

## 2003/4 Annual Report uMhlathuze Municipality

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## 2003/4 Annual Report







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## MISSION

"To develop uMhlathuze as the industrial, commercial and administrative centre within the natural beauty of the region, providing a range of efficient municipal services thereby ensuring economic development, dynamic growth and the improvement of the quality of life for all."



## VISION

"The City of uMhlathuze, as a port city, will offer improved quality of life for all its citizens through sustainable development. It will be a renowned centre for trade, tourism and nature-lovers, coastal recreation, commerce, industry, forestry and agriculture."

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# City of uMhlathuze at a glance



The City of uMhlathuze, situated on the north-east coast of KwaZulu-Natal, South Africa, boasts a successful balance and synergy between industry, its rich environmental assets and its diverse community.

Encouraging and guiding the parallel development of these three aspects is the uMhlathuze Municipality, which was established on 5 December 2000 after the demarcation process and the local government elections of that date.

The Municipality is the amalgamation of Empangeni, Richards Bay, Esikhawini, Ngwelezane, Nseleni, Vulindlela and Felixton as well as the rural areas under Amakhosi Dube, Mkhwanazi, Khoza, Mbuyazi and Zungu. Richards Bay is considered to be the industrial and tourism hub, Empangeni the commercial hub and Esikhawini the largest suburb.

The name uMhlathuze is derived from the Mhlathuze River that meanders through the municipal area and symbolically unifies the towns, suburbs and traditional areas.

According to the legend the river was strong in current and was infested with crocodiles and, therefore, could not be used by locals. The name broken up has the following meaning: Mhlathi - jaw, Mthuzi - does not chew. In other words, the uMhlathuze River was like a jaw that could not chew.

uMhlathuze Council consists of 60 councillors, of which ten are full-time and serve on the Council's Executive Committee. The Council has adopted a portfolio committee approach and interacts with its community using the Ward Committee system.



Chris Coetzee



Chris Coetzee



Tracey



Administratively the Municipality has almost 1 900 full-time staff members led by a management team of 10 professionals. Offices have been established in Richards Bay, Empangeni, Esikhawini, Ngwelezane, Nseleni and Vulindlela.

This progressive local government authority assumed city status on 21 August 2001 to place the Municipality in a stronger position to more effectively market the area - one of the country's fastest growth points.

Effective management of services and resources and the provision of services to all residents of the City, which is 796 square kilometers in extent, are challenges with which the Municipality is already gaining ground.

To put into perspective the sterling work being done to fast track service delivery, the municipal area has a water pipe infrastructure of 630 km in urban areas and 1 309 km in rural areas. Reservoir capacities add up to 211.5 mega-litres.

The length of sewer pipes in the municipal area totals 643 km. About 15 272 mega-litres of sewerage are purified annually.

The City and its management live up to its motto "Vision into Action". The number of number of accolades, which have been bestowed on the Municipality in 2003/4 illustrates the City's progress in this regard:

- Winner of the KwaZulu-Natal Cleanest Town Competition
- First prize in the Residential category of the national eTa Awards (recognizing energy efficiency and African innovation)
- South African Institution of Civil Engineering "Project of the Century" winner in the Urban & Rural category.



Manie Combrink



Manie Combrink





# Review by the Mayor



**Ald Denny Moffatt**  
Mayor, City of uMhlathuze

As I reported in last year's Annual Report, 2003/4 was a positive year for the City of uMhlathuze. Due to the sterling work achieved by Councillors and officials we have been able to grow on this strong foundation during 2004.

The consistent financial results achieved year upon year, coupled with strong sales of residential land and industrial investment, has resulted in a soundly based confidence in our growing local economy.

The Capital Budget has been sensitively allocated to the rural, semi-urban and urban areas with a strong commitment to infrastructure so as to encourage growth and job creation.

## ■ Sustaining growth

Importantly uMhlathuze remains one of the country's strongest growth points and we are currently the seventh largest municipality in the country, excluding the metropolitan areas. As the municipality with the 13th largest budget it places additional pressure on this Council to perform locally as well as nationally as one of the major economic drivers of our country's economy.

To continue our strong growth trend Council has concentrated its efforts on attracting major investment to our shores. At the time of writing we have at least three international companies that are at an advanced stage of the preliminary planning needed to establish in our area.

Investment is undoubtedly essential for the survival of this City because of the job creation and economic growth which it will bring, which will enable us to provide services and infrastructure faster to all corners of our municipal area.

However, this Council understands its responsibility towards the health and welfare of its residents and the environment in which it operates. Investment can only succeed if it is in harmony with the environment and we, therefore, remain committed to our Environmental Management System, which is based on the strict ISO 14001 quality standards.

To foster the partnership between investment and the environment we have also invested in an Environmental Policy, which followed the public participation process before being adopted.

This Council has recognised that we have to support our infrastructure in order to sustain our growth. To this end we are making every effort to increase our interaction and co-operation with other spheres of government to remove bottlenecks that are inhibiting progress and development.

We are continually striving to further open up channels of communication with provincial and national government to address those obstacles, such as the John Ross Highway, that threaten to undermine this Council's efforts to attract investment.

## ■ Delivering to the people

In 2004 I gave the first ever 'State of the City' address to inform residents and ratepayers about the achievements of the Municipality during the past year and outline our future priorities. It was pleasing to be able to start this tradition by giving feedback that was generally positive and encouraging.

Housing is the second most important concern to Council after job creation. Apart from adopting a housing vision that is in line with housing legislation and schemes being offered by government, housing is also a main priority in the Integrated Development Planning process.

Although our housing delivery is not always as speedy as Council would always like, we are nevertheless, making steady progress and have a number of projects on the burner, which will go a long way to improve the quality of life of our residents once they reach fruition.

2003/4 has been a full and demanding year both politically and administratively and it would be remiss of me not to acknowledge my fellow councillors, our Chief Executive, Tonie Heyneke, his Heads of Departments and officials for their valiant efforts throughout the year.

A special mention needs also to be made of Dr Syd Kelly and the Industrial Development Zone (IDZ) team as well as our captains of industry for the way in which they work harmoniously with our Municipality for the benefit of our broader community.

To the other individuals whose support and advice I have found invaluable over the years, I say a sincere thank you. I appreciate your faith in me, the City and this Council.

*uMhlathuze remains one of the country's strongest growth points and we are currently the seventh largest municipality in the country, excluding the metropolitan areas.*





# Review by the Chief Executive Officer



**Dr Tonie Heyneke**  
CEO, City of uMhlathuze

With the second fully democratic local government elections taking place in the next 18 months the government is closely monitoring the progress made with service delivery on the ground.

uMhlathuze Municipality was privileged to host a meeting of the National Council of Provinces during the week of 1 - 5 November 2004.

The purpose of this visit was part of the monitoring process referred to above and included various cabinet members of the national and KZN provincial governments. The highlight of this meeting was an address by President Thabo Mbeki.

Mr Mbeki stated that all South Africans of all race groups share the vision that we need to translate into practice the fact that South Africa belongs to all of the citizens of the country.

We must, therefore, produce a better life for all within each of our municipalities. President Mbeki went on to say that enough resources exist within human society that, if there was the will amongst those who control these resources, could help humanity to end the situation in which so many human beings live and die in misery.

This should be achieved in South Africa but also in the wider world context.

The implications for municipalities in South Africa and specifically uMhlathuze are clear. The fact that we perform the services that we do well above the average for municipalities in South Africa is an excellent achievement, but is no longer enough.

We have to go the extra mile, be creative and find ways and means to improve the quality of life of the many less privileged members of our society. The challenge is enormous when one considers the rate at which people are migrating to uMhlathuze and other cities seeking better opportunities.

Every effort should be made to harness existing resources be they local, provincial or national and both public and private to move towards the achievement of this vision.

The previous financial year saw the Municipality winning three prestigious awards. The South African Institution of Civil Engineers presented an award to the pioneers of Richards Bay for the best civil engineering construction over the last 100 years. Eskom allocated the eta award to the Municipality for our efforts to conserve electricity in the domestic market.

Lastly we were acknowledged as the cleanest municipality in KwaZulu-Natal. This is evidence of the hard work and dedication of both our political representatives and our officials. We are acknowledged throughout the country as one of the better performing municipalities. Clearly the talent is available to take local government to new heights and in this way contribute to President Mbeki's vision.

*We have to go the extra mile,  
be creative and find ways and means  
to improve the quality of life of the  
many less privileged members of  
our society.*





# Political and Administrative Leadership



Deputy Mayor  
Cllr Doris Ngobese



Mayor  
Ald Denny Moffatt



Speaker  
Cllr Dumisani Nxumalo



Cllr John Harvey



Cllr Alois Kunene



Cllr Manie Lourens



Cllr Elphas Mbatha



Cllr Zakhele Mnyazi



Cllr Arthur Pierce



Ald Jan van der  
Westhuizen



Cllr Liz Wood

## Councillors

### Ward Councillors

Ward 1: Bridget Anne Elizabeth Wood, DA  
Ward 2: Ahamed Shaik Dawood, IFP  
Ward 3: Manie Lourens, ANC  
Ward 4: Alen Viljoen, DA  
Ward 5: Fokazile Grace Khoza, IFP  
Ward 6: Bethuel Hophe, IFP  
Ward 7: George Bheki Ndawandwe, IFP  
Ward 8: Dumisani Alpha Nxumalo, IFP  
Ward 9: Johannes Daniel Davel, DA  
Ward 10: Riet P Mkhwanazi, ANC  
Ward 11: Mbebeleni Zibeni, IFP  
Ward 12: Bani Lawrence Sokhulu, ANC  
Ward 13: Nkosenjani Mswenkosi Dube, IFP  
Ward 14: Sduela Hamilton Ncanana, ANC  
Ward 15: Vumani Shandu, ANC  
Ward 16: Bonguyise Muntu Mthiyane, ANC  
Ward 17: Elphas Feloekwakhe Mbatha, ANC  
Ward 18: Theminkosi Alfred Mthedwa, IFP  
Ward 19: Celiwe Qhankile Madlopha, ANC  
Ward 20: Siphso Mbongeleni Zulu, ANC  
Ward 21: Alfred Thengamehlo Nkosi, ANC  
Ward 22: Sukani Nicholas Hophe, ANC  
Ward 23: Jan Johannes Petrus van der Westhuizen, IFP  
Ward 24: Thandi Zodwa Makhathini, ANC  
Ward 25: Ntombizozo Doris Ngobese, IFP  
Ward 26: Denis Jon Boyes Moffatt, IFP  
Ward 27: Amos Zakhele Mnyazi, ANC  
Ward 28: Phikolaki M Ntazi, ANC  
Ward 29: Gugulethu Elkah Zulu, IFP  
Ward 30: Musa Tholothemba Makhathini, IFP

### Party Proportional Councillors

Ntombenhle Agnes Biyela  
John Mark Buthelezi  
Samson Gwala  
John Rex Harvey  
Busisiwe Khumalo  
Mbongeni Alois Kunene  
Phumela Allan Mbatha  
Lindispho Peruel Mngomezulu  
Sikhumbuzo Prichard Msihi  
Thembekile Elisabeth Ndlovu  
Francois Poin Rossouw  
Phyllis Thobekile Sishi  
Rudolph Jacobus van Huyssteen  
Jacobus Lodewyk van Zyl  
Muntu Thomas Vundla  
Ntombizethu Vera Gumbi  
Mandlenkosi John Mabuyakhu  
Nontokozo Catherine Mbanjwa  
Musawenkosi Mzonjani Mbokazi  
Blessing M Mthembu  
Alice H Mthembu Shange  
Welcome Elijah Sgungwana Mthimkhulu  
Nontobeko Bqabulile Msimela  
Arthur Bonginkosi Pierce  
Wyndham Oakley Willows  
Martine M Heaney  
Anamelay (Cyril) Moodley  
Andrew Graham Nicolson  
Raymond Gerald Poyters  
Andri Olivier  
Siphso Zibeni

IFP

ANC

DP

ACDP

PAC

## Committees of Council

- Executive Committee  
Chairperson - Ald DUB Moffatt
- Audit Committee  
Chairperson - Cllr JD Davel
- Bylaws Integration Committee  
Chairperson - Cllr ND Ngobese
- Standing Orders and Disciplinary Committee  
Chairperson - Cllr DA Nxumalo
- Transport and Taxi Liaison Forum  
Chairperson - Cllr WES Mthimkhulu
- Community Based Crime Prevention Steering Committee  
Chairperson - Ald JJD van der Westhuizen

### Committees of the Executive Committee

- Finance and Marketing Committee  
Chairperson - Ald DUB Moffatt

- Administration Committee  
Chairperson - Cllr EP Mbatha
- Management Services and Local Labour Forum Committee  
Chairperson - Ald JJD van der Westhuizen
- Civil Engineering Services Committee  
Chairperson - Cllr JH Harvey
- Community Services and Health Committee  
Chairperson - Cllr ND Ngobese
- Parks, Sport and Recreation Committee  
Chairperson - Cllr BAE Wood
- Community Facilitation and Housing Committee  
Chairperson - Cllr MA Kunene
- Electrical Engineering Services Committee  
Chairperson - Cllr AZ Mnyazi
- Integrated Development Planning Committee  
Chairperson - Cllr AB Pierce



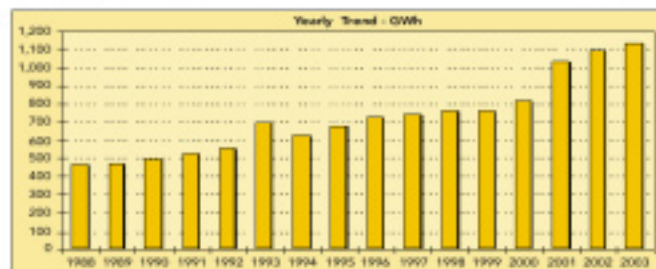
# City Electrical Engineer

## Main Responsibilities

- Operations and maintenance of the electrical distribution system
- Planning and development of electrical distribution system
- Customer services, marketing and electricity trading
- Transport services
- Public lighting
- Electrical support services for:
  - Installation work
  - Pump stations

## Managerial Overview

Electricity energy purchases from ESKOM increased by 3.22% with a simultaneous demand increase of 3.79%. This indicates an ongoing trend of growth for the City which will result in more competitive tariff structures in future for all our customers taking into consideration the economy of scale. The graph below shows the total energy purchased from ESKOM and the growth in energy consumption since 1988.



## Operations and Maintenance

Quality of supply to our customers continues to improve in terms of national standards, however, the theft of copper conductor components, is creating a problem.

An active national campaign by the SAPS, on the trading of non-ferrous metals, has not yet reduced the losses being experienced. Plant performance continues satisfactorily and there is a constant drive to better the previous performance.

## Development and Customer Services, Marketing and Electricity Trading

The following major projects/initiatives have commenced or will be completed during 2003/4:

- The retro-fitting of pre-payment metering: is underway in Empangeni and completion of this project is targeted for October 2004.
- Public lighting: New streetlights were installed in Mzingazi using R900 000 from the Capital Development Fund. The project will provide street lighting in those areas where streetlights do not exist. It will provide safety to motorists and pedestrians in these areas.
- IOF pump station electricity supply project: The 11 kV (Kosasa Bulk Handling) ring from Hercules substation was extended and a new mini-sub installed to provide a supply at the new IOF pump station.



- Arboretum/Meerensee LV reticulation upgrade: R350 000 funded from Capital Development Fund. The project will ensure reliable neutral and earth connections to customers where obsolete aluminium cables disintegrate.
- LV reticulation: Stolen networks were replaced to supply the developments taking place in Birdwood and Alton North. The cost of this project was R500 000.
- New reticulation: 12 industrial erven in Empangeni received new reticulation at a cost of R627 000.
- Guldengracht/Alumina Allee Streetlight project: A new design was done for the upgraded Alumina Allee and Guldengracht roads and new streetlights installed accordingly.
- Madida electrification project: Electrical reticulation was completed to provide electricity to 84 households in a portion of the Madida Tribal area.
- Zero Pump Station 11kV switch panel upgrade project: 11 kV switch panel at uMhlathuze Electricity's zero pump station switch room was revamped and extended to provide additional capacity needed by Mhlathuze Water.
- Vulindlela pump station supply project: Alterations to the 11kV OHL reticulation and transformers were done to provide electricity supply to the new Vulindlela pump station.
- Reticulation upgrade Empangeni: Replaced the 11kV transformer with two minisubs and re-designed and upgraded the MV and LV reticulation in the Andrew's Spar area.
- Schweitzer indoor sub project: The Schweitzer indoor substation in Empangeni was replaced with a miniature substation.
- Sports field floodlight project: Floodlights were installed at sports fields in Esikhawini, Nseleni and Vulindlela.
- Esikhawini 11kV ring extension: One of the 11kV ring cables was extended and a miniature substation installed to provide electricity supply to the new shopping centre at Esikhawini.
- Richards Bay CBD 11kV ring cable extension: One of the 11kV ring cables was extended and a new mini-sub installed to provide electricity supply to the new SuperSpar shopping centre in the Richards Bay CBD.





