

Annual Review 2008/2009



Hard at Work





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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.”

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.”



City of uMhlathuze at a Glance

The City of uMhlathuze is a strategically placed aspirant metropolitan, situated on the north-east coast of KwaZulu-Natal, South Africa. Like most coastal cities of the world, uMhlathuze enjoys the best of all worlds. It is home to the country's largest deep-water port and enjoys the associated economic spin-offs as well as a diverse natural environment.

The City of uMhlathuze is a progressive municipality, which appreciates the need to achieve a successful balance and synergy between industry, its rich environmental assets and the community.

uMhlathuze Municipality was established on 5 December 2000 after the demarcation process and the local government elections of that date. As such it encompasses the towns of Empangeni, Richards Bay, eSikhaleni, Ngwelezane, eNseleni, Vulindlela and Felixton as well as the rural areas under Amakhosi Dube, Mkhwanazi, Khoza, Zungu and parts of Mbuyazi and Mthiyane.

Richards Bay is considered to be the industrial and tourism hub, Empangeni the commercial hub and eSikhaleni the largest suburb.

The name uMhlathuze is derived from the uMhlathuze 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, uze – does not chew. In other words, the uMhlathuze River was like a jaw that could not chew.

uMhlathuze Council consists of 60 councillors, of whom 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.



Administratively the Municipality has almost 1 900 full-time staff members led by the Municipal Manager and his team of professionals. Offices have been established in Richards Bay, Empangeni, eSikhaleni, Ngwelezane, eNseleni and Vulindlela.

This dynamic 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 which the Municipality has tackled enthusiastically. Proudly, the Municipality's developments in this regard are on track and, in many instances, ahead of national government's targets.

To put into perspective the sterling work being done to fast track service delivery, the municipal area has a water pipe infrastructure of 735,32km in urban areas and 1 077km in rural areas. Reservoir capacities add up to 280 mega-litres.

The length of sewer pipes in the municipal area totals 699,55km. About 11 156 mega-litres of sewerage are purified annually.

The City and its management live up to its motto "Vision into Action". The number of accolades that have been bestowed on the Municipality in recent years illustrates the City's progress in this regard.



Review by the Mayor



It has become evident during the 2008/2009 financial year that councillors and officials alike should brace themselves for a tough road ahead due to the slow economic growth rate currently being experienced.

There is no denying that our City and its residents have felt the impact of the global recession during the past year. However, even during these uncertain times, we have to keep investing in ourselves. We cannot lose sight of who we are and to where we want to take our City.

In this regard we remain confident that uMhlathuze will continue to lead as KwaZulu-Natal's fastest growing City, a dynamic centre of production, innovation and trade.

Partnerships and economic development

I believe that the challenges that face us as government today require not only the effort of the leadership of this government, but rather a collective effort on how we contribute in the creation of a more resilient economy and in responding to the socio-economic challenges that face us.

uMhlathuze will seek to increase its efforts in advancing the ideals of partnerships as a matter of principle.

The growth of the City's economy should be a business-led agenda supported by government and we are appreciative of corporates such as BHP Billiton, Mondi, Bell Equipment, Richards Bay Coal Terminal, Foskor, Exxaro and Richards Bay Minerals for their partnerships and strategic alliances. Through these partnerships we are able to proactively engage in robust discussions on key matters like the Municipality's budget and IDP as well as create platforms for strategic information sharing. These relations have yielded much joy to the City's development and growth.

The Port of Richards Bay and the Richards Bay Industrial Development Zone are our strategic partners on the path to economic development of our City. The IDZ business plan is being refined and the operational permit is in the process of being approved. In the near future, the RBIDZ will be a reality, and will enable our City to attract direct foreign investment.

The long-term objective of our City is to master the concept of local economic development and then develop appropriate programmes as envisaged in the Constitution. Already we have sought to increase and support SMME development. At the same time poverty alleviation projects based on agricultural revolution have been central in the rural development programmes.

Service delivery

The Municipality remains committed to meet local government's mandate to provide services in a sustainable manner to help the poor communities and create jobs through the Expanded Public Works Programme.

We are grateful to the Department of Public Works for transferring the KwaDlangezwa Thusong Centre to the City and we have made known our wish for the centre at Port Durnford to also be transferred.

Thusong Service Centres are important integrated service centres designed to bring services to the people where they live in their communities. As a City we have started with these important service delivery points. Msasandla (KwaDlangezwa) and Port Durnford will be our first Thusong Service Centres. The rural community halls are also being refurbished so that other important communities services can be rendered there on certain days.

During the past year 720km of rural roads were graded and 38 pipe culverts were constructed. Council also purchased plant to minimise plant hire costs. Rural areas have likewise benefited from the construction of pedestrian bridges and walkways to ensure the safe crossing of streams.

Richards Bay Taxi City is earmarked for an upgrade and additional bus parking improvements to surrounding areas have been constructed to improve traffic circulation.



The Empangeni water networks project has been completed to improve water supply to the suburb by replacing old asbestos pipes with PVC pipes and valves. A similar project is being undertaken in Richards Bay.

I am proud of the City's accolades received during the past year for service delivery. These include an unqualified Audit Report, the KwaZulu-Natal Cleanest Town Award and a Service Excellence Award from the Zululand Chamber of Commerce and Industries.

Human Settlement

While we acknowledge the backlogs in low cost and affordable housing it is pleasing to note that Phase 5 and Phase 6 of uMhlathuze Village have been approved. These consist of 330 low cost houses and 330 affordable housing units respectively. Other housing projects that have been approved include 1 500 units at KwaDube, 1 000 units at KwaMkhwanazi, 1 200 units at KwaKhoza, 1 000 units at Madlebe and 1 000 mixed housing units at Aquadene extension.

