there are some communities

that still need to be electrified either in the form of electricity installation or in upgrading of their existing lines as most of the lines particularly in Sterkspruit and surrounding villages is very weak. These are mainly in new housing developments. Council is in the process of compiling an exact backlog list for ESKOM.

The Senqu Municipality has a licence agreement with the National Energy Regulator of South Africa. In terms of this agreement, Senqu is responsible for supplying electricity to Sterkspruit, Lady Grey and Barkly East. Rural areas (including Rhodes and Herschel) are supplied by ESKOM. Within the licensed area, the Senqu Annual Report (2011) notes that “the standard of service is mediocre”. Major electricity backlogs are noted in rural areas where 11 498 households do not have access to basic electricity services. Other electricity supply challenges include high leakages attributed to aging infrastructure, poor metering and incorrect accounting. The speed of rural electrification by ESKOM is far too slow, especially in non-grid areas. However over 81.8 % of the municipality has been served (Statssa, 2011).

Table 36: Electricity Usage

Municipality	Lighting			Cooking			Heating		
	1996	2001	2011	1996	2001	2011	1996	2001	2011
Joe Gqabi	18907	36392	67433	6895	12626	55150	6287	9368	22186
Elundini	2332	3738	17533	625	1320	13216	598	934	4947
Senqu	8139	21041	30866	1725	4590	24499	1517	3593	9633
Maletswai	3688	5387	10190	2302	3373	9506	2142	2788	4615
Gariep	4748	6226	8844	2243	3343	7929	2030	2054	2991
EC Total	421952	740753	1265759	309362	419243	1047718	278832	353776	527265

Source Statssa 2011

For lighting the majority of residents use electricity with 31 038 using electricity and only 104 for solar. For cooking electricity use still is dominant with 24 640. However when it comes to heating paraffin is the main fuel with 16 839 (Statssa, 2011)

Electrical challenges

- **Limited funding for Maintenance and upgrading of infrastructure** in areas managed by the municipality
- **Limited voltage** in the rural areas does not support large scale economic growth

- The implementation of **free basic services** for electrical supply
- Getting communities to accept **non- grid electricity**
- Number of **schools, clinics** and other social facilities that don't have a regular supply of electricity (if any supply at all)
- **Affordability** of the service
- **Difficulty** in obtaining electricity cards as vendors are far from rural areas
- **Electricity losses - 3,783,161 Kwh (Down from 5.6Mwh in previous year) due to theft ,poor metering, poor networks and incorrect accounts**
 - ✓ A 3year plan is in implementation to reduce losses to around 10% (Including technical losses) June 2013. Ageing infrastructure is in process of being addressed as well, reliant on budget allocations.
 - ✓ Percentage losses:
Average 17.21%

Less Technical loss 10%

Total; loss 7.21%
- **Insufficient maintenance funding.** Council needs to increase the maintenance budget
- **Electricity backlogs in the rural areas (Eskom) - specifically non-grid areas) being addressed too slowly.** Eskom is licensed for these areas and therefore needs to apply for increased funding in order to eliminate the above.
- **Supply Chain Management impractical.** The "Powers that be" need to re-look at this urgently and revise the regulations to be 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
- **Insufficient funds to obtain full staff complement.** Council needs to allocate sufficient funding.
- **Lack of performance management system.** The municipality needs to ensure funding for the cascading of the Performance Management system to ALL levels of employees.
- **Asset control in terms of GRAP is proving problematic.** Staff vacancies need to be filled immediately
- **Resignation of the Electrical Superintendent in February 2012 and lack of a senior electrician is placing stress on the service.** Staff replacement needs to be streamlined and new staff budgeted for. To date the Electrical Superintendents post has not been filled and will have a negative impact on reducing electricity losses.

Interventions

- **Eskom** electrification plan

- **Department of Trade and Industry** assisting with the promotion of renewable sources of energy

Table 37: Progress to date

	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
1	Percentage of households with access to electricity services	Est 95% in urban Est 68% in rural	923 in urban (new housing projects) Estimated 11 500	0 367	400 new connections 385 (Rural)	100%
2.	Percentage of indigent households with access to basic electricity services	100% of applicants (Urban) 100% of applicants (Rural – 22.5%)	0 11 498(Rural)	847 (47% of total consumers- Urban)	847 (Urban) 11498 (Rural)	100%
3	Percentage of indigent households with access to free alternative energy sources	1% (Urban – Rossouw pilot Project (Paraffin & candles)	0	85	85	100%

Source: Technical Services 2013

RENEWABLE ENERGY

In general however the municipality and ESKOM have to increase efforts to make the community more conscious and aware of the benefits of renewable energy. Solar is not popular due to the high theft of solar panels but wind turbines could be used provided that the turbines are designed to withstand the high wind speeds and hail encountered in the area.

ENVIRONMENTAL LEGISLATION/EIA's

The municipality strives to adhere to all environmental legislation and conducts EIA's where necessary and prescribed by law in order to ensure sustainable service delivery. EIA's are budgeted

for in all project plans where necessary. For the forthcoming year EIA's are required for the solid waste sites & cemeteries and with the bridges.

DISASTER MANAGEMENT

The disaster management plan was adopted in March 2011 and will be amended and improved when funding becomes available and the District Municipal disaster risk assessment plans are complete. Emergency procurement measures are not identified in the plan as these are stipulated in the municipal supply chain management plan. Disaster Management by-laws have not been promulgated due to the lack of risk assessment plans. However the DM does have a developed Transport and fire fighting bylaw (2011) but this has not yet been adopted by the municipality as it does not stipulate tariffs or fines.

STATUS QUO

The District Municipality is in the process of creating vulnerability and risk assessment plans for the entire area in conjunction with the University of the Free State. These are not yet complete due to the funding constraints suffered by the DM in the 2011/12 FY. As a result Senqu municipality has relied on the SDF, EMP and communities which have identified areas of risk. The area of disaster management falls under the Community Services Director. The municipality does not have a functional Disaster Management Unit due to funding constraints but relies on assistance from the DM. There is a Chief Fire Officer appointed by the DM which operates a fulltime fire service in the municipality due to lack of capacity by Senqu Municipality. An SLA between the DM and LM is out dated and needs revising and signing but the DM continues to run disaster management and fire services for the LM as part of their power and function to assist LM's.

ISD & CAPACITY TO DELIVER

The municipality has an ISD Unit with one Officer. The Unit is located within Technical Services. The work of the Officer is to ensure that project steering committees are functional for all projects undertaken by the municipality and that the Ward councillor and Community are kept informed of all project progress. In addition all community complaints are resolved by the Officer.

The Technical Services Unit houses the PMU which consists of a Manager, Technician and Administrator. The electrical section is run by a superintendent and the roads section by a Manager. The main problems in the electricity department are the sufficient resources to attract the necessary expertise. In order to prevent a loss of skills the department is training electricians in house. On the roads section the main problems apart from aging and deteriorating equipment like graders are the budget to maintain access roads as well as attract the necessary skills like grader operators/

FREE BASIC SERVICE PROVISION

The indigent register is currently being updated once the municipality has finished identifying all indigents. Although water and sanitation is a district function, they provide all indigent households with 6 kl water free a month and sanitation

The Municipality has budgeted R 13 439 435.68 for FBS for the 2013/14 FY. The budget only provides for rates, electricity and refuse removal. The FBS unit functions are currently performed by the Debtors Officer with the assistance of staff in the Revenue Section. There is planning to establish Indigent Steering Committees in the current financial year 2013 / 2014. There are no integration plans between the District and the Local Municipality.