## Operational Statistics

- f The customer base of uMhlathuze Electricity increased by 815 to a combined total of 29 046 customers.
- f Conventional credit type meters decreased as this Municipality encourages customers to convert to pre-payment metering.
- f Under the EBSST campaign, which is a national drive to assist the poorest of the poor with free electricity, 105 customers applied and converted to the self-targeting EBSST tariff.
- f Council resolved to actively curb electricity losses by approving the installation of check meters. Readings from these meters are used to reconcile consumption with prepaid meters in residential areas. Regular metering audits are carried out to eliminate the illegal use of electricity. Firm action is taken against transgressors throughout the municipal area. Electricity losses have reduced to below 6%.

## Support Services

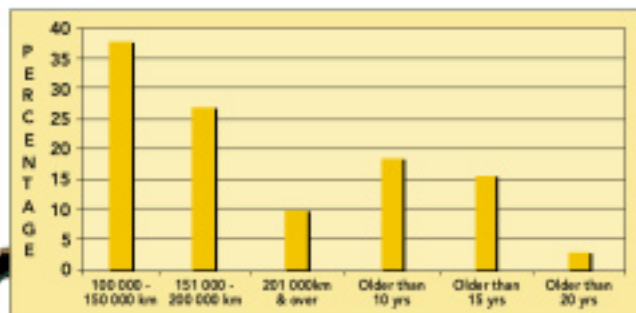
- The new Mechanical and Electrical workshops were officially opened and occupied.
- High costs of public lighting led to the numbering of poles to positively identify and monitor performance.
- Streetlight complaints within the uMhlathuze City area are attended to on a next day basis. Times may occasionally be exceeded where cable faults and pole replacements are concerned. Cases of cable theft can take longer, or where appropriate, alternative measures are introduced.
- Many customers have commented on the use of "yellow" lights, or high pressure sodium lamps, as opposed to the "blue" mercury vapour lamps.

This is in fact part of an international campaign aimed at reducing the volume of mercury, a highly poisonous substance, in circulation. Most gaseous discharge lamps make use of mercury to heat the sodium or other gas until it starts burning. Sodium discharge lamps, which eliminate the use of mercury altogether, have been devised. They are in the initial stages of development and their use is still uneconomical. In the mean time crushed lamps are disposed at a special site at Shongweni where the subterranean structure prevents the egress of mercury into the ground water.

- The vehicle and plant fleet consist of 257 vehicles and 166 plant. A total of 16 new and vehicle replacements were done in the past year.
- All equipment assets were maintained and expenditure limited to within the operational budget. The maintenance team still managed to deliver an excellent level of service under severe pressure of limited resources.



- A 96% availability of vehicles was achieved and the status of the vehicles is summarised by the graph below:



# City Engineer

## Main Responsibilities

- Roads and Storm water
- Water & Wastewater
- Buildings & Structures
- Support Services

## Roads and Storm water

- Extensive road building was carried out in the Meingsai Village to the value of R505 873.
- Upgrading of streets commenced in the IDT Village adjacent to Ngwelezane. Material to the value of R348 295 was purchased for installation.
- Pedestrian bridges to the value of R622 168 were installed in the rural areas.
- The widening of the North Central Arterial at the entrance to Brackenham was completed.
- Minor storm water projects to the total value of R73 570 were carried out.
- Work commenced on the upgrading of the Manzamnyama Canal. The total project cost will be R7 588 000 of which R504 000 was spent during this financial year.
- A contribution of R1 000 000 was received from Billiton Hillside Smelter towards the rehabilitation of the Manzamnyama Stream.
- Resealing of roads was carried out to the value of R4 799 709.

## Buildings and structures

- Fencing was erected at the Vulindlela and Nseleni cemeteries to the value of R257 540.
- The Ngwelezane Library was fenced at a cost of R10 016.
- Refurbishment work to the value of R223 799 was carried out at the Richards Bay Fire Station.
- Upgrading of the Ngwelezane City Treasurer's office was done at a cost of R239 554.
- Ablution facilities and standby quarters at the Northern Service Centre were extended. R1 005 816 was spent in the 2003/04 financial year and the project will continue into the 2004/2005 financial year.



The official opening of the Alumina Alluvial upgrade

- Material to the value of R200 000 was purchased for the construction of informal traders' amenities in Bullion Boulevard.
- Additional public toilets were built at various locations at R91 372.
- An Environmental Impact Assessment for the swimming pool in Nseleni was successfully completed.

## Rail

- Signals were installed on the Bhizolo rail sidings for R929 447.



The signing of the water agreement with Madlebe Tribal Authority

## Statistics

Length of arterial roads	: 25 km
Length of streets	: 525 km
Length of railway sidings	: 17 km
Number of buildings	: 344 to the value of R488 987 000

\* Figures are for the total Municipal area





## Water & Wastewater Branch

- The first year of the five-year maintenance and operations contract for the nine water and wastewater treatment works has met all expectations and also realised certain savings for Council.
- Major water improvements have continued in the rural areas with emphasis on built infrastructure. The following projects have been fully commissioned:
  - Esikhawini Water Rising Main constructed to the value of R10.2 million.
  - Construction of inlet works at Esikhawini Water Treatment Works for R1.65 million.
  - Extensions to Esikhawini Water Treatment Works in the amount of R9.6 million will be completed during the next financial year.
  - All of the above will now satisfy the demands of the region supplied by the Esikhawini Water Works, i.e. Mkhwanazi, Dube, Vulindlela and Felixton. These works will safely produce 27ML of water per day.
- Nseleni Bulk Water Supply: This project, which includes the Khoza bulk water infrastructure, totals R15 million and will be completed during the next financial year.
- Sewage pump stations in Richards Bay were improved in the amount of R4 million and will reduce the risk of spillage and pollution as well as allowing more efficient maintenance of the plant.
- A minor water booster pump station in the Mandlankala area was installed as an emergency intervention to supply water at an amount of R250 000.
- Other Water Supply projects in the rural areas include the following:
  - Mkhwanazi South - R1.2 million for reticulation and water mains
  - Khoza area - R2 million for reticulation
  - Dube area - R2 million for water reticulation

- Water improvements valued at R4.5 million were carried out in Richards Bay and Empangeni. The work involved replacement of pipes and fittings.

## Support Services

### Administrative Section

The Administrative Section's area of focus has included:

- Managing a Central Complaint Centre (hub) and the Department's maintenance requirements utilising the Maintenance Logging System (MLS).
- Managing the upgrading of the MLS system.
- Compilation of the Department's annual budget requirements.
- Updating the Department's component of the organisation's overall Disaster Management Plan.
- Managing of the Technical Library and project files for the Department.
- Managing "As Builts" for all engineering projects.
- Managing all administration for the Department of the City Engineer.

### The Geographic Information System (GIS) Services Section

The GIS section has been actively involved in the following areas:

- Continual data population of the Graphical Services Register, inclusive of the outlying rural areas of Madlebe, Khoza, Mkhwanazi South and Mkhwanazi North.
- The conversion of the aforementioned items to GIS format.
- The building for "Unaccounted For Water" (UFW) model, for the uMhlathuze system, thereafter to be used for all areas.
- Interactions with the Department of Local Government Affairs for the procurement of grant funding for the expansion of the GIS.

- The issuing of digital and hardcopy information, inclusive of orthophoto mapping in terms of Council's tariff policy.
- The completion of formal approvals of Telkom applications, encroachments, relaxations, lease areas and advertising signs.
- Ad-hoc support and assistance to other Departments.
- Implementation of the organisational GIS upgrade.
- Expansion of the GIS staff to operational through depot facilities and PC Tablets.

### Design and Information Section

Capital projects attended to:

• Nseleni Taxi Rank & public toilets	: R 750 000
• Servicing erven non-essential open spaces Meerensee	: R 150 000
• Mandlankala roads upgrade	: R 400 000
• Mzingazi roads upgrade	: R 445 000
• Public toilets: Vulindlela Bus Rank	: R 100 000
• Pedestrian paving & walkways	: R 1 000 000
• Informal traders stalls, CBD	: R 300 000
• IDT Area Ngwelezane roads upgrade	: R 400 000
• Tanner Road improvements	: R 1 000 000
• Servicing of erven Kuleka	: R 460 000
• Pedestrian bus shelters & lay byes	: R 500 000
• Servicing of erven adjacent to Tidor	: R 1 820 000
• Rural bridges	: R 1 000 000
• Survey instruments upgrade	: R 110 000
• Digitising plan filing storage and retrieval	: R 630 000

Assistance rendered to other Departments:

- Survey and setting out of graves in Richards Bay and general planning
- Setting out of the municipal borrow pit boundaries
- Design and compilation of standard drawings for water connections and rural stand-pipes
- Checking various alleged encroachments
- Design and drafting of departmentally constructed pedestrian crossings
- Compilation of various cross-sections of underground civil services
- Checking positioning of various sub-stations
- Replacement of erf pegs and demarcation of lease areas
- Checking the availability and position/depth of services for possible development of unserviced erven
- Survey and compilation of various as-built drawings
- Verification of sewer connection invert levels
- Checking the positioning of various civil services (water, sewer, storm water lines)

- Contour surveys
- Conversion of drawings in .dxf and .dwg format for the GIS section
- Building plan scrutiny
- Assisting the public by means of plan printing and filing



## Statistics (Water & Wastewater)

Water bought and purified	: 34 360ML/p.a.
Length of water pipes	: 630Km Urban
	: 1 309Km Rural
Reservoir capacities	: 211.5ML
Sewage purified	: 15 272ML/p.a.
Length of sewer pipes	: 643Km

## Statistics (Support Services)

Incoming mail attended to	: 2 144
Accounts received and checked	: 591
Complaints received:	
Roads & Storm water	: 4 190
Water & Waste water	: 15 849
Buildings & Structures	: 840
Total	: 23 614

## Statistics (GIS)

Digital, hardcopies and orthophotos	: Income of R130 000
Formal approvals	: 290 for sign boards, Telkom wayleaves & Building relaxations

\* The above statistics are all for the July 2003 to June 2004 reporting period





# City Secretary

## Main Responsibilities

- Diverse Administration
- Legal Services
- Property Management

## Diverse Administrative Services

- Committee Section (Secretariat)
- Central Registry
- Management of Security, Cleaning and outsourced services
- Libraries (6 in total)
- Community Halls (13 in total)
- Typing pool

It is the vision of the City Secretary's Department, as far as it is practicably possible, to render the best possible service to the community within each suburb. Staff are available at these offices to give information and advice on a variety of municipal services and to refer enquirers to the most appropriate department. These staff members invariably also undertake the task of community hall bookings.

## Council and Secretariat Services

The Portfolio Committee System which was introduced in July 2003, has proven to be a good system for the uMhlathuze Municipality.

## Interesting Statistics

- A total of 221 committee and council meetings were held
- 1 187 reports produced by 159 report writers were considered at these meetings
- Almost 1.5 million sheets of paper were required for this task
- The printing room is a busy area where over 2 million photocopies were made during the 2003/4 year!

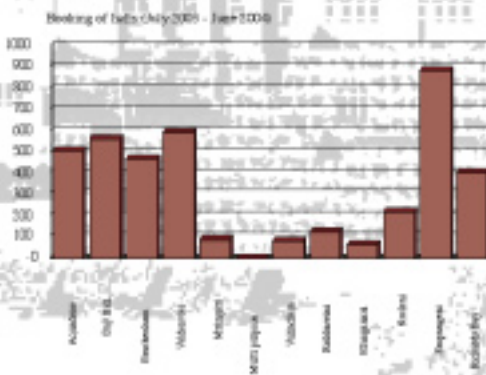
\* for July 2003 to July 2004



Items are well debated before submission to the Executive Committee, which augurs well for the smooth running of this committee.

## Community Halls

3 757 bookings were processed, 10 of which were used free of charge by community organisations or destitute families for funeral purposes. This is in line with the Department's social responsibility as well as making community facilities more accessible.



To render equitable services throughout the municipal area a drive has started to bring all the community halls up to an acceptable standard. During the past year the last of the community halls, Mzingazi, was supplied with a fridge and a stove. Curtains in some of the halls have been replaced and a programme is in place to ensure that all the curtains are maintained in a reasonable condition.



## Public Libraries

The six fully fledged libraries at Richards Bay, Empangeni, Esikhawini, Ngwelezane and Nseleni and the Brackenham Library have a combined membership of 28 085 patrons where an average of 37 500 books and 3 000 audio visual items are issued every month. Almost a million patrons visited Council's libraries during the past year.

The role of libraries is shifting from being a place for leisure reading towards a facility for technical, reference reading and study. Approximately 1 000 students utilise the study areas daily. This poses a problem at the Council's libraries where the study areas are relatively small. The KZN Provincial Library Service has once again assisted Council as the Empangeni Library is soon to be extended to include a reference library wing.

Displays/exhibitions are done on a regular basis to stimulate interest in the community and to support special national and provincial events.

## Computerisation

The Esikhawini, Nseleni and Brackenham Libraries went "live" on the subsidised computer system. Five of the six Libraries in the City are now fully computerised. The advantages of this system include keeping track of items and inter-library loans between local and other libraries. KZN Provincial Library Services has assessed the Ngwelezane Library with the view to possibly also linking this facility to the computerised system.

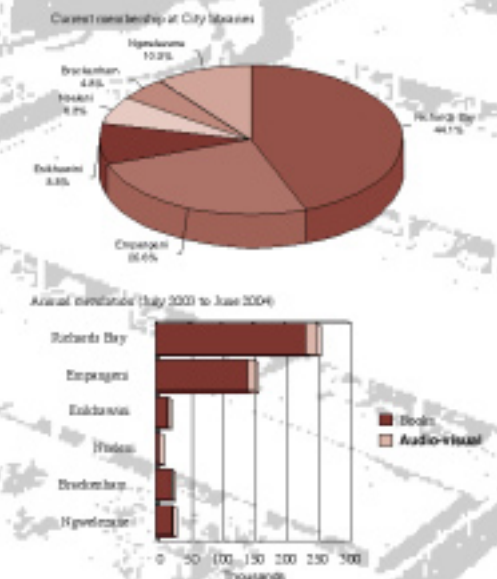
## Security of stock

Ngwelezane Library received the subsidised 3M security system. All the books have magnetic strips and an alarm is triggered when a book leaves the premises without being recorded as being properly issued.

Council is most grateful to the KZN Provincial Public Library Services for financial assistance.

## Use of Library Halls and Group Activities Rooms

The halls and group activities rooms at the various Libraries are extremely popular and are being used regularly by worthwhile societies and projects such as Hospice, Red Cross and Aids counselling. Cultural organisations such as the Tuzi Gazi Art Group, promoted arts and culture awareness among local people and the Gobandlovu community project focused on leadership skills and sports development. Business organisations such as the Taxi associations, AMC Classic and Weigh Less frequently make use of these central venues, resulting in income for the Municipality.





## Property Management

- Alienation (sale, lease, purchase)
- Township establishment
- Management of personnel housing
- Management of all Council owned properties (portfolio totalling R45 million)

Judging by the enthusiasm of potential homeowners at the public auction of residential sites in Birdwood held during May 2004, it is clear that investor confidence in the City has not waned. All of the 37 sites were sold for a combined R3.9 million. With almost 200 people attending the auction, many sites fetched double their upset prices.

## Properties sold (July 2003 to June 2004)

R3.9 million	Special residential sites
R2.5 million	Industrial sites
R3.6 million	Sites for flats

## Legal Services

- Legal Support Services
- Trade Licensing
- Tenders

During the past year Council concluded contracts amounting to millions of Rand. All of these were drafted and/or vetted by the Legal Department to ensure Council's interests are legally safeguarded.

The Legal Advisor oversees the opening of tenders to further contribute towards the legitimacy of the process.

Numerous pieces of legislation effecting local government, as well as amendments to current legislation, were introduced. The Legal Department does constant research to advise the Council on the latest developments and to ensure that Council's operations are conducted within the parameters of the law.