Phase two of the Hostel Refurbishment Programme is in progress at an accelerated pace and is scheduled for completion in February 2010. Work entails the refurbishment of three hostels with a budget of R10,6 million.

In addition about 700 households in Aquadene and Brackenham have received Title Deeds.

Soft issues

The Municipality has started programmes as a specific intervention to manage and ultimately reduce the impact of HIV/Aids in the City. One such programme is the "Big Brother" project, which is conducted in partnership with BHP Billiton.

The City has also established a local Aids Council that has four key focus areas: assisting orphans and vulnerable children, providing education and training, prevention and home-based care as well as income generation.

Meanwhile a Special Programmes Unit has been created within the Municipality to deal with issues relating to the youth, women, people living with disabilities, the aged and HIV/Aids.

Progress has been made and Council has approved a youth policy. Furthermore the Municipality continues to implement the Youth Development Strategy, which focuses on employment creation, skills development and other opportunities.

Community Safety

The Community Safety Forum has the CCTV project as one of its key projects, which will see 40 CCTV cameras installed across the City to curb crime. This is a partnership project between the City, Business Against Crime and the SAPS.

The City has also developed an approach to address disaster management, which includes establishing a Disaster Management Framework to ensure an integrated and uniform approach to disaster management in the City. A Disaster Management Community Awareness campaign has also been launched to capacitate communities on disaster management.

Institutional Development and Councillor Support

The City has reconstructed the Municipality's senior management by creating five directorates, namely City Development, Corporate Services, Financial Services, Technical and Infrastructure, and Community Services and Health to promote service delivery and streamline processes within the organisation.

In addition well-trained and vigilant councillors will enhance efficiency in service delivery. The City has a wealth of experience in the current crop of councillors.

Councillors have attended development workshops and a Councillor Support Unit has been established to provide the necessary support. All full-time councillors are also issued with laptops and other resources.

Challenges and Commitments

Challenges facing the Municipality include finding innovative ways of generating revenue and creating a Supply Chain Management Unit that is in line with the City's mission and vision, and responsive to the needs of the ordinary people.

From an infrastructure aspect the City needs a capital injection to upgrade the status of the Richards Bay airport as well as to complete the stadium at the Veldenvlei regional sports complex.

The City needs to strengthen the working relations with the Zululand Chamber of Commerce and Industries as well as the Zululand Chamber of Business Foundation into a relationship that can accelerate trade and investment.

Commitments regarding the future are clear and achievable. Government is about the well being of citizens and residents. In our country we need to further deepen and enrich our engagement and interaction with people to ensure meaningful accountability and quality delivery of services.

It is our philosophy in the Municipality that infrastructure precedes economic development. Therefore, should funds allow, major infrastructure development projects will characterise the City's new financial year.

The projects include the construction of two roads, namely John Ross to Saligna (R17 million) and a 2,5km road from Bullion Boulevard to ease traffic congestion.

Two major electricity substations will also be built to cater for electricity demand within the City. A City Library and the extension of the Civic Centre in Richards Bay are underway at a cost of R160 million.

Acknowledgements

The 2008/2009 financial year has indeed been a challenging year for the City and I would like to thank the captains of industry for their support of the Municipality and our communities as well as the team at the Richards Bay Industrial Development Zone for their efforts in attracting new and suitable investment to our shores.

Similarly we commend organizations such as Child Welfare, Hospice and the SPCA as well as their volunteers for the important services they offer to our communities, particularly in such harsh economic times when funding is tight and the needs are great.

Lastly I would like to thank our City Manager and his dedicated team of officials who work tirelessly to uphold the high standard of service delivery to our communities. They, together with our councillors, have adopted the theme "Hard at Work" during the coming financial year to ensure that the City of uMhlathuze is able to weather the economic storm and emerge stronger on the other side.

Cllr Zakhele Mngayi
MAYOR OF THE CITY OF uMHLATHUZE





City Manager's report



South Africa is experiencing its first economic recession in 25 years as a result of external factors that have similarly led to the economic misfortunes of countries and institutions both public and private all over the world.

The City of uMhlathuze is certainly aware of the impact that the recession is imposing on its residents, its business people, its employees and on the Municipality as a government institution. The high increases in electricity tariffs and the downturn in the property market combined have adversely influenced Council's income. Council is aware of the fact that services must continue and there is no doubt that this statement will be honoured. We will continue to ensure that the money provided for spending is spent in an efficient and effective way to benefit the Municipality and its customers.

Although some projects have had to be curtailed as a result of the economic factors mentioned above, others go ahead and we will continue to pursue them vigorously in order to spend the money that is available as a stimulus to local economic development.

In spite of the country's economic woes one is thankful to note that the uMhlathuze Municipality remains an expanding area. The potential exists for further growth and development, which is acknowledged by government as our area remains a growth point important to the government's policy to grow the economy and create job opportunities.

A recent survey among our inhabitants indicated that the majority of our ratepayers and residents remain satisfied with the services provided by the municipality. Our achievements regarding service delivery continue to draw recognition with the following awards having been bestowed on the Municipality during the period under review.

- Zululand Chamber of Commerce and Industry - Industry's President's Award for Business Excellence;
- Winner of the Large Municipality category for Municipal Excellence Awards;
- The Premier Sports Award for initiatives in Sports Promotion and Development Programmes;
- Community Services Waste Management Section won the KwaZulu Natal Cleanest Town competition. This is not the first time that the Municipality won this competition but the achievement of this award for a second and a third time is ample reason to be proud;
- Community Services Traffic Section was awarded the Zululand Business Against Crime award for dedication towards a safer city;

In addition our individual employees continue to excel at being regarded as experts in their fields throughout the country. Individual awards to employees further confirm this trend.