Control Risk Group was awarded the contract to provide a security service at Council's beaches as well as squatter control

# City Treasurer

## Main Responsibilities

- Financial planning and budgeting
- Expenditure and related liabilities
- Income and related credit management
- Financial reporting



## Financial and Budget Review

The City of uMhlathuze was a pilot municipality for the implementation of the new budgeting system advocated by National Treasury with a medium term expenditure framework of three years. This framework is entirely linked to the Municipality's IDP.

A new asset register is in the process of being implemented, which is compliant with the Generally Accepted Municipal Accounting Practices (GAMAP).

The programme of capacity building within the Department through the process of staff rotation, skills development and internships has continued during the year. This programme is funded mainly by the national government.

## General Overview and Key Accomplishments

Strong credit control policies have resulted in an effective collection of rates and service charges that are unparalleled in South Africa. During the last financial year the average collection reached almost 101%.

With unemployment and poverty at such high levels in the Council's area of jurisdiction, this is indeed a proud achievement. Concessions to the poor are, however, not compromised and basic free water and electricity are implemented.

The City Treasurer's Department remains proud of the fact that services are being rendered to the public from eight offices in all the major suburbs within the City. These offices are managed by a Branch Manager or an

Accountant and enable good communication with the ratepayers as well as easy access for the payment of accounts and for the purchase of pre-payment electricity tokens.

A task team was appointed in this Department to investigate the extension of pre-payment vending to third party agents. A report in this regard will serve before Council.





## Council's 2004/ 2005 multi-year budget reflects the following key elements:

OPERATING BUDGET	2003/2004 Budget (R'000)	2003/2004 Actual (R'000)	2004/2005 Budget (R'000)	% Increase Budget/ Budget	% Increase Budget/ Actual
<b>Operating Expenditure:</b>					
Salaries & Allowances	181 023	172 995	205 879	13.7%	19.0%
General expenses:					
- Bulk supplies	200 971	203 112	200 865	-0.1%	-1.1%
- Other	204 898	214 294	236 543	15.4%	10.4%
Repairs & Maintenance	94 878	94 612	106 249	12.0%	12.3%
Capital charges	58 398	59 603	31 080	-46.8%	-47.9%
Contribution to capital outlay	4 715	4 335	6 009	38.4%	35.3%
Contributions	28 202	28 866	39 042	27.4%	38.6%
	773 085	777 817	825 685		
Less: Amount recharged	(181 789)	(178 775)	(196 650)	8.2%	10.0%
<b>Total</b>	<b>591 296</b>	<b>599 042</b>	<b>629 035</b>		
<b>Operating Income:</b>					
Income for rates, service charges etc.	552 564	576 418	581 207	5.2%	0.8%
Grants and subsidies	20 567	30 726	39 164	-52.3%	0%
Contribution from accumulated reserves	18 165	0	8 664	90.4%	27.5%
<b>Total</b>	<b>591 296</b>	<b>607 144</b>	<b>629 035</b>		
<b>Capital Budget:</b>	<b>130 424</b>	<b>91 246</b>	<b>212 605</b>	63.0%	133.0%

## Statistics

- Debtors turnover rate (representing the outstanding debtors amount as a percentage of the billed income on all services)
- Outstanding debtors as at 30 June 2004
- Long-term debtors
- Provision doubtful debts

## Operational results 2002/ 2003:

- Total capital expenditure
- Total operating expenditure
- Total operating income
- Total billed income

## Statutory funds:

- Capital development fund
- Reserves
- Investments and cash on hand
- Accumulated surplus

	2004 (R- million)	2003 (R- million)	2002 (R- million)
Debtors turnover rate	15.6%	16.5%	15%
Outstanding debtors as at 30 June 2004	81.7	76.1	64.2
Long-term debtors	11.2	12.1	10.6
Provision doubtful debts	25.3	24.9	24.8
Total capital expenditure	91.3	83.9	55.5
Total operating expenditure	599.0	514.0	474.1
Total operating income	607.1	528.0	492.9
Total billed income	523.1	461.6	422.8
Capital development fund	302.0	282.6	259.7
Reserves	2.0	2.8	5.6
Investments and cash on hand	60.6	68.3	52.7
Accumulated surplus	20.6	30.5	25.0

	2004 (R- million)	2003 (R- million)	2002 (R- million)
Debtors turnover rate (representing the outstanding debtors amount as a percentage of the billed income on all services)	15.6%	16.5%	15%
Outstanding debtors as at 30 June 2004	81.7	76.1	64.2
Long-term debtors	11.2	12.1	10.6
Provision doubtful debts	25.3	24.9	24.8
Total capital expenditure	91.3	83.9	55.5
Total operating expenditure	599.0	514.0	474.1
Total operating income	607.1	528.0	492.9
Total billed income	523.1	461.6	422.8
Capital development fund	302.0	282.6	259.7
Reserves	2.0	2.8	5.6
Investments and cash on hand	60.6	68.3	52.7
Accumulated surplus	20.6	30.5	25.0

# \*Balance Sheet as at 30 June 2004



	2004 R	2003 R
<b>CAPITAL EMPLOYED</b>		
Funds And Reserves	304 048 232	285 351 333
Statutory funds	302 051 713	282 560 912
Reserves	1 996 519	2 790 421
Accumulated surplus	20 636 209	30 533 293
	324 684 441	315 884 626
Long term liabilities	71 656 493	77 430 043
Consumer deposits: Services	27 182 540	14 166 343
<b>Total Capital Employed</b>	<b>423 523 474</b>	<b>407 481 012</b>
<b>EMPLOYMENT OF CAPITAL</b>		
Fixed Assets	380 447 992	348 769 259
Investments	5 857 300	8 857 300
Long-term Debtors	11 216 103	12 037 775
	397 521 395	369 664 334
<b>Net Current Assets</b>	<b>26 002 079</b>	<b>37 816 678</b>
Current Assets	153 360 205	149 037 740
Inventory	7 120 776	6 927 037
Bank	19 081 078	23 272 317
Short-term investments	35 000 000	36 144 836
Debtors	89 598 015	80 597 025
Current portion of long term debtors	1 760 336	2 096 525
<b>Current Liabilities</b>	<b>(127 358 126)</b>	<b>(111 221 062)</b>
Provisions	13 365 670	10 966 336
Creditors	109 668 511	96 522 495
Current portion of long-term liabilities	4 323 945	3 732 231
<b>Total Employment of Capital</b>	<b>423 523 474</b>	<b>407 481 012</b>

\* (Unaudited Financials)



# Community Facilitation & Marketing

## Main Responsibilities

- Marketing
- Public Relations and Tourism
- Community Facilitation
- Outdoor Advertising
- Low Cost Housing
- Museum
- Access to Information
- Informal trading



## General overview

The Department of Community Facilitation and Marketing has contributed effectively in marketing and branding the uMhlathuze Municipality to increase investment opportunities and to improve the quality of life for all its inhabitants.

With public participation being of extreme importance and the cornerstone of the creation of a better life for all, we have been doing our best to ensure that the needs of the community are taken seriously and that the appropriate action is taken when needed.

To ensure professionalism and to promote service delivery excellence we have formulated a Service Charter to provide proper communication systems with our customers and to commit to ongoing improvements.

## Marketing

The continued stimulation and broadening of the local economy remains of special importance to the City of uMhlathuze. Marketable features such as the harbour, strategic location, economic service charges, available land and abundant supply of labour make uMhlathuze an ideal destination for investors.

To this end, negotiations with the private developer for the proposed new golf course residential estate at the Richards Bay Country Club have been successfully concluded during this year, and the benefit of a security-lifestyle development in an attractive setting will soon become a reality.

There is renewed excitement in expanding the industrial tax base of the City, as foreign direct investment of some R2 billion in a modern pulp mill is being jointly investigated by Scandinavian-based Södra and NCT Forestry Co-operative Ltd. The Marketing Section has been intensively involved in the information gathering and development advice to the proponent in identifying suitable sites for this project.

## Outdoor advertising

For a second consecutive year, the income generated to Council from outdoor advertising opportunities throughout the City has increased as some R660 000 was received in the form of application fees, advertising rights, rentals and approval fees.

The following applications were processed during the 2003/2004 financial year:

Estate Agents Boards	31
Advertising Trailers	10
Wall Signs	28
Portable Boards	11
Flags/Teardrops	7
Ground signs	15
Pylon Signs	3
Declined Applications	26
<b>Total</b>	<b>131</b>

A modern and new entrance sign was erected at Empangeni. Additional outdoor advertising opportunities on billboards were also approved and granted for Ngwelezane, Esikhawini and Nseleni.

## Tourism

With one of our key focus areas being to promote our City as a water sport destination, with the emphasis on the "Endless Summer" appeal, we embarked on an advertising initiative and hosted numerous sport events with a view to making them annual events, i.e.:

- Bay to Bay Challenge;
- Fish Eagle Mile Swim, which took the form of an iron man competition;
- Beach Festival;
- Hippo Rally.



These events generated spin-offs for local business, as hotels and bed-and-breakfast establishments were fully booked, and provided an opportunity to showcase the City as a premium venue for a variety of activities.

With the management of the Arts and Crafts Centre in Empangeni being transferred back to Council, numerous workshops were held for crafters in the area to develop and improve the quality of their products. These workshops also provided information and training to the attendees to enhance their business skills in establishing their own business.

The establishment of a monthly crafters' and fresh produce market has contributed significantly in attracting more visitors to the Arts and Crafts Centre and due to their success other initiatives are being planned. A crafters' exhibition for the public was held with displays of beadwork, woodwork, clay pots and other crafts. This event was well received and patronised, ensuring a repeat performance in the future.

The annual Zulu Dance Competition was hosted to select the best teams from the City to represent the area in the uThungulu Zulu Cultural Competition. The competition saw dancers from the City of uMhlathuze achieving first, second and third places!

## Museum

Numerous exhibitions were held at the Empangeni Museum, with the most noteworthy ones being as follows:

- The Veterans Exhibition, which showcased the work of well-known KwaZulu-Natal artists. The exhibition included artwork owned by the Durban Art Gallery, the Tatham Art Gallery in Pietermaritzburg, the Kelly Campbell Collection and The Fort Hare University.
- The Durban Office of the American Consulate General of The United States of America chose the City of uMhlathuze as one of the areas with which to share its celebrations of African American History month.
- The Abelumbi (meaning 'magic' in Zulu) exhibition was held during September 2003. The exhibition featured artwork of artists from throughout KwaZulu-Natal who managed to capture the essence of magic in their paintings.

## Interesting Statistics

- 50 000 Newsletters were printed and distributed monthly throughout the municipal area
- 20 000 Tourist maps and 20 000 tourist brochures were printed and distributed to identified outlets
- 2 000 Annual reports were distributed
- Exhibitions were held at the Zululand Expo
- Municipal Civic Awards were presented to six leading members of the community
- R218 666 was distributed to local charities and service organisations, with funds derived from the sale of the property of the erstwhile Community Chest in Empangeni

## Community outreach programmes

### Roadshow

In May and June 2004, the City of uMhlathuze embarked on a roadshow that was part of its community outreach programmes. These outreach programmes involved workshops with the communities about various roles/tasks of different Council departments.

During the roadshow, communities were empowered in as far as their rights and responsibilities were concerned. Emphasis was placed on building a sustainable relationship between the Municipality and the community as well as its customers. The roadshow visited Nseleni, Esikhawini and Ngwelezane.





Apart from information sharing, which was the main objective, the Municipality succeeded to lay a foundation upon which relationships based on mutual understanding and trust could be built.

#### ■ Water awareness

Council has enrolled the services of Human Scale Development Consortium (HSDC) consultants to conduct Water Awareness Programmes in all its rural areas. This is a very important step to ensure that rural communities get to understand processes involved with water provision. The Community Facilitation division played a central role during finalisation of the appropriate approach to be used, taking cognisance of the existing political and leadership dynamics, as well as the compilation of the informative brochure distributed. The intention is to build an understanding that will motivate rural people to act responsibly when using the water provided by promptly reporting leakages etc.

#### ■ State of the City Address

As part of Council's broad public participation strategy, the Mayor hosted the State of the City Address for the first time. This was an event where all communities congregated to hear the Mayor providing feedback reflecting on achievements made, existing challenges and most importantly the strategic planning direction being taken by the Municipality to respond to the task of improving the lives of people.

#### ■ Project Facilitation

2004 saw the formal adoption of mechanisms that provided for pre-project planning, implementation and consultation processes. This paved the way for the Community Facilitation division to initiate consultation with stakeholders and role players well in advance of decisions being taken. The Community Facilitation division has played an instrumental role in facilitating the smooth implementation of, among others, the underlisted projects:

- The expansion of Lake Ixubhu water works
- Augmentation of a water pipe from Mandlazini reservoir to Nseleni water treatment plant
- Signing of the memorandum of understanding between Inkosi Zungu and the Municipality regarding water supply in the KwaMadlebe area



- Water meter auditing by Goba Mahloali consultants at Empangeni, Brackenham, Ngwelezane and Mandlazini

#### ■ Informal trading

During 2003, a comprehensive survey of street trading activities was successfully completed. Council's Street Trading Project Team now regularly holds meetings to consider various issues that require Council intervention.

Limited funding has been provided to develop proper trading stalls in front of the Checkers Centre in Richards Bay. Plans are aimed at aesthetically pleasing structures that will add value to the

amenities of the area while at the same time eliminating usage other than street trading. The facilities are to accommodate at least 80 traders.

### Housing

#### ■ IDT Housing Project

Council has succeeded in unblocking the Peoples' Housing Process project in Ngwelezane. The first batch of subsidy payments has been processed. Efforts are being made to assist other beneficiaries to complete their houses in order to release subsidy payments.

#### ■ uMhlatuze Village

Council has successfully negotiated with the original developer to return to site and complete Phase 1 of the project that will see the completion of 1 191 houses. Council will procure services for further development of housing in the next phases.

#### ■ Esikhawini Hostel Upgrading Programme

The structural integrity assessment of the hostels has been completed. The assessment was undertaken to ascertain the status quo of services infrastructure, structural condition of buildings and the refurbishment plan and specifications. A Project Manager has been appointed to manage this programme.

#### ■ Housing Delivery Plan

Council has commissioned an investigation to establish a comparative figure of the need for housing within its area of jurisdiction, in terms of backlog, housing eligibility etc. This will help facilitate allocation of funds from the provincial government, particularly in respect of low-income housing.

# Community Services/Health

## Main Responsibilities

- Waste Management Services
- Environmental Health
- Traffic and Traffic Licensing
- Fire and Rescue Services
- Clinic Services



## Waste Management Services

Waste Management Services has directed a great deal of effort towards waste projects in the rural areas. This was mainly achieved by means of consultation with Indunas and schools and has resulted in a number of clean-ups.

The R 75 000 award that was received for the KZN Cleanest Town Competition is being utilised for a promotional and educational programme in the rural areas for the provision of Waste Management services, and also at the rural schools as a reward mechanism.

This Section has achieved the highest standard in the organisation in terms of Council's Driver of the Month initiative by winning this award each month since its inception.

## Statistics (Waste Management)

- 5 988 Loads of Waste were collected
- 1 029 Loads (9 261 kl) were removed by the Vacuum Tanker Service.
- Gate takings at the Alton Landfill Site amounted to R 1 389 547.24. The site closed in November 2003.

#### Refuse Type

Domestic and Commercial Waste	: 156 171m <sup>2</sup>
Industrial Waste	: 56 938m <sup>2</sup>
Garden Waste	: 8 198m <sup>2</sup>
General Waste	: 10 430m <sup>2</sup>

## Environmental Health

The functional responsibilities of this division includes the effective management and control of all health issues concerning food hygiene, funeral parlours, water, land and air pollution, childcare facilities for children, guest houses, control of tobacco smoking in public places, food and water sampling, nuisances, infectious and notifiable disease investigations and overgrown properties.

This is achieved through regular inspections and the implementation of effective Health Education Programmes.

#### ■ General overview & main achievements

- Rabies is still prevalent within the jurisdiction of uMhlatuze Municipality and claimed the life of one child. In order to contain the spread of rabies bi-annual rabies campaigns were held during the year as well as monthly clinics at various venues throughout the municipal area.
- Although there has been a sharp decline in malaria cases during the year, malaria continues to be closely monitored by all stakeholders. No local transmission of malaria occurred within the City of uMhlatuze during the period under review.
- An Air Pollution Officer was employed in May 2003 to co-ordinate air quality matters in the uMhlatuze area. The past year has seen an increase in the number of air pollution complaints from the surrounding communities and the result was the efficient and timeous investigation and resolution of these complaints.

#### ■ Richards Bay Clean Air Association

The Richards Bay Clean Air Association was formed as a Section 21 Company in 1996 following concerns about air pollution levels in Richards Bay.

The monitoring network assesses air pollution in Richards Bay by monitoring ground level concentrations of sulphur dioxide.

The RBCAA also has a pollen-monitoring programme, which includes four pollen monitors and is currently in the process of establishing a particulate monitoring system.

The public is able to log complaints with the RBCAA, which forwards these to industries and the Municipality for investigation.



## Statistics

The following inspections and investigations were conducted during the year under review:

- 161 Tracing of TB defaulters, 46 cases of malaria, 18 cases of measles, 11 cases of hepatitis A and 4 cases of meningitis
- 1 424 Inspections of vacant overgrown properties
- 125 Inspections at funeral parlours
- 2 751 Inspections of food premises
- 125 Samples were taken according to the foodstuffs, cosmetics and disinfectants act
- 463 Water samples were taken of streams, rivers and other water sources with regard to water pollution parameters
- 22 312 Kilograms of unsound foodstuffs were destroyed at the local landfill sites
- 454 Inspections were carried out at childcare facilities
- 101 Inspections were carried out at bed and breakfast establishments
- 417 Inspections of workshops with regard to water pollution aspects
- 83 Building plans were inspected from a health point of view
- 23 Pauper burial applications were approved and burials undertaken
- 2 715 Illegal structures were located on municipal owned property and were removed by the security contractor
- 62 Health education sessions were undertaken with a total of 514 people attending the sessions
- 4 Positive cases of rabies were diagnosed in the municipal area, the total number of animal bites recorded and investigated was 69
- The total number of rabies vaccinations performed during the rabies vaccination campaigns and the monthly attendance at Veldemiel Hall was 9 056 animals
- This office received and investigated 187 air pollution complaints

## Clinic Services

The main responsibilities of this Section include:

1. A comprehensive and integrated Primary Health Care service for the inhabitants of the City of uMhlathuze based on the District Health System. The following Primary Health Care Services are rendered:
  - Maternal, child and women health services
  - Prevention of communicable disease
  - Voluntary testing and counselling including prevention of mother to child transmission of HIV
  - CD4 measurement service for HIV positive persons and orientation with regards to antiretroviral drugs
  - Prevention and management of chronic disease conditions (non communicable diseases)
  - Screening for common diseases
  - Curative service of acute common diseases
  - Provision of essential drugs
  - Health education; and
  - Rehabilitation.
2. Occupational Health Service to the employees of uMhlathuze Municipality

### Activities

- Tuberculosis was the first highest disease prevailing and affecting the inhabitants of uMhlathuze Municipality. HIV/AIDS is a complicating factor as victims are more susceptible to Tuberculosis and other opportunistic chest infections.
- Empangeni Civic Clinic patients are linked with trained TB treatment supporters/supervisors (DOTs) from Matshana, Matzekane and Mvumhlophe who help supervise and support TB patients to complete their six-month treatment programme.

- Sexually Transmitted Infections were the second highest occurring diseases seen at the uMhlathuze Municipality clinics.
- A Human Immune Deficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS) Policy for the employees of the City of uMhlathuze was approved by Council in April 2004, and an amount of R100 000,00 from Restructuring Grant Seed Funding was allocated to Lifeways Consultancy to conduct an HIV/AIDS Risk Impact Assessment.

### VCT Clinic Results

Of the clients tested positive during this reporting period, the majority were females. Although the physiological make-up of women is such that they have a greater risk of HIV transmission, it is also true that it is the relative lack of power of women and girls over their bodies and their sexual lives, supported and reinforced by social and economic inequality that leads to:

- violence and rape
- lack of financial means
- certain rituals imposed on them
- poor education and; a
- male dominated society that makes them a vulnerable group in contracting and living with HIV/AIDS.



## Antenatal Clinic: Prevention of Mother to Child Transmission of HIV

Pregnant women who tested positive for HIV were put on the PMTCT programme and given advice on the following important issues:

- Future fertility
- Prevention of re-infection and safer sex during pregnancy and in the long term
- Food and management of nutritional effects
- Follow-up counselling
- Protection from stigma and discrimination
- Treatment of Sexually Transmitted Infections (STIs)
- The prevention and treatment of opportunistic infections (OIs)
- Referral to support services and positive living
- The importance of taking Nevirapine during the onset of the active first stage of labour
- Infant feeding including benefits and risks of breast-feeding and formula feeding.

A CD4 measurement service is available at the Civic Centre clinics in uMhlathuze on Thursdays, where HIV positive persons are orientated with regards to Anti Retrovirals (ARVs).



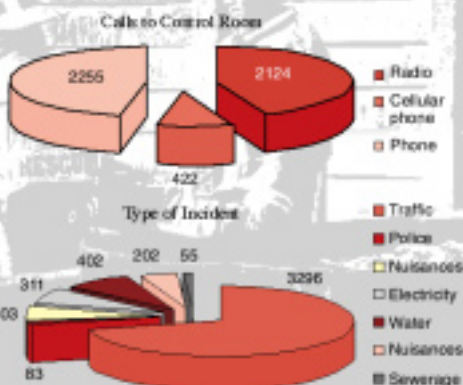
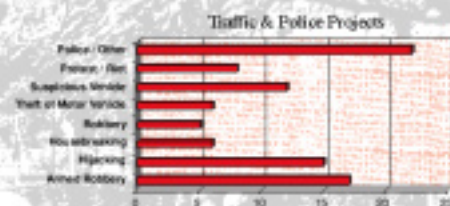
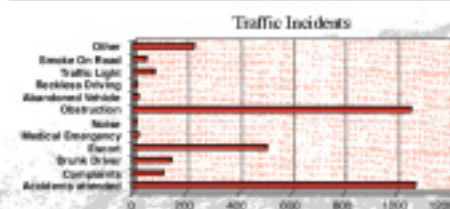
New decals have been introduced to increase the visibility of traffic vehicles on the road

## Licensing Section

The Licensing Section has continued to deliver a high standard of service and professionalism during the past year.

There has been a clear increase in the number of registered vehicles within our boundary resulting in both licensing offices working to their full capacity.

## Traffic Section



\* Statistics for June 2003 to July 2004

## Statistics (Licensing Section)

	Richards Bay		Empangeni	
	2003/4	2004/5	2003/4	2004/5
<b>Vehicle description</b>				
Non-articulated heavy motor vehicles	798	809	894	887
Articulated heavy motor vehicles	528	568	511	538
Light load vehicles	7491	8910	8744	7529
Heavy passenger vehicles	90	241	231	93
Minibuses	770	796	1035	1041
Light passenger vehicles	15154	15916	8628	8728
Motorcycles	984	1035	543	541
Other and special vehicles	109	1174	911	1020



## Community Based Crime Prevention

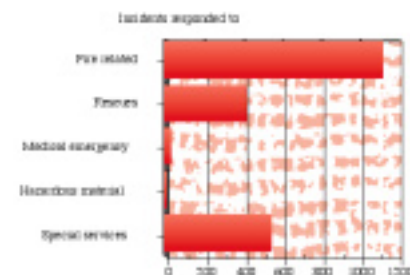
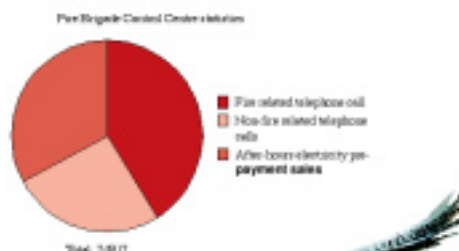
The Municipality has appointed a Crime Prevention Co-ordinator who is to facilitate and manage the implementation of the 10 projects identified in the Community Based Crime Prevention Strategy. These programmes are:

- The uMhlatuze Community Safety Forum (ICSF);
- A Communication Strategy to co-ordinate and drive communication with respect to all aspects of the community-based crime prevention strategy;
- 'Local Heroes' to develop local role models to which the youth can aspire;
- Integrity Framework aimed at reducing corruption in the Criminal Justice System and the City through the provision of accessible and safe reporting systems;
- Social Participatory Initiative: Area Based Crime Prevention;
- Neighbourhood Support Project;
- People Driven Environmental Crime Prevention to identify environment-related crime problems and solutions through community workshops;
- Support for SAPS Social Crime Prevention;
- Victim Empowerment and Support;
- Crime Prevention Through Environmental Design

## Fire and Rescue Services

Fire and Rescue Services excelled again in the quality and quantity of the service that it provides to the community. This included the manning of the after-hours complaints line, which provides the link between municipal departments and the community pertaining to any after-hours complaints and enquiries. Loss of life and property has been kept to a minimum due to effective fire fighting and fire prevention activities. This is due to the dedication and loyalty of all staff that go the extra mile for the community that they protect and serve.

During the year the Fire Brigade personnel rendered the following services:



- The total damage caused by fire was R 14 324 450 whilst the estimated value of property threatened by fire was R 592 487 500.
- Continuous low rainfall throughout the region during September and October 2003 gave rise to extremely dry bush and veld conditions, which led to an increase in bush fires. In general, the fires were of a high intensity and spread rapidly over large areas, requiring the strategic deployment and utilisation of Fire and Rescue Services resources.
- Donations of clothing, food and blankets received from members of the Fire and Rescue Services as well as the Red Cross and members of the community were provided to victims of the Emadukwini informal settlement fire in which four people died.
- Disaster Management also assisted Red Cross by issuing blankets to Nkondla Municipality for storm disaster victims.
- The Fire and Rescue Services responded and assisted members of the Forestry fire-fighting teams with the extinguishing of approximately 220 shacks, which burnt in the Slovo informal settlement in Kwambonambi. Further assistance was also given with the supply and transport of bread, blankets and tents to the fire victims. MAP Industries, a training provider to the Fire and Rescue Services, also donated 1 000 loaves of bread and 200 blankets to Slovo camp residents.
- Fire and Rescue Services personnel assisted with the transportation of food parcels to Emadukwini fire victims.



The Fire Brigade Training Division presented 13 courses to external candidates and 79 courses to Fire Service personnel

# Integrated Development Planning

## Main Responsibilities

- Land Use Management
- Environmental Planning
- Development Planning
- Local Economic Development

## Land Use Management

### Development Framework Plan for Rural Areas

Solid progress is being made on the Rural Planning Initiative, which will formulate an approach that will structure municipal service delivery input into the rural areas to lead the process of uplifting these under-developed parts within the municipal area.

Driven by Council's ultimate goal to address poverty and rural economic development by providing an environment of community empowerment, the plan has revealed where priority should be placed in the efforts to promote upliftment of the under-developed rural areas.

### Five-Year Development Programme

The Five-Year Development Programme aims to address future urban expansion and the recent demand upsurge in the property market.

Council is using a multi-pronged approach to development manageable parcels of land by entering into land availability agreements with other parties where appropriate or marketing and selling-off chunks of land for development by the property players in the private sector.

Certain pockets of land are already being put through the township establishment procedure in order to be proclaimed as separate sites. Negotiations have taken place with private property owners and government regarding parcels of land that are planned for future urban development.

### Integrated Development Plan

The inter-linking of the budget process with the Integrated Development Plan (IDP), started between August 2003 and March 2004 with the alignment of the financial plan and the capital budget.

Further improvements to the alignment of the capital as well as operational budgets will now be done.

This inter-linking was necessary to integrate the IDP action more closely with the day-to-day activities and financial spending of the organisation as well as indicate Council's commitment to the IDP process.

Apart from elevating the credibility of the IDP and its goals, it will also indicate to Council in which sectors of the IDP funds are being spent and what the results will be, or where certain amendments need to be made to balance Council's actions.

The Sector Programmes of the IDP are: Poverty Reduction, Gender Equality, HIV/AIDS, Local Economic Development, Asset and Financial Management and Performance Management System.

Council has also approved a Process Plan to align and reconcile the IDP priorities and programmes according to the local authority's financial capacity and so become more realistic in the aims that can be achieved.





## Environmental Planning

The Environmental Planning Section has initiated the following projects in terms of the Strategic Environmental Assessment (SEA) of the IDP:

- An Environmental Policy for the City of uMhlathuze was drafted through a process of public participation and outlines the Municipality's environmental objectives and how it intends to achieve these.
- The development of an Environmental Management System (EMS), based on ISO14001 principles and to identify Council's impacts on the environment, continued in this financial year.
- Population of the Environmental GIS is an ongoing project. In 2003/2004, a database was developed for water quality testing data undertaken by the City Engineer's and Community Services and Health Departments. This database will enable the City to monitor trends and changes in water quality.
- A study to identify Red Data species of conservation concern, known or expected to occur in KZ282, was initiated to align planning for economic growth and environmental conservation.
- Geotechnical and geohydrological assessments were carried out, which will assist in identifying development constraints before venturing into an EIA process. The identifying of floodlines for the main water bodies in the KZ282 area was also done and can now be used for disaster and environmental management.
- The 'Environmental Watchdog', an article with an environmental theme placed bi-monthly in the Municipality's 'uMhlathuze News' newsletter, continued this financial year.
- Environmental training for 2003/2004 included environmental awareness training for Councillors and staff members, as well as training sessions relating to new environmental legislation.
- A website detailing environmental projects initiated by the Environmental Planning Section has been launched at <http://www.richemp.org.za/depts/didp/EnvironPlanSection/default.htm>.
- Crime Prevention through Environmental Design (CPTED), a project of the Community Based Crime Prevention Strategy, is a long-term project managed by this Section. It focuses on reducing the causes of and opportunities for criminal events and addresses the fear of crime by applying sound planning, design and management principles to the built environment.

## Local Economic Development

The Local Economic Development (LED) Strategy, which has a performance target to create 750 sustainable jobs per annum over the next five years, has six key focus areas:

### ■ Clustering for Growth

The Municipality is currently calling for proposals for a SMME clustering process for the agriculture, tourism and industrial sectors of the local economy.

### ■ Critical Infrastructure & Services

With financial assistance from the Development Bank of Southern Africa, a Housing Needs Assessment is underway to determine the current and future demand and supply of housing for all income sectors.

The establishment of commercial nodes / Central Business Districts in Ngwelezane, eSikhasini, Vulindlela and Nseleni is currently being pursued.

### ■ Creating Jobs Through Tourism Development

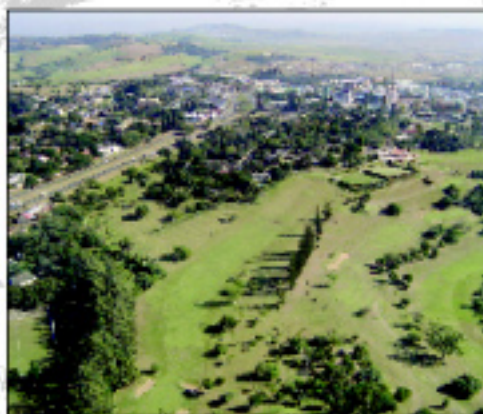
A Strategic Tourism Development Plan is being formulated that will result in individual tourism projects for the City of uMhlathuze. A feasibility study for a Biosphere Reserve is underway in order to promote eco-tourism and avi-tourism in the City of uMhlathuze.

### ■ Soft Infrastructure for Competitive Advantage

The Municipality is working in close partnership with other key role players locally to promote LED.

### ■ Creating Jobs through Agriculture and Forestry

An Agricultural Development Plan is currently being formulated that will result in agri-business projects within uMhlathuze that will create jobs.



### ■ Retaining and Growing Existing Business

The Empangeni Business Retention and Expansion Programme is being implemented in partnership with Business Zululand and the Empangeni business community. Progress by the various action teams is extremely positive and includes:

#### 1. Crime Prevention

Preparation of a Community Based Crime Prevention Strategy with the assistance of the CSIR.

#### 2. Growing the Market

- Focus on improving the appearance of Empangeni
- The Municipality in partnership with local businesses has approached various retail sectors to locate in the Empangeni Rail area to create clusters or hubs.

#### 3. Infrastructure, Roads and Traffic

- The uMhlathuze Municipality has budgeted R1 million in the 2004/2005 financial year for the upgrade of Tanner Road. A workshop was held with interested and affected parties in June 2004 to determine and prioritise upgrade activities.
- The Municipality has developed a Five-Year Development Programme that identifies land for development for all income sectors and interventions required.