We continue to be grateful for the positive attitude and hard work of our employees who remain focused on meeting the challenges that we face in local government. No organisation can operate without some form of criticism and the criticism that we sometimes receive is used as an encouragement to improve our services and the level of our achievements.

I also wish to express my sincere thanks to the Mayor, Councillor AZ Mnqayi, the Speaker, Councillor EF Mbatha, and the Deputy Mayor, Councillor CQ Madlopha. All other councillors make an important contribution to the running of uMhlathuze Municipality and their availability and positive contributions help in no small way to keep this Municipality at the forefront of local government service delivery.

Dr AW Heyneke
CITY MANAGER



Committees of Council

Executive Committee

Chairperson – Cllr AZ Mnqayi

Bylaws Integration Committee

Chairperson – Cllr EF Mbatha

Standing Orders and Disciplinary Committee

Chairperson – Cllr EF Mbatha

uMhlathuze Public Transport Liaison Committee

uMhlathuze Transport and Taxi Liaison Forum

Chairperson – Cllr MS Mnqayi

Community Safety Forum

Chairperson – Cllr M Lourens

Pubic Participation Committee

Chairperson – Cllr EF Mbatha

Standing Committee on Municipal Public Accounts (SCOPA)

Chairperson – Cllr RJ van Huyssteen

Committees of the Executive Committee

Finance, Marketing, IDP and LED

Chairperson – Cllr AZ Mnqayi

Corporate Services

Chairperson – Cllr CQ Madlopha

Management Services and Local Labour Forum

Chairperson – Cllr M Lourens

Civil Engineering Services

Chairperson – Cllr J Harvey

Community Services and Health

Chairperson – Cllr MR Zikhali

Parks, Sport and Recreation

Chairperson – Cllr NG Donda

Community Facilitation and Housing

Chairperson – Cllr DA Nxumalo

Electrical Engineering Services

Chairperson – Cllr JL van Zyl

Planning and Environmental Affairs

Chairperson – Cllr NB Mzimela

Good Governance, Performance Audit and Performance Evaluation Panels

Section 62 Appeals Committee

Chairman – Cllr A Viljoen

Audit Committee

Chairman – Mr JH de Wet

Performance Audit Committee

Chairman – Mr H Oosthuizen

Performance Evaluation Panel (Heads of Department)

Dr AW Heyneke, Cllr AZ Mnqayi,

Mr H Oosthuizen, Mr BB Biyela

Performance Evaluation Panel (City Manager)

Cllr AZ Mnqayi, Ald S Larkan, Mr H Oosthuizen,

Ms C McCartney

Political Leadership



Mayor

Mnqayi, Amos Zakhele
– ANC (Exco)



Deputy Mayor

Madlopha, Celiwe Qhamkile
– ANC (Exco)



Speaker

Mbatha, Elphas Felokwakhe
– ANC (Ward 17)



Chief Whip

Mbanjwa, Nontoko Catherine –
ANC



Political Leadership - Councillors



Bissoondial, Rani
ANC



Buthelezi, Mdotseni Joseph
IFP



Calitz, Casper Francois
FFP



Cele, Nonhlanhla Reginaldah
ANC



Dawood, Ahamed Shaik
ANC (Ward 2)



Donda, Godshero
IFP (Exco)



Dube, Emmanuel Joel Bhekithemba
ANC (Ward 10)



Fourie, Louis Christoffel Mathys
DA (Ward 3)



Fourie, Louis Werner
DA



Gumbi, Ntombizethu Vera
ANC (Ward 19)



Gumede, Bhekinkosi Derrick
SADECO



Gumede, Timothy Nqo
ANC (Ward 22)



Harvey, John Rex
IFP (Ward 1 and Exco)



Herbert, Delyse Monica
IFP



Hlope, Sukanini Nicholas
ANC (Ward 15)



Khoza, Fakazile Grace
IFP (Ward 5)



Khuboni, Ayanda Phiwokuhle
IFP



Khumalo, Lindani Mfundo
ANC (Ward 30)



Lourens, Manie
ANC (Exco)



Madlopha, Celiwe Qhamkile
ANC (Exco)



Madonsela, Nkosinathi Emmanuel
ANC (Ward 16)



Makatini, Mandla Tholithemba
IFP



Mbanjwa, Nontoko Catherine
ANC



Mbatha, Elphas Felokwakhe
ANC (Ward 17)



Mbatha, Purity Thenjiwe
ANC (Ward 12)



Mbokazi, Musawenkosi Mzonjani
ANC (Ward 21)



Mkhize, Silondile Gcinekile
ANC



Mlaba, Njabulo
IFP



**Mngomezulu,
Lindisipho Penuel**
IFP



**Mngayi, Amos
Zakhele**
ANC (Exco)



**Mngayi, Mvuseni
Samuel**
ANC (Ward 27)



**Moffatt, Denis
Jon Boyes**
IFP (Resigned)



**Mpungose, Virginia
Rose Thandiwe**
IFP (Ward 11)



**Mthembu,
Alice Hlebani**
ANC



**Mthembu,
Babhekile Constance**
ANC (Ward 20)



**Mthembu,
Blessing Mfana**
ANC (Ward 14)



**Mthethwa,
Khethomusha
Ngikhethi** IFP



Mthiyane, Bheka
ANC (Ward 18)



**Mthiyane,
Bonguyise Muntu**
ANC (Ward 13)



Mtshali, Douglas
ANC (Ward 9)



**Myeni, Mbongeni
Bhekumthetho**
IFP



**Mzimela, Nontobeko
Bajabulile**
ANC (Ward 25, Exco)



**Ndlela,
Mzikayise William**
IFP (Deceased)



**Ndwandwe,
George Bheki**
IFP (Ward 7)



**Ngobese,
Ntombizotozo Doris**
IFP



**Nkwanyana,
Raymond Zama**
ANC (Ward 24)



**Ntanzi, Phikelakhe
Madlanyoka**
ANC (Ward 28)



**Ntetha,
Fikile Florence**
IFP



**Nxumalo, Dumisani
Alpha**
IFP (Ward 8, Exco)



**Shandu,
Mandlakayise Fofu**
IFP (Ward 29)



Simmadri, Beena
IFP



Sukreben, Kevin
ANC



**Thusi, Nkosinathi
Thandazani**
IFP



**Tshabalala,
Christina Nomvula**
ANC



**van der Westhuizen,
Johan Coenraad**
IFP (Ward 23)



**van Huyssteen,
Rudolph Jacobus**
IFP



**van Zyl, Jacobus
Lodewyk**
IFP (Ward 26, Exco)



Viljoen, Alen
DA (Ward 4)



**Zikhali,
Raphael Mduduzi**
ANC (Exco)



**Zulu, Shadrack
Hialecabanga**
IFP (Ward 6)



**Zulu, Sipho
Mbongeleni**
ANC



**Zulu, Thembekile
Lindiwe**
IFP



Department of City Development

- ▶ Land Use Management
- ▶ Human Settlement
- ▶ Communications
- ▶ Property Administration
- ▶ Local Economic Development
- ▶ Development Administration
- ▶ Strategic Development, Environmental Planning, IDP

Land Use Management

LUMS is a legal requirement that uMhlathuze Municipality is obliged to meet in terms of the Municipal Systems Act. It will provide a unitary framework for managing development and land use across the entire Municipality, including rural areas. The system will need to be revised every two to five years.

It will be used to implement the strategic vision of the Strategic Development Framework Plan into detailed land uses and development rights as well as to provide for the implementation of national, provincial and local policies affecting land use and development. Importantly it will provide certainty for investment and local economic investment.

In the new financial year the Municipality will embark on a public awareness campaign as present planning legislation in the province is due to be replaced by the new provincial Planning and Development Act.

Human Settlement

eSikhaleni Hostels Refurbishment

Council was able to make significant progress following the appointment of Qiniseka Construction to refurbish eight blocks (144 units). The work is sixty percent towards completion. Parallel to the said inroads is the undertaking of emergency repairs that targeted plumbing and electrical works at the biggest hostel complex i.e. H396. The progress being made in general is also being well received by the community at large as they themselves can witness the occurring improvements.

There is however an imposed requirement in terms of the newly promulgated Community Residential Policy that stipulates that after refurbishment, the units shall be used as low rental housing units for migratory workers. Negotiations are ongoing with the Provincial Department of Human Settlement with a view to finding solutions. Council is concerned that the location of hostels in the outlying area, some kilometers away from highly economic centres could create endless sustainability issues.

Umhlathuze Village

About 700 houses for low-income earners have been completed. Through this project, Council was also able to provide much-needed permanent alternative housing to eSikhaleni Hostels displacees. About 150 affordable houses have also been developed to cater for those earning higher than R3500 per month.

Submission for the next Phase of low-income housing is being considered by the KwaZulu-Natal Provincial Government to provide yet another supply of low income houses.

Rural Houses

Three implementing agents to undertake the packaging of rural houses in KwaBhejane; Madlebe and KwaMkhwanazi Traditional Authorities were appointed. The beneficiary communities were informed. Necessary consultation processes were implemented in order to pave the way forward. These initiatives saw an unprecedented level of co-operation by Province, the Municipality and the Traditional Authorities.



Aquadene Housing Project

This long awaited and much talked about project is finally underway. This follows two crucial steps that have been realised, namely the appointment of the Implementing Agent and also an agreement being reached between Council and Province facilitating the transfer of the land to the Municipality. The professional teams have been assembled and essential studies are underway.

Communications

► *Public Relations*

Music Competition

The City ventured into the project with Vinyl Entertainment, the biggest music production label on the North Coast of KwaZulu-Natal. Five road-shows to mobilise youth to enter the competition were held prior to the big and final event. Two of the winners, Lynxx and Zero2Hero, even secured recording deals based on their performances. Local Media24 newspaper, Zululand Fever, came on board as publicity partner.

Dolosfees

The City of uMhlathuze together with the Provincial Department of Arts and Culture, partnered with the Dolosfees which is one of the biggest festivals in the north of KwaZulu-Natal.

Richards Bay Jazz Festival

The City of uMhlathuze, in conjunction with Isolezwe, SABC's Ukhozi FM and Star Maize Meal, hosted the first ever Richards Bay Jazz Festival at its popular Veldenvlei Central Sports Complex. The event elevated the City as one of KwaZulu-Natal's entertainment destinations. Many famous artists featured Included multi award winners like Rhythmic Elements, Bizori, Zamajobe, Zonke, Ntando and L'vovo De'rango.

Zulu Cultural Dance Competition

As part of developing talent in the field of arts, the City of uMhlathuze hosted a Zulu Cultural Dance Competition. Groups and individuals from around the City showcased their skills and talent in Zulu Traditional Dance. The competition was divided into categories: Imvunulo yamatshisthi, imvunulo yabesilisa, Isishameni sabesimame, isishameni sabesilisa, indlamu, maskandi, isizingili sabesifazane, isicathamya. All number one winners in all categories automatically qualified for the Uthungulu District Competition held at Kwabulawayo, eShowe. Our winners also gave an excellent performance at district competition.