#### 4. Business Support, Skills and Information

- A series of training workshops have been held in Empangeni covering topics such as Marketing Skills and E-commerce. Information packs on topics such as the Skills Development Levy, Business Plans and Financial Planning are being distributed to those participants who requested it.
- Four persons have been trained on the SA Host Leadership Course with a view to offering a series of customer service workshops, starting in Empangeni to be rolled out to the rest of uMhlathuze. This initiative will promote service excellence among businesses.

## Development Planning

### ■ Richards Bay Country Club Golf Estate

The Municipality has entered into an agreement with Ndlovu Development Trust, the preferred bidder for the development of a golf estate around the Richards Bay Golf Club and Country Estate. The Trust comprises GM Projects CC and Cenprop Real Estate, who jointly developed the Prince's Grant Golf Club and Country Estate on the North Coast.

It is envisaged that the planned development will consist of 164 free hold properties, which will be made up of two major nodes, one on the northern end of the golf course, where there will be about 90 properties and the second, on the southern end, alongside the property commonly known as the nursery. Here there will be an additional 35 properties.

The rugby fields and the surrounding areas are to be developed at a higher density and here the development will comprise town houses and flats. It is intended that the developers will apply for approximately 6 000m<sup>2</sup> of office space so as to make this a mixed usage centre. The motivation for this is that it will make greater usage of the clubhouse facility.

It is planned that there will be about 10 rows of houses and between 80 and 100 apartments. In addition to the above scheme, the development also plans a small boutique hotel alongside the existing clubhouse to optimise the use of the facilities of the Country Club, thus making the development more sustainable.

The developers plan to have the entire golf course finished by June 2006. There has been tremendous interest in the development and we are confident that the development will prove to be successful and beneficial to the Club, the Municipality and to the developers.

### ■ Other Developments

The issuing of a Provisional Permit by the Department of Trade & Industry to the Richards Bay Industrial Development Zone (IDZ) Operating Company (Pty) Ltd is still being awaited as reported in the 2003 Annual Report.

Likewise there has been no progress with the Zumanzi - Canal Node project, a development that intends to create a tourist attraction that gives visitors a sense of arrival when they enter the City. Plans to make available more Council-owned sites in the Richards Bay Central Business District and the Central Industrial Area have not progressed any further than was published in the 2003 Annual Report.





# Management Services

## Main Responsibilities

- Personnel Administration
- Safety, Health and Environmental Risk (SHE) Control

- Industrial Relations
- Training and Development
- Information Technology



## Personnel Administration

### ■ Job Evaluations finalised

All posts in Local Authorities need to be evaluated using the TASK (Tuned Assessment of Skills and Knowledge) post evaluation system to determine the value of a post in relation to other posts.

uMhlathuze Municipality completed this process towards the end of 2003 and submitted the evaluations to the National Moderation Commission of the South African Local Government Bargaining Council (SALGBC).

SALGBC was to release the job evaluation results and a new salary/wage curve. However, due to time delays representatives of Organised Labour, as well as councillors and management officials serving on the Local Labour Forum, unanimously recommended the unilateral implementation of locally negotiated suitable salary scales.

These salary scales were based on Council's existing salary structure as well as the release of the job evaluation results. The Executive Committee approved the salary scales at a meeting on 8 June 2004 and recommended that the job evaluation results and new job descriptions be implemented from 1 January 2003.

The previous grading system consisted of 20 grades with Grade 1 being the highest. By comparison the TASK grading system has 26 grades of which Grade 1 is the lowest. The highest level in the case of the uMhlathuze Municipality is Grade 22.

Due to these changes, a simple conversion of the existing salary/wage scales was not possible and additional salary levels had to be incorporated to accommodate the new grades. Employees not satisfied with the evaluation results were entitled to appeal in writing.

### ■ Staff benefits

In terms of the new Conditions of Service certain staff benefits, such as leave and the housing subsidy, have been reduced with immediate effect with regards to all new employees appointed after 31 December 2003 and with effect 1 January 2006 for existing employees.

## Industrial Relations

The relationship between management and employees has been sound, which is supported by the fact that no industrial action occurred during the period under review. The level of communication between management and trade unions is good and there is a great co-operation in solving employment relations issues. Internally a progressive approach to discipline was adopted. A number of disciplinary investigations were conducted, which in most cases resulted in remedial and corrective measures being taken. Dismissal was restricted to only serious offences.



## Safety, Health & Environment (SHE) Risk Control

Two officials from the Department of Management Services attended the SALGA Workshop on Occupational Health and Safety (OHS) for Local Authorities held in Durban during February 2004. Workshops were held throughout the country highlighting the need for management commitment and involvement in SHE, the development of employees within the SHE environment, the establishment of a SHE culture within the organisation, risk assessments and participation of employees in SHE matters.

The promulgation of the Construction Regulations during 2003 has far-reaching implications for clients. The client is responsible for defining the criteria for health and safety on construction sites for the duration of the project as well as the evaluation of the effectiveness of the contractor's SHE Risk Management System.

Professor John Smallwood (University of Port Elizabeth), an influential authority in the Construction Business, hosted the Construction Regulations seminar in Richards Bay during March 2004 at which 39 Council officials were in attendance.

Flexible Learning Solutions has been appointed by Council in terms of the Workplace Skills Plan and in terms of statutory requirements to carry out legal compliance skills training for Council. In a first for SHE in South Africa, the Services SETA has accredited Flexible Learning Solutions as a SHE Learning Programme Provider.

In view of the duties of the employer in terms of Section 8 of the OHS Act, as well as specific needs identified within the organisation, the following arrangements have been made with Flexible Learning Solutions:

### ■ Hazard Identification & Risk Management (HIRA)

Flexible Learning Solutions will assist in the compilation of a HIRA report for Council. This will provide a baseline record of the current compliance level and/or deficiencies regarding significant hazards that need to be addressed in order to meet the requirements of Section 8 of the OHS Act.

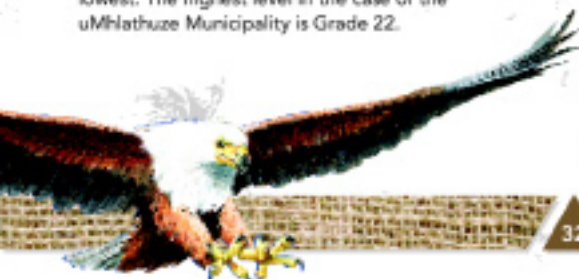
### ■ Training

All appointees in terms of Section 16(2) and Section 8 of the OHS Act have been trained to understand their statutory duties and responsibilities. A total of 110 employees, the Chief Executive Officer and Heads of Departments, attended the SHE Legislation course.

A total of 55 appointed SHE Representatives have been trained on Workplace Inspections to understand their statutory duties and responsibilities as well as to identify, evaluate and record findings of conformance/deviations in the workplace. Attention has been given to participation in SHE Committee Meetings in order to improve the effectiveness of meetings, the completion of documentation as well as practical inspections in the workplace.

Twenty employees from predominantly technically related backgrounds were trained to perform HIRA exercises in their respective workplaces. Approximately 80 Incident Investigators attended the two-day practical Incident Investigation training course. The focus of SHE training will shift to the lower levels of the staff to ensure that they are familiar with their roles and responsibilities in terms of SHE legislation.

Training by other service providers was also given to address the following needs: first aid, truck mounted cranes, bench and angle grinding, drill press operation and overhead cranes.





## Training and Development

Training and Development continued with its commitment to skills development within the Municipality. More than a million Rand was spent on the training of 621 employees and about R700 000 was received back from the LGWSETA (Local Government, Water and Related Services Sectoral Education and Training Authority) for the implementation of the 2002/2003 Workplace Skills Plan.

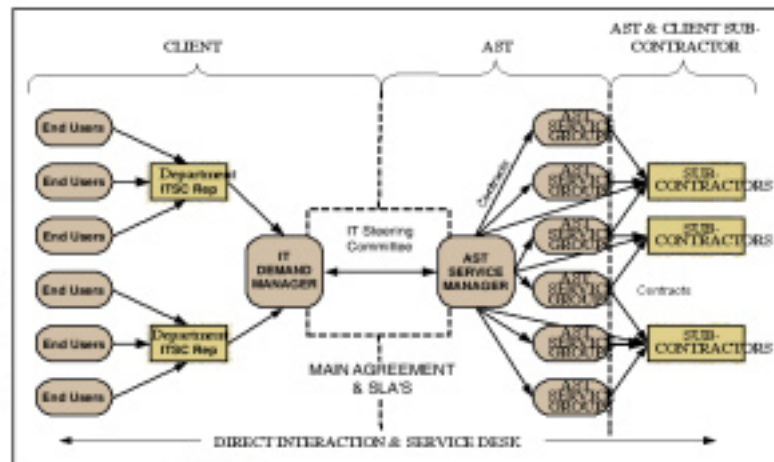
Focus was placed on functional training for all departments, but training in generic skills was also accommodated. Training included:

- Trade skills for artisans
- Computer skills
- Labour relations
- HIV/AIDS awareness
- Adult basic education training (ABET)

## Information Technology

The outsourcing of the Municipality's Information Technology (IT) Department to the AST Group in April 2002 has proven successful. The following diagram represents AST's governing model. This model is based on the demand and supply functions based on the IT requirements of the various functional departments within the Municipality:

All computer-related needs are managed by the IT Steering Committee. The departmental day-to-day computer related needs are co-ordinated by the departmental ITSC representative. Various sub committees co-ordinate the effective utilisation of computer systems that are used by more than one department and an ITSC representative chairs each sub committee.



# Parks, Sport and Recreation

## Main Responsibilities

- Sport and Recreation Services
- Horticultural and Cemetery Services



## Sport and Recreation Services

Based on the priorities and principles of the Municipal Sports Policy, the Department has endeavoured to offer an all-encompassing sports service that includes:

- Sport development
- Mass participation
- Capacity building
- Recreation advancement
- Special events
- Rural sport
- Support services (events management and sports tourism)

Among the highlights of the year was the hosting of the German National Junior swimming team in the City. Over and above the tourism and economic spin-offs generated by the City, preparations are ongoing to formalise a long-term swim exchange programme between the City of uMhlathuze and the German National Swim Federation.

Grant funding that was successfully secured from the National Lotteries Board was utilised predominantly for training courses and rural sports promotion.

Simultaneously, sports equipment to the value of R 52 000 was also received from the National Lotteries Board. This equipment will supplement the existing sports development programme of the Department.

In May 2004, the Department of Parks, Sport and Recreation, in conjunction with the uThungulu Sports Forum, hosted delegates from Aussied and the Government of Western Australia: Department of Sport & Recreation on a scoping study of the South African sports industry to improve learner placements in sport.

From a marketing perspective, the Department and senior management of the Municipality were featured on SABC's Telkom Splash aquatic television programme for the City's outstanding contribution in swimming development. The Department was also profiled in SA Sports Action, a national sports magazine for its dynamic work in sport development.

Members of staff were invited to share their experience, expertise and skills by assisting in the following projects:

- Updating the five-year skills development plan for recreation for the Tourism, Hospitality Education and Training Authority (THETA).
- Compiling learning material and unpacking of unit standards for sports administration courses for the SA Sports Commission.
- Delivering training courses for the Sports Academy of KwaZulu-Natal.
- Assisting with team management in the South African Games.
- Conducting administration courses for the United Cricket Board



The Department has gone the extra mile to provide events management support for major sporting events in the region. Likewise, administratively, support has been rendered to several minor sport federations with basic administration preceding major events.

Grassroots sports development is progressing steadily. Ensuring that such programmes remain sustainable and accessible to the wider community remains an ever-present challenge.

Emphasis has been placed on rural sports development and several sport committees have been established in the rural tribal authorities to assist the Department in co-ordinating programmes in these areas.

The South African Sports Commission started with a process of rolling out a youth at risk and adventure recreation programme that was modelled and piloted by this Department. The nine provincial departments of sport and recreation will now make use of the programme.



A strong relationship was maintained with the KZN Department of Sport & Recreation, KZN Department of Education & Culture, University of Zululand: Sports Bureau, Nicro-KZN, the South African Sports Commission and various regional, provincial and national federations.

The following sport and recreation events, programmes and activities were organised and supported by the Department:

#### July 2003 - December 2003

- Ngwelezane mass participation community sports project
- KWANALOGA Games: uMhlathuze local elimination contest (six codes of sport)
- Institute of Environment and Recreation Management National Congress
- Zululand Disabled Demonstration Games
- Inter-Company Sports Day (10 companies participating in 10 sport codes)
- Official opening ceremony of Brackenham Sports Complex
- Inaugural Brackenham Sports Day
- KWANALOGA Games: uThungulu District Contest (six municipalities in six codes of sport)
- uMhlathuze Mini Development Games: Swimming
- uMhlathuze Mini Development Games: Basketball
- uMhlathuze Mini Development Games: Dance sport
- uMhlathuze Mini Development Games: Amateur boxing
- National Soccer Coaches Course (four days)
- Zululand Disability Soccer & Netball Schools Championships
- KWANALOGA Games (Finals): Pietermaritzburg

- Annual Richards Bay Port Festival: Basketball and boxing
- Northern Natal Level 1 Development Gala
- Basic swimming training at selected schools in Esikhwini
- Technical officials swimming course
- Winter talent identification programme for disadvantaged swimmers
- Fish Eagle Coast Mile Swim

#### January 2004 - June 2004

- German National Junior Swim Team: four-week training camp at Richards Bay
- Port Durnford Sports Development Tournament
- Esikhwini soccer coaches skills development workshop
- Zululand amateur boxing summer tournament
- Nseleni Youth Empowerment Programme
- Madlankala youth sports event
- Netball coaches, selectors and umpires course: Esikhwini College
- uMhlathuze Kyokushin Karate Development Clinic and competition
- South African Vocational Education and Aural sport learnership workshop
- Mzingazi Youth Day sport and recreation celebrations
- Ngwelezane soccer coaches development workshop
- Greater Esikhwini referees training course

#### Sports Facilities and Amenities

Maintenance is performed on an ongoing basis at numerous turf grass and hard court facilities that are actively used for sports activities. This constitutes a total of 106 facilities of which approximately 10% are within the rural areas highlighting the shortage of facilities in these regions.

This Department is also responsible for the creation of recreational facilities, which includes the erection and maintenance of play equipment. Within the boundaries of the City there are currently 83 different parks and open spaces that are equipped with play equipment of which only a small percentage are situated within the rural areas. This poses an enormous challenge to provide adequate facilities to all sectors of the community.

\* A list of municipal sport and recreation facilities can be found in the Demographic Data chapter of this Annual Report.



#### Swimming Pools

Swimming pools in the City have become essential to the strategic plans of the Department in swimming development.

The physical and cardio-vascular fitness of lifeguards is continuously monitored to ensure conformance to standard and norms. As part of their mandatory duties, all lifeguards have to implement the 'Learn to Swim' programme targeting surrounding schools. Proudly, two swimmers from a historically disadvantaged background who were coached by the lifeguard at the Esikhwini swimming pool, qualified for the Northern Natal Long Course Champs.

Over 19 club and school galas were held at the Empangeni swimming pool. The highlight was the hosting of the Natal Long Course Swim Champs. The Arboretum pool hosted 17 club and school galas. Brackenham and Aquadene swimming pools were fully occupied by local schools.



#### Beaches

The beaches within Council's jurisdiction attracted a large number of holidaymakers during the peak seasons. The stepping-up of security and the introduction of surveillance cameras during the December/January festive season has had the desired result in attracting people to the beach and making them feel safe to use these facilities.

A matter of concern is the erosion of beaches due to sea conditions, specifically the beaches north of Alkantstrand.

#### Horticultural service

After the successful hosting of the bi-annual seminar of the Institute of Environmental and Recreation Management in October 2003, this section endeavoured to build on its successes to achieve higher standards within all areas of the City.

In terms of Council's policy on the planting of trees in the various suburbs, the planting of indigenous plant material is promoted and well accommodated within our area. This action will encourage the return of bird life within the area and will result in a more aesthetical and pleasing environment.

An alarming factor currently experienced is that residents, without proper consultation, remove trees on verges and even in other sensitive areas without considering the value of the plant material. Residents are asked to contact the Department before taking such action, as the Environmental Act and other legislation is very specific on the removal of certain indigenous plant material and the management thereof.

#### Cemetery services

A total of 1 226 burials were conducted at the Richards Bay cemetery during the past year. This is an increase of almost 9% on the burial rate of the previous year and indications are that this will continue to increase in time to come.