Diwali Festival

The City of uMhlathuze became a participant and sponsor of the Diwali Festival in 2008 and has undertaken to continue with its support. The Festival of Lights is one of the events that promotes inclusiveness because everybody, regardless of faith or religion, gets invited.

Formula 1 Powerboating

The City of uMhlathuze sponsored special television coverage for the event which draws hundreds of participants and water sport lovers from around the country. The event was broadcast on the Supersport channel (DSTV).

Beach Festival

City of uMhlathuze held the Beach Festival at Alkantstrand Beach over two fun-filled days. Also sponsoring the event with the City were ABI (Coca-Cola), Ithala Bank, Link Pharmacy and Spar. The Zululand Observer was publicity partner. Awareness campaigns, including skin cancer awareness and swimming tips, were conducted. The festival provided fun for the entire family. Different artists from around KwaZulu-Natal performed. These ranged from popular DJs like Cyndo, Chynaman to T-square and others. There were also sporting and other activities like volleyball, beach soccer, jumping castles, face painting and a Mr and Miss 2008 uMhlathuze Beach Festival competition.



State of the City Address

An audience in excess of 3 000 community members and business leaders attended His Worship, Mayor Zakhele Mqayi's second State of the City Address. With the theme "Hard at Work", the event was also attended by the Minister of Governance Mr Sicelo Shiceka, who also gave an address.

As part of celebrating the City's milestones, the event featured showbiz personalities like Bhekani, the poet, Angel and Zakithi.

► Newsletters

The Municipality distributes its official newsletter, uMhlathuze News monthly to inform residents about Council decisions and goings-on in the Municipal area. In addition it prints and distributes Tuzi Talk, a monthly four-page publication for staff.

The Public Relations section has also been quite instrumental in co-ordinating media related activities on behalf of the entire Municipality.

► SMS System

The inception of an SMS system to relay urgent and important information to Councillors and the community has proven to be of great benefit to those who have registered for this free service.

The public is alerted to any possible interruptions of service delivery in their neighbourhoods, and Councillors are informed of any changes to scheduled meetings or of matters requiring their urgent attention. All in all this method enhances Council's means of communication and is set to become even more popular as more users register to receive community based messages.

► Public Participation



IDP and Budget

The level of interest shown by the public during both the IDP and Budget public participation processes improved significantly in 2008. By encouraging public involvement Council was able to hear the community's views regarding needs so that priorities could be ascertained. The meetings also created an opportunity to build a general understanding by communities about municipal systems, local government competencies and other such matters.



Due to Council's commitment to community needs, all inputs as gathered from the public were carefully considered as the people were themselves encouraged to list their priorities.

Although there was improvement in attendance at public participation meetings, innovative ideas were brainstormed to create interest in those ward clusters where attendance is still unsatisfactory. Council called for proposals from specialist consultants who will work with Councillors, officials and the Ward Committees in an effort to formulate and enhance the public participation strategy.

Outreach programmes

A series of community outreach programmes were undertaken, affording Council an opportunity to engage the community at all levels on various service delivery issues. Good attendance indicated that people were appreciative of the gesture. To reach out as wide as possible to the broader community, programmes were specifically targeted, i.e. at the senior citizens, the youth, disabled persons, men and the general public.



Property Administration

An historic agreement was achieved by Mayor Zakhele Mnqayi, with local Amakhosi under the chairmanship of iNkosi Mkhwanazi, resulting in the signing of a Memorandum of Understanding. This framework will have a far-reaching, positive impact on the joint management of a range of property related and other issues in the Traditional Authority areas. It will facilitate the formalisation of settlements and finalisation of township establishment to enable the provision of services.

Township establishment of the Mandlanzini area is due to be formalised soon. Siyazama is the appointed consultancy undertaking this task and will also facilitate the transfer of residential erven into private ownership.

Due to the downturn in the economy a number of prospective developers were not able to obtain finance for their developments and have thus cancelled their intention to purchase land.

The proposed Casino Resort project on the 15 ha erf in Meerensee was also shelved. One of the suspensive sale conditions, namely the obtaining of the Land Claims Commissioner's approval, could not be met. Other contributing factors included the economic recession, the serious rise in building costs and the unforeseen requirements of the Environmental Impact Assessment. Peermont, the developers, have now refocused their attention on the development of the portions of land adjacent to the Empangeni casino.

The DFA applications for the following erven were approved and the development of these areas has commenced:

- CBD Northern Block situated behind the Mr Price building in Richards Bay. This is a R17 million transaction where an extensive Lifestyle Shopping Development will be erected.
- Extension of the Essenwood Spar Shopping Centre in Richards Bay.
- Fourways Shopping Centre in Empangeni on the corner of Main Road and Paul Avenue.

The sale of 7000m² of land adjacent to the Civic Centre for the establishment of a 25 000m² City Campus at a cost of R400 million was successfully concluded with the University of Zululand. The total development will take four years to complete with the first phase to be commissioned in January 2010. This will be of tremendous benefit for the CBD and the City as a whole as up to 2 500 students will be able to enrol for diploma, degree and certificate courses.

The footprint area of the business centre at Richards Bay Tax City was transferred at a purchase price of R4,7 million. The new owner intends to improve the facilities and appearance of the centre. The remainder of the taxi/bus rank, 3,5 hectares in extent, has been taken over by Council and the intention is to improve the maintenance and management of the area.



The new Property Rates Act was successfully implemented on 1 July 2008 and the valuation roll and five supplementary valuation rolls gave rise to a number of objections. While the majority have been dealt with, the remainder will be referred to the Valuations Appeals Board.

The Metval computerised programme was installed to give a new level of direct connectivity on valuation related information, which can be shared between three valuers, the Valuation Section and the Financial Department. This is a sophisticated programme incorporating a GIS capability and can also reveal the spread of recently achieved sale prices as registered in the Deeds Office.

The Property Administration Section administers many lease agreements resulting in a total income of R5,4 million per annum. These consist of:

- 199 leases for public open spaces;
- 65 leases in respect of encroachments;
- 8 leases for agricultural purposes;
- 159 other leases not categorised as above.

Local Economic Development

Tourism

Skills development to improve service excellence within the tourism sector was a key focus area as well as providing ongoing support and facilitating the progress of sustainable projects, especially in rural areas, which are in need of tourism sites, capacity and support materials.

The good working relationship with the KZN Provincial Department of Arts, Culture and Tourism and the uThungulu District Municipality was further strengthened through collaboration at the following workshops:

- **Tourist Guide Training**

Applicants from previously disadvantaged backgrounds, who have an interest in tour guiding, were invited to apply for a qualification equivalent NQF Level 4.

The programme was aimed at providing tour guiding training, focusing on woman and the youth. They were trained as tourist guides and equipped with the necessary skills and knowledge to enable them to start their own tour guiding business. The programme culminated with the selection of six participants to undergo a learnership programme at Mtubatuba.

- **Hotel School Skills Programme**

The City, in partnership with the Department of Arts, Culture and Tourism, invited small, medium and micro enterprises (SMME's) to participate in a three-month long skills training programme.

The aims of the programme was to equip Bed and Breakfast operators and tour operators to be more efficient, effective and productive in their businesses. They also acquired the necessary business skills to run profitable operations.

Three Bed and Breakfast operators are still participating in the training.



Craft Development

In partnership with uThungulu District Municipality and the KZN Provincial Department of Economic Development, local crafters were identified to attend the "One of A Kind Craft Selection" event in 2008.

The selection process gave crafters the opportunity to showcase their wares and to stand a chance of being selected to attend the national exhibition, which was held later in the year.



Tourism Enterprise Toolkit Project

In conjunction with uThungulu District Municipality and Tourism Enterprise Programme (TEP), local SMME's were invited to attend a workshop comprising of the following modules:

- Quality Assurance & Customer Care
- Marketing in Tourism
- Tourism Channel
- SA Host

Particular emphasis was given to preparing SMME's for the 2010 Soccer World Cup.

Cruise Liners

The City of uMhlathuze has been extensively involved in arranging for the arrival of cruise liners. During the year under review, 32 passenger liners visited the harbour.

A well co-ordinated approach and good working relations between the Municipality, uThungulu District Municipality, the National Ports Authority, the Immigration Office, Border Police, SARS and Shipping Agents has been key to managing logistics and arrangements for the arrival of the liners.

To better cater for cruise liner passengers the City has opened a Tourism Information Outlet at the Small Crafts Harbour.

Tourism Ambassador Programme

uMhlathuze Municipality embarked on a Tourism Ambassador programme, which aims to make our visitors feel safer when visiting our City. Twenty Tourism Ambassadors, both males and females, were recruited.

During the December and January public holidays tourism ambassadors were deployed in Richards Bay, Empangeni, Tuzi Gazi, Meerensee, Alkantstrand Beach and Richards Bay Airport to issue tourism brochures to tourists and provide them with more information about the area. They also reminded tourists of their responsibility in preventing crimes.

No criminal activities were reported for that period to any nearest police stations and the initiative received positive feedback from many different stakeholders. It should also be noted that the project forms part of the state of readiness for the 2010 FIFA Soccer World Cup.



Marketing

In 2007 the Municipality engaged a brand and communications consultant to compile and formulate a new Branding and Marketing Strategy for the City of uMhlathuze.

The primary focus was on branding; revisiting the City's brand elements in terms of modernising and achieving impact where they are displayed and also to afford meaning that reflects what the City is about to a certain measure.

During the year under review, the implementation of the strategy, which encompasses branding and internal marketing, commenced optimally.

The revolutionised logo still bears the fish eagle, as it is a recognisable and respected icon for the area. The logo was enhanced to a more modern and technically easier version by encapsulating the text within an eclipse to give it a firm end and completeness of the logo.

Blue is the City of uMhlathuze's main or dominant colour. For this reason the blue background on the logo was lightened to retain the dominance of the logo and prevent the logo from being absorbed into the background colour.

Attention has also been given to support branding elements, in terms of achieving cohesion with regards to the colours, branding shapes, fonts and brand design styles on platforms where our branding appears. Once intensity on similar brand designs is achieved it will lead to more recognisable brand recognition.

A colour palette has been adopted with standardised colours of blue, burgundy and black on the logo and an addition of tan in support branding colours. This was done to achieve flexibility in design colours, though blue remains our dominant colour.

A style for support branding has been developed to complement uMhlathuze's core imagery, which are natural resources (tourism images, beaches, birding, animals, dunes, agricultural development opportunities), people (different cultures, empowerment, community participation, leaders of industry) and economy & investment (factories and industry).

The style is a wavy design, which indicates the waves of the sea, and this is backed up with the blue, which is representative of the sky and sea. The wavy design also depicts movement – action – and can be reflective of an involved and empowered community.

The tan secondary colour represents the gold of the beaches, and the gold of money, which implies investment and a developing local economy.

These brand designs now reflect on our stationery, banners and posters and a concerted effort to put these designs on our buildings and other prominent areas is on the cards.

A facet of attracting investments, within the responsibilities of marketing, distinctly focuses on two main core responsibilities, i.e. selling the city and facilitating investment.