At this time sufficient burial space is available at the Nseleni and Richards Bay cemeteries to accommodate burials for the next two to four years, depending upon the burial rate. Council is negotiating with the uThungulu District Municipality to take over the responsibility and management of the newly established cemetery outside Empangeni. Should this prove successful it would not only alleviate the interment rate at the Richards Bay cemetery, but also alleviate the congestions being experienced with burials especially over weekends, thus extending the lifespan of this cemetery as well.

The Environmental Impact Assessment for the proposed cemetery at Esikhwini is near completion. It will be submitted to the authorities in due course for consideration and approval.



# Municipal performance report to the community - 2003/2004

In terms of the Municipal Systems Act, Section 46, a municipality must prepare a performance report for the citizens that reflects the following:

- The municipality's performance during that year in comparison to performance targets set for that financial year
- The performance targets for the following financial year
- Measures that were or are to be taken to improve services

The KwaZulu-Natal Provincial Government's Department of Traditional and Local Government Affairs subsequently developed and issued a Best Practice Guide for municipal organisational Performance Management in KwaZulu-Natal. Different reporting procedures and formats are suggested for the following levels:

- Operational/Functional level
- Departmental level
- Strategic level
- Political level
- Community level



The following tables have been prepared for each department in the uMhlathuze Municipality, which depict their performance/achievements against the targets that were set for the 2003/2004 financial year.

Performance targets set for 2004/2005 financial year have also been provided in the format suggested by the abovementioned guide.

## City Electrical Engineer

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Electricity purchases &amp; sales</b>		
Installation of planned Retrofit pre-payment meters completed by 30 June 2004	100% of planned Retrofit pre-payment meter installations completed by 30 June 2004	Installation of planned Retrofit pre-payment meters completed by 30 June 2005
Planned audit meter installations completed by 30 June 2004	100% of planned audit meter installations completed by 30 June 2004	Planned audit meter installations completed by 30 June 2005
<b>Distribution operations &amp; maintenance</b>		
Revision of annual tariff of electrical services charges by 31 March 2004	Annual tariff of electrical services was revised by 31 March 2004	Revision of annual tariff of charges by 31 March 2005
<b>Planning and development</b>		
The progress of capital projects to be on target as determined by project plans, schedules and monthly reports	The following capital projects were completed: <ul style="list-style-type: none"> <li>- Replacement of redundant streetlight poles and fittings</li> <li>- General improvement of streetlighting</li> <li>- Streetlighting for Ngwilezane/Main Road intersection</li> <li>- Streetlighting in Mzingazi/Mandlazi</li> <li>- Upgrade LV reticulation in Arboretum &amp; Meerensee</li> <li>- Mitigation against pelicans at 132 kV OHL</li> <li>- Installation of pre-payment metering in Empangeni</li> <li>- Replacement of stolen cable in Birdwood</li> <li>- Electrification of 8 industrial erven for Titor</li> <li>- Completion of an Electricity Structure Plan</li> <li>- Installation of Audit meters</li> <li>- Electrification of 12 industrial erven at Grantham Highway and Steel Way</li> <li>- Split pre-payment metering at hostels</li> <li>- 132 kV Lynx substation</li> </ul>	The progress of capital projects to be on target as determined by project plans, schedules and monthly reports
<b>Fleet management</b>		
Average mechanical availability of plant and vehicles to be above 90 %	Average mechanical availability of plant and vehicles achieved was above 90 %	Average mechanical availability of plant and vehicles to be above 90 %

## City Electrical Engineer (Continued)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Fleet management</b>		
Replacement of vehicles and equipment	The Following vehicles and equipment were replaced: <ul style="list-style-type: none"> <li>- V750 - tractor</li> <li>- Equipment/soil cleaner tank trailer</li> <li>- 2 x Tractor drawn slashers</li> <li>- 1 Ton 4 x 4 LDV (Plumber)</li> <li>- 1 Ton 4 x 4 LDV (Plumber)</li> <li>- 1 Ton 2 x 4 hi-ride LDV (Plumber)</li> <li>- 1 Ton 2 x 4 hi-ride LDV (Plumber)</li> <li>- 1 Ton SWB LDV (Fitter)</li> <li>- RoRo 3 axle heavy duty trailer</li> <li>- RoRo hooklift cab &amp; chassis</li> <li>- 2 Ton SWB LDV (Fitter)</li> <li>- Replace V121 - 1800 sedan traffic vehicle</li> <li>- Replace V152 - 1 ton single cab LDV</li> <li>- Replace V139 - 1 ton panel van</li> <li>- 4 x 4 Rapid response vehicle</li> <li>- Replace V1002 - 1 ton hi-ride LDV</li> <li>- Replace V378 - 3 ton tipper truck</li> <li>- Replace V29 - 1 ton LDV</li> <li>- Replace V19 - 1 ton SWB LDV + canopy</li> <li>- V366 - RoRo double diff skip loader</li> </ul>	
<b>Electrical installations</b>		
Ensure and manage domestic consumer connections service connection	100% of new requests for service connections by new domestic consumers attended to where networks already exist	Ensure and manage domestic consumer connections service connection
Ensure and manage industrial and commercial consumer connections service connection	100% of new requests for service connections by new industrial and commercial consumers attended to where networks already exist	Ensure and manage industrial and commercial consumer connections service connection
Replacement/upgrading of air conditioners	The following replacement/upgrading of air conditioners were completed: <ul style="list-style-type: none"> <li>- Air conditioners for Esikhawini Library</li> <li>- Electrical &amp; mechanical workshop facilities</li> <li>- Air conditioners in Council Chambers</li> <li>- Replacement of redundant air conditioners</li> <li>- Air conditioners in City Treasurer's Department</li> </ul>	

## City Engineer

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
Ensure the progress of capital projects to be on target as determined by project plans, schedules and monthly reports	The following projects were proceeded with on or completed on target as determined by project plans and schedules and monthly reports: <b>Water Reports</b> <ul style="list-style-type: none"> <li>• Water Services Development Plan</li> <li>• Water Supply Investigation: Rural Areas</li> </ul> <b>Water Infrastructure</b> <ul style="list-style-type: none"> <li>• Inlet upgrading of Chubu Water Purification Works</li> <li>• Replacement of valves at Mzingazi Water Purification Works</li> <li>• Bulk water main to Nseleni</li> <li>• Water rising main for southern area</li> </ul>	Ensure the progress of capital projects to be on target as determined by project plans and schedules and monthly reports



## City Engineer (Continued)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
	<b>Water Control</b> <ul style="list-style-type: none"> <li>Water restriction 3 way valve installation</li> <li>Remote water reading system installation</li> <li>Consumer water connections: Residential</li> <li>Consumer water connections: Commercial &amp; Industrial</li> </ul> <b>Water Networks</b> <ul style="list-style-type: none"> <li>Improvements on water networks in Richards Bay</li> <li>Water supply: Mkhwanazi South</li> <li>Water supply: Mkhwanazi North</li> <li>Water supply: Khoza</li> <li>Water supply: Dube</li> <li>Water mains upgrading in Empangeni</li> <li>Ad-hoc water supply improvements to rural areas</li> </ul> <b>Sewerage Infrastructure</b> <ul style="list-style-type: none"> <li>Upgrading of sewerage pump stations</li> <li>Upgrading of outfall sewer</li> </ul> <b>Sewerage Networks</b> <ul style="list-style-type: none"> <li>Provision of standby pumps</li> <li>Madleber: Sanitation (DNAP)</li> <li>Khoza: Sanitation (DNAP)</li> </ul> <b>Roads</b> <ul style="list-style-type: none"> <li>Upgrading of Alton - Arboretum Link</li> <li>Resealing of roads</li> <li>Widening of Alumina Allee and extension to John Ross Highway</li> <li>Pedestrian bridges in rural areas</li> <li>Widening of Brackenham Intersection</li> <li>Ad-hoc streets and stormwater upgrading</li> <li>Upgrade of Mzingazi roads</li> </ul> <b>Stormwater</b> <ul style="list-style-type: none"> <li>Gemini storm water drainage crossing</li> </ul>	
Maintenance of 528.9 km of tared streets and roads	528.9 km of tared streets and roads maintained	Ensure maintenance of 550 km of tared streets and roads to the required standard
Contract approval by Council for continuation of Pavement Management System for the municipal area by 31 March 2004	Contract approved by Council for continuation of Pavement Management System for the municipal area by 31 March 2004	Ensure the implementation of the pavement management system
GIS model on water networks and UAW by 30 June 2004	GIS model on water networks and UAW completed by 30 June 2004	Ensure the implementation of GIS model on water networks UAW by 30 June 2005
Complete and consolidate a water services development plan for the City of uMhlathuze by 31 March 2004	A water services development plan for the City of uMhlathuze completed and consolidated	Consultant be appointed for Environmental Impact Assessment by 30 September 2004 Appointment of consultant for conducting and completion of water and sanitation feasibility study by 30 June 2005 Establish a Water Services Support Structure: Prepare and submit business plan for funding by DNAP by 30 September 2004

## City Engineer (Continued)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
30 900 MI water bought and purified by 30 June 2004 - monthly maintenance and operation reports	30 900 MI water bought and purified by 30 June 2004 - monthly maintenance and operation reports	Submit monthly report on water bought and purified (35 000 MI per annum)
1 295 km of water pipes maintained by 30 June 2004 - monthly maintenance and operation reports	1 295 km of water pipes maintained by 30 June 2004 - monthly maintenance and operation reports	Submit monthly report on the maintenance of 1 940 km water pipelines
211.5 MI of reservoir capacities maintained - monthly maintenance and operation reports	211.5 MI of reservoir capacities maintained - monthly maintenance and operation reports	Submit monthly report on maintaining of 211.5 MI reservoir capacities
13 724 MI sewage purification maintained annually - monthly maintenance and operation reports	13 724 MI sewage purification maintained annually - monthly maintenance and operation reports	Submit monthly report on sewage purified (15 000 MI purified annually)
643 km of sewer pipes maintained - monthly maintenance and operation reports	643 km of sewer pipes maintained - monthly maintenance and operation reports	Submit monthly report on sewer pipes maintained (643 km of sewer pipes maintained annually)
Appointment of consultant by 31 December 2003 to train the communities in the rural areas in respect of their rights and responsibilities, in respect of water supply, consumption and conservation	Consultant appointed to train the communities of the rural areas in respect of their rights and responsibilities, in respect of water supply, consumption and conservation	Prepare and submit final water awareness report to Council by 31 March 2005
Obtain letters of approval from CMP and DNAP for grant funding for evaluation of services for low-income communities by 30 September 2003	Letters of approval from CMP and DNAP for grant funding for evaluation of services for low-income communities obtained	Ensure the submission of business plans to MIG for installation of services for low-income communities in terms of EXCO priority list by 30 June 2005
Promote GIS throughout the organisation and co-ordinate/attend to user requirements/direction	Regular liaison meetings with users to promote GIS throughout the organisation	Obtain grant funding for promotion of the GIS capacity building in the region by 31 October 2004

## City Secretary

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Secretarial services</b>		
Finalise implementation of Portfolio Committee System by 30 June 2004	Implementation of Portfolio Committee System finalised by 30 June 2004	Finalise implementation of Portfolio Committee System
<b>Legal support services</b>		
Finalise integration of Richards Bay and Empangeni TLC bylaws and tariff schedules	Integration of Richards Bay and Empangeni TLC bylaws and tariff schedules in progress	Integration of Richards Bay and Empangeni TLC bylaws and tariff schedules to be finalised by 30 June 2005
Trade licence, legal records procedure, structure and system in place and operational by 30 June 2004	Development of strategy for Trade licensing in progress	Completion of trade licence, legal records procedure, structure and system in place and operational by 30 June 2005
<b>Property administration</b>		
Call for tenders, Eeco, approval and finalise selling of all Munivista/ Muniwila and Wynn Court units by 30 June 2004	Selling of all Munivista/Muniwila and Wynn Court units were finalized by 30 June 2004. Transfers are in progress	Finalise transfer of property by 30 June 2005. (a 32 units of Munivista/Muniwila and Wynn Court)
To alienate at least 40 erven of remainder of the 125 erven in Brackenham by 30 June 2004	The alienation of 40 erven in Brackenham in progress	To finalise alienation of at least 40 erven of remainder of the 85 erven in Brackenham by 30 June 2005



## City Secretary (Continued)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Property administration</b>		
Finalise sale of approximately 330 erven in Birdwood by 30 June 2004	Auction of erven in Birdwood finalised by 30 June 2004	Finalise sale of available council owned erven in Birdwood by 30 June 2005
Information of ± 15 000 erven to be updated on the Erven Register of Richards Bay by 30 June 2004	Update of Erven Register of Richards Bay in progress	Information of ± 15 000 erven to be updated on the Erven Register of Richards Bay by 30 June 2005 (Continuous)
10 further cases of legal actions on all serious transgressions of the Town Planning Scheme by 30 June 2004	Legal actions on all serious transgressions of the Town Planning Scheme finalised by 30 June 2004	
<b>Diverse administration</b>		
Achieve 4 000 hall bookings annually	4 000 Hall bookings were achieved for 2003/2004	Elevate the standard of municipal halls within the ambit of the IDP and budget constraints by 30 June 2005
Increase the use of the libraries from 7% to 8% of the population	Increase in the use of libraries achieved, almost 1.2 million visitors during 2003/2004	Finalise grant funding for implementing planned extensions to the Empangeni Library by 30 June 2005
		Facilitate the finalisation of implementation of a new telephone system depending on approval and availability of funds by 30 June 2005

## City Treasurer

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
Prepare and submit 2004/2005 financial budget to the CEO	Budget was prepared and submitted to CEO by 31 March 2004 in the format prescribed by the Municipal Finance Management Act, 2003	Prepare and submit 2004/2005 financial budget to the CEO by 31 March 2005
		Ensure the implementation of third party vending for pre-paid electricity by 31 March 2005
Prepare draft three-year financial budget and submit to CEO by 30 June 2004	Draft three-year financial budget prepared and submitted to the CEO by 30 June 2004	Prepare draft three-year financial budget and submit to CEO by 31 March 2005
		Implementation of the Strategic Financial Budget Model based on the 2004/2005-budget year by 31 March 2005
		Update and implementation of valuation roll by 30 June 2005 (dependant on promulgation of legislation)
Draft financial regulations plan and submit to the CEO by 30 June 2004	Financial regulations plan submitted to the CEO by 30 June 2004	Draft and submit the following financial policies to the CEO by 31 March 2005: <ul style="list-style-type: none"> <li>• Tariff Policy</li> <li>• Asset Management policy</li> <li>• Investment &amp; Cash management policy</li> <li>• Supply Chain Management Policy</li> </ul>

## City Treasurer (Continued)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
Clear evidence shown towards provision for debt servicing by 30 June 2004	Debts were fully serviced for 2003/2004	Clear evidence shown towards provision for debt servicing by 30 June 2005
Submit the financial statements to the Auditor General and the Council by 30 September 2004	Financial statements submitted to the Auditor General and the Council by 30 September 2004	Submit the financial statements to the Auditor General and the Council by 30 September 2005
Submit the Financial Audit Report to Council by 31 January 2005		Submit the Financial Audit Report to Council by 31 January 2005
Ensure the full implementation of the procurement policy	Procurement policy fully implemented by 30 June 2004	Develop and implement a supply chain management policy by 31 March 2005
Maintain a monthly debtors turnover rate of between 11.5% and 15%	Actual debtors turnover rate achieved was 6.53%	Maintain a monthly debtors turnover rate of between 11.5% and 15%

## Community Facilitation and Marketing

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Community Facilitation</b>		
Launch Ward Committees by 30 September 2003 during an official function	Target reached - 30 Ward Committees established during the year	Organise all Ward Committees' review sessions
Completion of Phase 1 of hawkers facilities at Richards Bay CBD by 30 June 2004	Construction of facilities at Richards Bay CBD will start in February 2005 due to various unforeseen problems	Launching of stakeholders street trading consultation forum by 30 June 2005
Complete comprehensive survey of informal traders in City by 31 October 2003	A comprehensive report on informal traders in uMhlathuze served before EXCO on 23 September 2003	Conduct community outreach programme
Establish procedure for community facilitation before and during capital projects by 30 November 2003	A procedure for community facilitation was established on 21 October 2003	
Skills Development - Crafters		Facilitate establishment of cultural activities in collaboration with Tourism section
Host State of the City address and one community outreach programme by 30 June 2004	Arrangements made for State of the City address and 4 outreach programmes completed by 30 November 2003	
<b>Housing</b>		
Develop a housing vision for Council by 31 December 2003	A report on the development of a housing vision served before EXCO on 18 November 2003	
Opening a housing beneficiary waiting list for low cost housing by 31 December 2003	More than 10 000 names added to the low cost housing waiting list	