Having set in motion the latter and the issue of branding – which will always be work-in-progress, a concerted effort will now focus on selling the city as a favourable port city, offering improved quality of life for all its citizens through sustainable development and being a renowned centre for trade, tourism, coastal, recreational commerce, industry, forestry and agricultural investments.

Outdoor Advertising

Bylaws relating to outdoor advertising have been consolidated and aligned with the South African Manual for Outdoor Advertising Control, an initiative of the Department of Environmental Affairs and Tourism.

Outdoor advertising in uMhlathuze is growing at an accelerated rate, possibly as a result of the City's commercial fast-paced development. Simultaneously, innovations outside the traditional advertising platforms have begun placing pressure on the flexibility of our advertising policies and by-laws have been adapted to accommodate these changes.

In the 2008/2009 financial year income of R633 022,20 was realised of which R588 573,20 was received in respect of application fees, rental and approval fees. A further R44 449,00 was received for temporary advertising rights.



Of the 258 applications for permanent advertising rights, 241 were approved in accordance with Council's bylaws. A number of focused campaigns were launched over the past year.

Empangeni and Richards Bay are comparatively advanced with regards to establishing proper advertising sites. This Department is moving towards establishing the same standards of management and control throughout the City in respect of outdoor advertising so as to expose more opportunities in the other municipal areas outside Empangeni and Richards Bay.

Strategy, Spatial and Environmental Planning

► Development Planning

There are a number of initiatives, which were conceptualised in previous years and are still at planning stage.

Marina

PV&E Town Planners were appointed to develop a Concept for the Marina Development. Council had previously called for proposals for interested parties to develop a concept for the development of a Marina and Waterfront for Richards bay. Only one (1) proposal was received at a cost of R4m. The department was of the opinion that the submitted proposal was going to be very costly to Council if approved. As a way forward, Council resolved to undertake a cost effective approach to the project whereby the project would be approached in stages and after assessing developments of each stage Council would then decide whether they would proceed with the project or not, considering the results of each stage.



PV&E have developed a concept for the Marina, details which are available in the municipal offices for viewing. However this concept will be revisited in light of the comments received from interested and affected parties.

John Ross/ N2 interchange Business Park

This is a proposed establishment of a Business Park with associated support services infrastructure on the land development area, covering approximately 31ha. This is a private development initiative led by Helena Jacobs Development and Professional Services Firm.

The proposal involves the development of the area for:

- Special Zone: Business Park 1
- Special Zone: Business Park 2
- Special Zone: Mixed Use
- Conservation Area
- Road
- Electricity substation
- Undetermined

A DFA application has been lodged in this respect.

Ngwelezane Greenfields

The department is in the process of Township Establishment for some parts of Ngwelezane which are under Council ownership and are currently undeveloped. This project is still at Planning stage and Township Establishment process will be completely in approximately 18 to 24 months.

Spatial Development Framework, Area G - Richards Bay Northern Expansion (Mondi Forests)

Council approved Area G as part of the expansion areas identified in the Spatial Development Framework. This area, which covers an area of approximately 500 ha, will serve as an expansion area of the Richards Bay CBD. There has been interest from a developer to develop that area and the developer is still to hold discussions with Mondi Forests who are the landowners.

Extension of CBD south of Guldengracht

Due to the limited growth area for the Richards Bay CBD, Council approved expanding into the land south of Guldengracht road. However due to the Environmentally sensitive nature of the area, the Department is still investigating the feasibility of the project and what can be developed in the area given the constraints. The approximate number of erven in the area will be determined once the environmental assessment has been completed.

Public Amenities Study

Council undertook to do a study to assess all the Public Amenities in uMhlathuze, Bus and Taxi Ranks in particular but also including Truck Stops. This project assesses the current Rank facilities and recommends changes in terms of their design layout for operational efficiency. This project will also identify suitable locations for the development of truck stops in the city so as to ensure trucks have identifiable facilities, which are properly planned.

Currently trucks have no identified parking area and so have tended to park in places suitable to the drivers and this has its problems which may be traffic and social related.

ISO 14001

Council is still in the process of pursuing ISO 14001 accreditation. The ISO 14001 project is a Municipal wide initiative, which seeks to ensure that the Municipality manages, minimises and mitigates environmental impacts that occur as a result of its activities. The project aims to lead the City of uMhlathuze towards ISO 14001 accreditation by August 2010.

IQS Consultants have been re-appointed to finalise the development of the ISO 14001 Environmental Management System (EMS) within the Municipality and further apply for accreditation by July 2010.

Central Industrial Area (CIA)

Council intends to develop approximately 429 erven, including supporting uses for light industrial purposes. The project is currently at Township Establishment phase and will be complete in 18 to 24 months.

► Integrated Development Planning (IDP)

uMhlathuze Municipality has ensured the production of an Integrated Development Plan (IDP) that allows its citizens to understand the processes that take place for effective service delivery to be enabled. The IDP is a plan that guides how the City will spend its money for the next five years on what and where. It is a plan to help us set our budget priorities. The IDP is agreed between local government and residents of the City. This is a plan for the entire City and not just for specific areas. Thus a fine balance needs to be struck in allocating scarce resources.

On consultation with residents, priorities were agreed upon, which differed according to the area of residence (rural/urban). As local government we have a role to play in all the needs that are clearly defined by the Constitution. From what the public has said so far, it is clear that our main goal must be to provide the basic services that are still required and to promote infrastructure-led economic growth to promote job creation.