## Community Facilitation and Marketing (Cont.)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Housing</b>		
Undertaking of hostel structural integrity assessment by 30 June 2003	Permission to appoint consulting firm was obtained and the structural integrity assessment study completed	<p><b>ESIKHAWINI HOSTEL PROGRAMME:</b></p> <ul style="list-style-type: none"> <li>Secure temporary accommodation for duration of upgrading</li> <li>Appointment of a Project Manager</li> <li>Initiation of land acquisition negotiations with the Department of Works</li> <li>Kick-starting upgrading of Esikhawini hostel (J 464)</li> </ul> <p><b>NSELENI SUBURB:</b></p> <ul style="list-style-type: none"> <li>Establishment of Local Negotiating Group (LNG)</li> <li>Submission of a business plan to province</li> <li>Conduct socio-economic survey and structural integrity assessment if/when funds are received from provincial grant</li> <li>Initiate the process of acquiring the land next to Nselezi River</li> </ul> <p><b>LOW COST HOUSING:</b></p> <ul style="list-style-type: none"> <li>Establishment of uMhlathuze Housing Forum</li> <li>Facilitate the finalisation of phase 1 of uMhlathuze Village if developer finds project to be feasible</li> <li>Repackaging of phase 2 if current developer can continue</li> <li>Promotion of discount benefit scheme amongst public</li> <li>Complete housing needs assessment</li> </ul>
<b>Outdoor advertising</b>		
Contracts to be rolled out for taxi rank and shelter tender by 31 January 2004	Advertised - no response from the market. Will repeat in future	
Replace all Council ground signs in Empangeni with new art work by 30 June 2004	Completed by 30 June 2004	
Community Messages		10 community messages (awareness campaign) - Utter bins
Street pole advertising campaign		Design and roll-out new streetlight pole advertising campaign for Empangeni by 28 February 2005
<b>Marketing</b>		
Publish 4 supplements in newspapers to market uMhlathuze area by 31 May 2004	Supplements published in: <ul style="list-style-type: none"> <li>Sunday Times</li> <li>Pretoria News</li> <li>The Star</li> <li>Daily News</li> <li>Cape Argus</li> </ul>	Publish 4 supplements in newspapers to market uMhlathuze area by 31 May 2005
Exhibit City of uMhlathuze to potential investors - Durban	Exhibition took place in September 2003	
Investment incentives		Streamline participation and approval procedure. 60 days turnaround from application to approval
Brochure		Compile marketing brochure on LED projects - 2 leaflets by 31 March 2005

## Community Facilitation and Marketing (Cont.)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Tourism</b>		
Completion of visitors guides and maps by 31 May 2004	10 000 visitors guides and maps completed by 31 May 2004	Completion of visitors guides and maps by 31 May 2005
Council participation in exhibition at Expo to promote tourism	Participated in exhibition at Expo during September 2003	Council participation in exhibition at Expo to promote tourism in conjunction with uMhlathuze Tourism Association
TEACH Museum to host four training sessions for skills development	4 Training sessions were hosted for skills development	TEACH Museum to host four training sessions for skills development
Advertisement		2 Advertising messages - advert at uShaka Marine World on uMhlathuze
Arts and Crafts Centre		Attract more visitors to the Arts and Crafts Centre with a monthly fresh produce market and a monthly crafters' market
Development of Crafters' skills		Present workshops at the Arts and Crafts Centre for the crafters in the area to develop and improve the quality of the crafters' products.
Beach Programme		Beach Programme - Positive participation by the public and increase tourism in conjunction with uMhlathuze Tourism Association
<b>Public relations</b>		
Produce 11 newsletters annually	11 Newsletters produced from July 2003 to June 2004, excluding December 2003	Produce 11 newsletters annually
Produce 2 000 copies of the annual report	2 000 copies of the uMhlathuze annual report produced and distributed	Produce 2 000 copies of the annual report

## Community Services/Health

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Fire and rescue services</b>		
Respond to 100% of reported accident scenes and incidents where injuries occur	100% of reported accident scenes and incidents where injuries occur were responded to	Respond to 100% of reported accident scenes and incidents where injuries occur
2 750 fire prevention inspections performed at businesses by 30 June 2004	3 441 Fire prevention inspections were performed at businesses during 2003/2004	Perform at least 3 000 fire prevention inspections at business premises by the target date
Review of the amalgamated Disaster Plan to be delivered in January 2004 and June 2004	The Disaster Plan was reviewed and approved twice during the financial year	Ensure the timely replacement of two major multi-purpose fire tenders
Meet all industries 4 times per year for disaster planning	All industries were visited 4 times during the year for disaster planning	Review of the amalgamated Disaster Plan to be delivered in January 2005 and June 2005
		Meet all industries 4 times per year for disaster planning



## Community Services/Health (Continued)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Fire and rescue services</b>		
4 x School meetings per year minimum by 30 June 2004 for disaster planning	Three disaster planning meetings with schools were held	4 x School meetings per year minimum by 30 June 2005 for disaster planning
Train 4 female fire fighters minimum by 30 June 2004	4 Female fire fighters were trained during 2003/2004	Ensure that at least 4 First Aid and Basic Fire Extinguisher Courses be presented to Council employees by 30 June 2005
		Meet at least 2 x per year with uThungulu District Municipality to assist with fire and rescue planning
<b>Occupational Health</b>		
AIDS awareness campaign for staff Programme to be completed by March 2004	The AIDS awareness campaign for staff Programme was delayed by Council	AIDS awareness campaign for staff Programme to be completed and fully operational by March 2005
Continue to deliver full Occupational Health Service to uMhlathuze Municipality Staff	A full Occupational Health Service to uMhlathuze Municipality Staff was delivered	Continue to deliver full Occupational Health Service to uMhlathuze Municipality Staff
<b>Environmental Health</b>		
		Manage on behalf of uThungulu District Municipality the environmental health services previously rendered that have become a function of District Municipalities as required by Section 84 of the Systems Act, 1998 with effect 1 July 2004
Report air quality investigation results to Council. Follow up 100% of all serious incidents (emissions)	100% Of the 301 complaints received were investigated and reported to Council	Report air quality investigation results to Council. Follow up 100% of all serious incidents (emissions)
80% Improvement in better health practices by informal traders	62 Health educational sessions were undertaken with the purpose to improve health standards among the informal traders	80% Improvement in better health practices by informal traders
SO <sub>2</sub> level within world standards 99.5% of time (Particulates FPR by 30 June 2004)	Achieved compliance of 99.62% of the time with world standards for SO <sub>2</sub> levels	SO <sub>2</sub> level within world standards 99.5% of time (Particulates FPR by 30 June 2005)
Monitoring of water pollution 4 X per year minimum per industry. 2 X per year minimum for workshops	Water samples were taken according to a scheduled programme and this project was completed 100%	Monitoring of water pollution 4 X per year minimum per industry. 2 X per year minimum for workshops
100% of reported food poisoning incidents to be investigated	No food poisoning was reported during the year	100% of reported food poisoning incidents to be investigated
100 % of reported malaria cases to be investigated	46 Cases of malaria were reported and investigated. No local transmission of malaria occurred during the period.	100 % of reported malaria cases to be investigated
100% of reported rabies cases to be investigated and treated	One positive rabies case was reported and investigated during the year. 12 Other potential rabies cases were reported and investigated.	100% of reported rabies cases to be investigated and treated
100 % of reported cholera cases to be investigated and followed up	No cholera cases reported during this period.	100 % of reported cholera cases to be investigated and followed up
Inspect food premises minimum 1 X per month	2 751 Food premises were inspected during the period which equates to 1 food premise every 6 to 8 weeks.	Inspect food premises minimum 1 X per month

## Community Services/Health (Continued)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Primary Health</b>		
Implementation of government key strategies and policies in health care delivery - 90% completed in formal areas by December 2003	90% Completion implementation of government key strategies and policies in health care delivery completed in formal areas	Ensure 95% completion of government key strategies and policies in health care delivery in formal areas by 30 June 2005
Family planning for under 18's by June 2004	The family planning for under 18s programme is operational	Family planning for under 18's by June 2005
Health Care Clinic at Mandlazi (KZN province, ZCBF and uMhlathuze) established by May 2004	A health care clinic at Mandlazi was established	Optimise clinic operations with provincial government, ZCBF and uMhlathuze Municipality by 30 June 2005
		Assist provincial government in identifying communities requiring health education programmes in the tribal areas and inform the communities on health matters e.g. sanitation and the prevention of cholera, rabies, HIV/AIDS etc. by 31 May 2005
Maximise mother to child HIV/AIDS service by 31 December 2003	The mother to child HIV/AIDS service was maximised by December 2003	Ensure that fully operational mother to child HIV/AIDS service programme is implemented by 30 June 2005
		Implement and ensure a fully operational computerised clinic programme by 30 June 2005
<b>Traffic</b>		
Perform minimum of 2 road blocks per month	2 Road blocks per month were performed	Perform minimum of 2 road blocks per month
25% of prosecutions to be successful	30% of traffic prosecutions were successful	30% of prosecutions to be successful
Licensing of vehicles and maintenance of records - Aim for best Provincial Audit Report for province.	The licensing of vehicles and maintenance of records was awarded the best Provincial Audit Report in the province	Ensure zero fraud and aim for best Provincial Audit Report in province on delivering of vehicle licensing service
2 Female traffic officers trained by 31 December 2003	2 Female traffic officers were trained during 2003/2004	Aim for training of at least 2 female traffic officers by 30 June 2005
Screen vehicles for speed - 4 000 per month minimum	At least 4 000 vehicles were screened for speed on average per month	Ensure that at least 4 000 vehicles are screened for speed per month
		Ensure at least 75 % accuracy in administration of traffic offences
Alcohol screening - 500 per month minimum	At least 500 alcohol screenings were done on average per month	Screen at least 500 vehicle drivers per month for alcohol level
Child in Traffic Programme to reach 4 500 children per year	Child in Traffic Programme to reach 4 500 children per year was completed successfully	Child in Traffic Programme to reach 4 500 children per year
		Ensure that the replacement of ten traffic vehicle sedans be executed by 30 June 2005
<b>Community Based Crime Prevention</b>		
Roll out CSIR Community Based Crime Prevention Strategy	Strategy in place and launched ten projects including Community Safety Forum (CSF)	Ensure acceptable progress of ten concurrent projects. Report monthly progress to the CSF



## Community Services/Health (Continued)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Waste Management</b>		
All incoming waste recycled by 31 December 2003	All incoming waste could not be recycled as result of project destroyed by fire	
Close and rehabilitate Empangeni Landfill Site by 31 January 2004	Empangeni Landfill Site rehabilitated and closed	
Closure of Alton Landfill Site by 31 March 2004	Alton Landfill Site rehabilitated and closed	
Integration/optimisation of all uMhlathuze Waste Management Services by 31 March 2004	Continuous integration/optimisation of all uMhlathuze Waste Management Services	
Rationalising/optimising refuse collection by 31 March 2004	The rationalising/optimising of refuse collection is in process	Rationalisation/optimisation of refuse collection phase 3
Phasing out of vacuum tanker service (1st Phase Nov 2003 - 2nd Phase June 2004 - Final June 2005)	The project for phasing out of the vacuum tanker service is on target (Phase 1 and 2 are completed)	Ensure completion/finalisation of phasing out of the vacuum tanker services by June 2005. (Phase 3)
Programme completed to commence refuse collection in Dube Area on 1 July 2004	Communal skips were placed as roads need to be upgraded	
Programme completed to commence refuse collection in Mkwazi Area on July 2005	Communal skips were placed as roads need to be upgraded	
Major clean-up project in rural areas completed by March 2004 with prize money of R75 000	Phase 1 of the major clean-up project in rural areas completed	Place at least 30 communal skips in rural areas (old R293 towns) and bus and taxi ranks
		Reduce waste by 6% per year for the next 8 years
		Reduce disposal of waste by 3% per year for the next 8 years
		Run clean-up campaigns at ten schools in rural areas
		Draft and compile an Integrated Waste Management Plan by 30 June 2005

## Integrated Development Planning

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Integrated Development Planning</b>		
Remove strategies/interventions and targets from the IDP that will not be achievable within 5 years by 31 March 2004	All strategies, interventions and targets, which will not be achievable within 5 years, were removed from the IDP and the document was amended to capture the most accurate accomplishments	Draft a review process plan for adoption by Council by 30 September 2004
Complete the review manual of the IDP by 31 March 2004	Review manual of the IDP was prepared by 31 March 2004	Complete the review manual of IDP by the 31 March 2005
Annual review of IDP performance in terms of the Performance Measurement System and progress of IDP projects by 31 March 2004	The reviewed 2004/2005 uMhlathuze IDP, together with the Public Participation Report was approved by Council on 30 March 2004, subject to further alignment of the Financial Plan with the Draft 2004/2005 Multi Year Capital Budget	Annual review of IDP performance in terms of the Performance Measurement System and progress of IDP projects by 31 March 2005

## Integrated Development Planning (Continued)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Local Economic Development plan and policy that is linked to the Integrated Development Plan</b>		
LED policy and strategy approved by Council by 31 March 2004	Council resolved during its meeting held on 24 February 2004 that: <ul style="list-style-type: none"> <li>the Local Economic Development (LED) Strategy for the City of uMhlathuze be noted and supported;</li> <li>an Implementation Plan be formulated and incorporated into the Integrated Development Plan subject to Council approval early 2004; and</li> <li>the LED Strategy be included into the Performance Management System with a performance target of at least 750 jobs per annum and monitored by the Municipality with the assistance of key local role players.</li> </ul>	Submit a quarterly progress report on the Business Retention Expansion Programme to Council
Submit evidence by 31 March 2004 to the Council that the stakeholders and community were consulted in development of LED policy and strategy	Stakeholders and community were consulted on a continuous basis in the development of LED policy and strategy.	Hold bi-annual feedback meetings with Greater LED Stakeholder Forum.
		Conduct a feasibility study for biosphere reserve by 30 June 2005
		Develop informal trade framework plan by 30 June 2005
<b>Development Planning</b>		
Layout subdivision, rezoning submission by 30 June 2004 to create additional industrial area between R/Bay CBD and Alton	Layout subdivision, rezoning submission to create additional industrial area between R/Bay CBD and Alton was completed by 30 June 2004	Completion of township establishment, layout subdivision, environmental approval and rezoning submission by 30 June 2005 to create additional industrial area between R/Bay CBD and Alton
Completion of detailed services design, layout subdivision and rezoning submissions by 31 March 2004 to create new commercial sites in R/Bay CBD	Completion of detailed services design, layout subdivision and rezoning submissions to create new commercial sites in R/Bay CBD was completed by 31 March 2004	Completion of detailed services design, layout subdivision and rezoning submissions by 31 March 2005 to create new commercial sites in R/Bay CBD
Comprehensive appraisal of development opportunities, and future expansion programme to be approved by Council by 30 November 2003	The 5 year development plan for development opportunities, and future expansion programme was approved by Council by 30 November 2003	Prioritise development opportunities. Perform feasibility studies, layout subdivision, environmental assessments/ approval and township establishment by 30 June 2005
Seek development proposals from the private sector and facilitate the adjudication of a suitable developer for the creation of a golf residential estate by 30 November 2003	Struwig Mendes & Associates and iNdllovu Joint Venture (Cenprop (Pty) Ltd) was appointed as the developer for the proposed Richards Bay Golf Course Estate	Complete Agricultural Development Plan and have adopted by Council by 30 June 2005
Completion of social services audit, infrastructure audit, concept settlement plans, rural nodes and spatial development plan for Rural Planning Framework by 30 March 2004	A social services audit, infrastructure audit, concept settlement plans, rural nodes and spatial development plan for Rural Planning Framework was completed by 31 March 2004	Completion of social services audit, infrastructure audit, concept settlement plans, rural nodes and spatial development plan for Rural Planning Framework by 30 June 2005



## Integrated Development Planning (Continued)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Land Use Management</b>		
Number of development applications successfully handled to be more than 10	10 development applications were received and successfully handled by 30 June 2004	Ensure finalisation of township establishment and marketing of nodes with regard to residential properties on the Coastal Zone (adjacent to dune route) by 30 June 2005
Number of plans evaluated by Building Control component to be more than 1200	914 plans were received and evaluated by Building Control component by 30 June 2004	Number of development applications successfully handled to be more than 10
Review and process 350 applications for building line relaxation and consent applications by 30 June 2004	351 applications for building line relaxations and 71 consent use applications were reviewed and processed by 30 June 2004	100% of plans evaluated within statutory prescribed period of 1 month
Serve and process 100 notices in terms of the Town Planning Scheme by 30 June 2004	116 notices were served and processed in terms of the Town Planning Scheme by 30 June 2004	100% of building line relaxation and consent applications evaluated within statutory prescribed period of 1 month
Completion of phase 2 "Integrating Catchments into Spatial Planning" of the MOSS plan: Biodiversity Assessment, by 30 June 2004	Phase 2 "Integrating Catchments into Spatial Planning" of the MOSS plan: Biodiversity Assessment was completed by 30 June 2004. At its meeting dated 24 August 2004, Council resolved in accordance with Resolution 2567 that the uMhlathuze Strategic Catchment Assessment Report and its recommendations be adopted and incorporated into the IDP	Formulate an environmental services management policy and plans for 8 catchments in terms of the MOSS plan: Biodiversity Assessment by 30 June 2005
Formulate Environment Policy for the City by 30 June 2004	Environment Policy for the City was completed in draft by 30 June 2004 and needs to be adopted by Council	Adopt draft Environment Policy for the City by 31 January 2005
Data on flood lines, geo-technical and geo-hydrological aspects compiled by 30 June 2004	Data on flood lines as well as geo-technical and geo-hydrological aspects were compiled by 30 June 2004	Spatially represent no-go and buffer areas by 30 June 2005

## Management Services

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Human Resource Services</b>		
Ensure 20% annual progress on implementation of employment equity plans	15% progress towards the implementation of the 5 year employment equity plan achieved by 30 June 2004	Ensure 20% annual progress towards the implementation of the 5 year employment equity plan by 30 June 2005
Draft policy for the allocation of bursaries to target students from designated groups and ensure that policy is enforced	Policy submitted by 3 June 2004 to provide bursaries to target students from designated groups	

## Management Services

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Human Resource Services</b>		
Provide Skills Development Training to employees	145 Study Bursary awarded to previously disadvantaged employees during 2003/2004	Ensure allocation of 150 bursaries to target students from designated groups
Ensure that skills programmes are delivered to previously disadvantaged employees	319 designated beneficiaries from the previously disadvantaged employees were trained during 2003/2004. (Several of the 463 employees attended more than one training intervention out of the 606 training interventions held during 2003/2004.)  23 Beneficiaries of learnership programmes were implemented during 2003/2004	Ensure that skills programmes are delivered to 368 designated previously disadvantaged employees
<b>Management Information Services</b>		
Facilitate monthly IT Steering Committee meetings	Eleven IT Steering Committee meetings were conducted	Draft improvement plans for recruitment, selection and placement of employees by 30 June 2005
Manage the Service Level Agreements with AST to ensure the efficient functioning of IT services	Monthly SLA reports from AST depict the efficient functioning of IT services measured against the Service Level Agreement	Facilitate monthly IT Steering Committee meetings
<b>Business analysis and efficiency</b>		
Implementation of an Organisational Performance Measurement system	Performance Management framework developed which laid the foundation for the functional specification for a computerised system	Manage the Service Level Agreements with AST on a monthly basis to ensure the efficient functioning of IT services
Co-ordinate a customer satisfaction survey on Council services	Survey results of 2003 were reported to Council and the community by 30 June 2004	Roll out of IT equipment, hardware and software licences by 28 February 2005 before annual budgeting process
		Improvement of wide area computer network infrastructure by 30 June 2005 which includes Ngwelezane Library
		Develop and implement a comparative computerised performance management system
		Facilitate the development of KPIs and performance targets for external service providers
		Facilitate the implementation of a self-assessment process, which could lead to continuous performance improvement
		Conduct a customer satisfaction survey for 2004 and report on the results to Council and the community by March 2005

## Parks, Sport and Recreation

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Parks and Cemeteries</b>		
Submit policy related to destitute/indigent burials to Council	Policy relating to destitute/indigent burials submitted to Council on 24 February 2004 - Item 2276	
Fencing of cemetery	Fencing of cemetery completed by 30 June 2004	



## Parks, Sport and Recreation (Continued)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Parks and Cemeteries</b>		
Cut all grass in uMhlathuze area of jurisdiction to standard – 4 times annually	All grass was cut to standard – at least 4 times during 2003/2004	Cut grass to standard at least 4 times annually
Submit policy on development and maintenance of public open spaces to Council	Policy on development and maintenance of public open spaces submitted to Council on 24 February 2004 - Item 2120	
Handle required burials per week	1 226 Burials were attended to during the year. (10% increase compared to previous financial year)	Handle required burials per week (approximately 30 per week)
Submit management/operational alien vegetation plan to Council	Management/operational alien vegetation plan in process of development	Finalise and submit management/operational alien vegetation plan to Council by 30 June 2005  Increase productivity with the aim of saving approximately R 1 million on the operational budget by abolishing vacant positions  Plant at least 500 indigenous trees within the City of uMhlathuze by 30 June 2005  Deal with complaints relating to overgrown areas within required standard and budgetary constraints
<b>Recreation and Sport</b>		
Present at least 4 recreation programmes for rural areas during the year	Recreation programmes for rural areas presented during 2003/2004 as follows: • Ngwelezane mass participation community sports project • Mzingazi Youth Day sport & recreation celebrations • Bhejane rural sports promotion • Madlankala Youth sports event	Establish community-based sport and recreation committees in all suburbs/areas within the uMhlathuze area of jurisdiction  Present at least 6 recreation/development programmes during 2004/2005
Present at least 4 sport development clinics	Sport development clinics presented during 2003/2004 as follows:  • uMhlathuze Mini Development Games: Swimming • uMhlathuze Mini Development Games: Basketball • uMhlathuze Mini Development Games: Dance sport • uMhlathuze Mini Development Games: Amateur boxing	

## Parks, Sport and Recreation (Continued)

Performance targets	Achievements in 2003/4	Performance targets for 2004/5
<b>Recreation and Sport</b>		
Present at least 3 sport leadership courses	Sport leadership courses presented during 2003/2004 as follows: • National soccer referees & administrators course • National soccer coaches course • Technical officials swimming course • Netball coaches, selectors & umpires course: Esikhawini College	Present at least 4 sport leadership courses by 30 June 2005
Present at least 3 sport clinics	The following sports clinics were presented: • Esikhawini soccer coaches skills development workshop • Ngwelezane soccer coaches skills development workshop • uMhlathuze Kyokushin karate development clinic & competition	Present at least 6 sport clinics by 30 June 2005
Present at least one sport clinic for the disabled	The Zululand Disabled Demonstration Games was presented	Present at least one sport clinic for the disabled by 30 June 2005
Present a programme for Therapeutic Outdoor Recreation with NICRO – (Street children and for senior citizens)	The KZN Women Sport & Recreation Celebration was hosted	
Present at least 4 aquatic courses for rural areas.	Aquatic courses for rural areas during 2003/2004 presented as follows: • Northern Natal Level 1 Development Gala • Basic swim training of selected schools in Esikhawini • Winter talent identification programme for disadvantaged swimmers • Fish Eagle Mile Swim	Successfully present the Fish Eagle Mile Swim event
Provision of floodlights (Capital Budget) by 30 June 2004	Floodlights were provided at Esikhawini, Nseleni and Vulindlela	
Sport ablution facilities to be upgraded by 30 June 2004	Sport ablution facilities were upgraded at Esikhawini H2, Esikhawini J2 and Vulindlela	





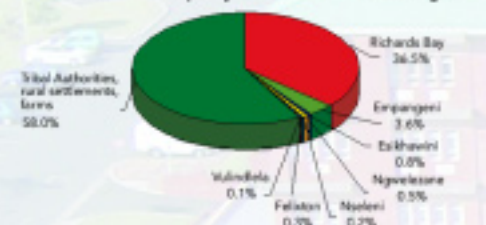
# Key Information and Demographic Data



## Demographic and geographic data

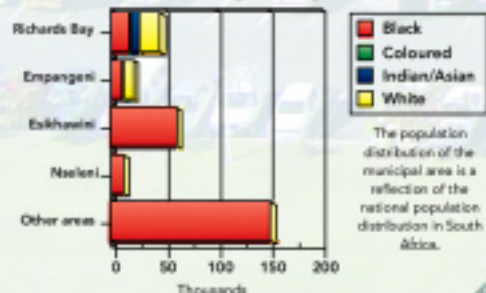
The City of uMhlathuze is the economic powerhouse of the Zululand region with a population of 293 339 according to Census 2001 statistics.

uMhlathuze Municipality is 795.97km<sup>2</sup> consisting of:



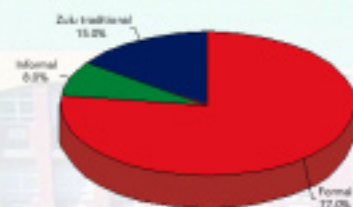
The population has grown from 196 183 in 1996 to 296 339 in 2003. Based on the impact of HIV/AIDS, a decline in the average annual compound population growth rate is expected over the next 20 years. Census 2001 estimates the rural population at 127 331. Based on voting statistics this figure should be closer to 170 000.

### Population group by areas



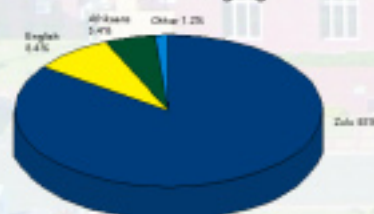
More than 40% of the residents in the municipal area reside in the non-urban (rural and Tribal Authority) areas outside Empangeni and Richards Bay.

There are an estimated 70 031 households in the municipal area, divided as follows:

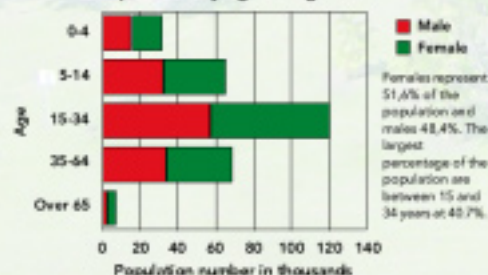


Almost 18% of the population over 20 years old has no formal education, which would make it difficult for these people to find employment in the secondary and tertiary sectors of the economy.

### Dominant home language



### Population by age and gender



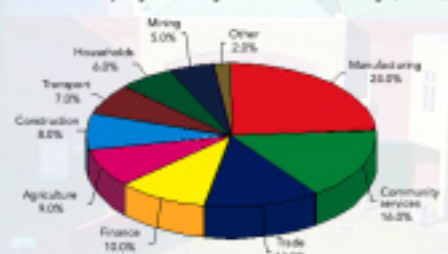
Only 11% of over 20 year olds has tertiary education and 25% has completed secondary school, indicating that education levels in the area are quite low.

Of the 186 319 total labour force, 72 863 people are not economically active resulting in an unemployment rate of 41%. Those who are not economically active include students, homemakers, the disabled, those too ill to work and anyone not seeking work.

Unemployment levels relate to the formal sector and does not, for instance, reflect the economic activity in tribal areas such as production for own use, arts and crafts, and informal sales. It should be noted that the quality of life experienced in the tribal areas is preferred by many people provided that the amenities associated with urban areas such as water, electricity, schools and clinics, are available.

## Economic Performance

### Formal employment by economic activity (2001)



The local economy forms an integral part of the international and national economies through the presence of a number of large exporting and importing industries, notably BHP Billiton's aluminium smelters, Richards Bay Minerals, Richards Bay Coal Terminal, Bell Equipment, Mondi Kraft, Foskor, Tico, agricultural activity (sugar and timber) and the Port of Richards Bay.

88.6% of economic activity is vested in Richards Bay, Empangeni and Felixton. The area is the third most important in the province of KwaZulu-Natal in terms of economic production and contributes 7.6% of the Gross Geographic Product (GGP) and 5.5% of the total formal employment.

GGP per capita in 2001 was R24 618. GGP per capita in the urban areas forms 98.7% of the overall GGP for the area.

uMhlathuze forms part of the uThungulu region which had an average economic growth rate of 3.77% between 1986 and 1995 - substantially higher than the provincial rate of 1.45% and the national rate of 1.19%. In 2002 the growth rate was 3%.

## Business

- The Municipality has five business districts with 22 shopping centres and a combined total of 197 000m<sup>2</sup> commercial floor space.
- There are 4 847 businesses in the municipal area.
- The area has eight post offices, 27 bank branches, 35 government organisations and offices, five cinemas, 11 hostels and 64 registered bed and breakfast establishments/guesthouses.
- Industrial floor space totals 476 131m<sup>2</sup>.

## Services

- 88.5% of households have access to running water and 68% have piped water to the dwelling or inside the yard.
- 46 054 households have access to free basic water services.
- 53.2% of households have a flush or chemical toilet on the premises.
- There are 21 504 water meters for households, and 2 500 for businesses.
- 70.3% of households use electricity as an energy source for cooking and 86% use it as a lighting source. 18.9% of households use gas or paraffin for cooking. Solar power is used by 0.3% of all households for cooking and lighting.
- 115 households have access to free basic electricity services.
- 42.5% of all households has a normal telephone or cellular telephone in the dwelling.
- Only 4.4% of all households do not have access to a telephone near the dwelling.
- There are 30 517 waste collection points for households and 1 000 for businesses. The municipality collected 8 384 loads of waste in 2003.
- 58% of the population has access to waste removal services; about 2 500 tonnes of waste is collected on a weekly basis. 47.6% of waste collected is domestic waste and 12.3% is garden waste.
- An average of 31 903 498 kilowatt electricity is used per day within the municipal area.
- Of the Municipality's 28 231 electricity consumers, 92.6% have prepaid meters.





## Transport

- It is estimated that about 250 000 people commute daily within the municipal area, of which almost 40 000 are from outside the municipal boundary.
- The number of minibus taxis is estimated at 3 900 and buses at 130.
- There are 733 bus routes and 142 800 bus commuters.
- An average of 400 freight trucks enter and exit the municipal area weekly.
- Spoornet provides a freight service of about 750 trains per week, linking the City to Durban and Gauteng.

## Community Facilities

- Municipal sport and recreation facilities include: four cricket fields (two floodlit), four hockey fields (two floodlit), four floodlit volleyball courts, nine netball courts (eight floodlit), five basketball courts (one floodlit and one indoor), two softball fields, a floodlit grassed athletic track, 17 soccer fields (nine floodlit), seven rugby fields (four floodlit), four floodlit korfbal courts, 15 tennis courts (nine floodlit), eight squash courts (three floodlit), five julskei courts, two 18-hole golf courses, three swimming pools (two Olympic size), four bowling greens, a roller skate court, one combination tennis-volleyball court, two combination volley-/netball courts (one floodlit), three combination basket-/netball courts (two floodlit) and two combination basket-/volley-/netball courts.
- There are 809 sport clubs with specific facilities for equestrian sport, polocrosse, aerobics, angling, yachting, paddling and radio flyers.
- Within the municipal area there are four hospitals and 23 health clinics, four cemeteries, six public libraries, 15 community halls, 102 schools and three tertiary education institutions, including a university.
- There are 1.7 police officers per 1 000 persons of the population, five police stations and four law courts.



## Climate

- An idyllic subtropical, maritime climate prevails throughout the year at the coast, seldom lower than 12°C or 14°C in winter and reaching 32°C to 35°C during summer months. Summers are hot and humid, and experience majority of annual rainfall, while winters are warm and dry with occasional frost in the interior.
- Average daily temperature is 28°C in summer and 22°C in winter.
- Prevailing winds are north-easterly and south-westerly.
- The long term average annual rainfall for the Richards Bay area is about 1 200mm decreasing to about 1 000mm inland towards Empangeni with most of the rainfall occurring between January and May.
- The area experienced two periods of prolonged drought (1981-1983 and 1992-1994) during the past 30 years, and has been subjected to the destruction of extreme floods generated by the cyclones Demoina and Mboa in 1984 followed by flood disasters in 1987 and 2000.



## Nature

Man-made features of the area include dams and canals (189,1 ha) and the Richards Bay Harbour (2 353 ha). 25,76% of all urban land in Richards Bay is zoned either Public Open Space or Conservation Area. There are two nature reserves within the municipal area.

Natural features of the Municipality include (in hectares):