Objectives of the IDP process are to:

- Promote the perceived value of the IDP processes in the eyes of various stakeholders, including the international communities, by ensuring sustainable development as one of the key outcomes of the integrated development planning process.
- Integrate planning requirements and demands on the local sphere, thereby dealing with existing confusion, parallel planning process and the wastage of limited resources.
- Give effect to the objective of co-operative governance as highlighted in Chapter 3 of the Constitution through working together with governmental role-players.
- Contribute to opening up streams of donor funding for local planning and development processes.





Department of Community Services

- ▶ **Recreational and Environmental Services**
- ▶ **Clinic Services**
- ▶ **Traffic and Licencing**
- ▶ **Fire and Rescue**
- ▶ **Waste Management Services**
- ▶ **Environmental Health**
- ▶ **Museum**
- ▶ **Library and Hall bookings**

Recreational and Environmental Services

The Department remains focused on providing sustainable projects that contribute towards the improvement of the quality of living within our Community.

▶ *Sport and recreational development*

Short and long term objectives for this section are:

- To proactively address the promotion of sport in the rural areas through the established sport and recreation structures and presentation of programmes and activities to these communities
- To establish closer links with district sport federations by means of co-operative governance, including reinforcing the existing relationship with government structures as well as federations at all levels
- To restructure several local community based structures to ensure efficiency and streamlining
- To ensure the existence of skills development, education and training of sport administrator's technical officials and coaches by presenting courses and workshops through SETA-accredited service providers.

Milestones and achievements during the year under review include the following:

eNseleni Cross Country

The Department embarked on a massive athletics development campaign to develop athletes who will be able to make use of the athletics stadium that is being constructed at the Central Sports Complex. As part of the campaign, cross country was presented at KwaBhejane for interested athletes in the eNseleni area.

Boxing and Karate Tournament

In keeping with the Department's objective of developing all sport codes equally, the Department presented a Karate and Boxing tournament at which the Mayor, Cllr AZ Mnqayi presented both codes with training and playing equipment.

Rugby Development

The Department has established a healthy working relationship with the KZN Rugby Union, through which the Union provides coaches to develop rugby in previously disadvantaged areas. For the first time, a team from Ward 29 (Nhlangenyuka) participated in the under 13 Rugby Development Tournament at Richards Bay.



Kwanaloga Games

These games are played in all municipalities starting at grass root level. Athletes are selected during elimination games to represent their respective wards, clusters, local municipalities and district municipalities at provincial level. In the past few years, these games have grown in leaps and bounds and are ranked highly with other major provincial events such as the Vodacom Durban July Handicap and the Comrades Marathon.

Employees Sport Day

In keeping with the National Department of Sport and Recreation's initiative of "Work and Play", Councillors and officials from Newcastle Municipality visited the City to play soccer and netball. The event proved to be very successful allowing Councillors and officials to interact in an informal environment while strengthening relationships between the two municipalities. A large number of uMhlathuze councillors, including the Mayor and the Deputy Mayor, participated.

Youth at Risk Fun Day

Children from orphanages within the boundaries of the City were invited to enjoy various recreational activities at the Arboretum swimming pool as part of the Department's social responsibility to ensure that all children, especially orphans, received necessary attention through recreational programmes.

Senior Citizens Fun Day

In collaboration with luncheon clubs, the Department presented the Senior Citizens Fun Day for citizens from all wards. The day was aimed at promoting and assisting the senior citizens to develop their social life skills as most of them are neglected, lonely and seldom given the opportunity to interact with the rest of the community.

Indigenous Games

The programme was a culmination of the African Renaissance and was organised in partnership with the KwaZulu-Natal Department of Sport and Recreation. The Municipality became the pilot for the development of the recreational programme and the traditional games of ukungweka and amagende were the highlight of the indigenous games tournaments.

Education and Training

A number of courses and workshops for coaches, managers and match officials were presented. Codes that benefitted included boxing, table tennis, chess, basketball and swimming. A Sports Indaba was also convened where representatives from all sporting codes discussed ways of elevating sport to a higher level within the City and externally.

Aquatics

Swimming is not just a sport; it is a basic life skill that everyone should acquire. The Department has committed itself to teaching swimming skills to children of all wards with the "Learn to Swim" programme. Many children from rural areas such as Ndabayakhe, Nqutshini, Madlanzini and Nhlangenyuka benefited from this programme.

FIFA Football Confederations Cup Public Viewing Area

Out of the six local municipalities within the Uthungulu District, the City was identified by the Provincial Department of Economic Development to host the

Confederations Cup Public Viewing Area, in a build-up to the 2010 FIFA Soccer World Cup. Thousands of football lovers went to eSikhaleni Sport Complex (Umfoloz College) to watch the Confederations Cup on selected days. The eSikhaleni public viewing area proved to be one of the best in the province with attendance ranging between 8 000 and 15 000 spectators daily.

► Sport and recreation amenities

Pools

A new public swimming pool was opened in Ngwelezane. The facility boasted a grand opening ceremony in April with over 300 guest and many dignitaries.



Construction of the following facilities are currently underway and are expected to be completed by end September 2009:

- Cashier's Office and Lifeguards viewing tower at the eSikhaleni Swimming Pool.
- Staff Rest Room and Ablution Facilities at the Arboretum Swimming Pool.
- Construction of a new Lifeguard office and first aid room as well as the tiling of public ablution facilities at the Meerensee Swimming Pool.
- Swimming Pools in Empangeni, Arboretum, Brackenhams, Aquadene, eSikhaleni, eNseleni, Ngwelezane and Meerensee were once again extensively used during the past year as venues for school galas and the presentation of "Learn to Swim" and other aquatic programmes.
- The Brackenhams swimming pool is now the home of the Mr Price Seagulls swimming club and this club had the swimming pool heated to water temperatures of up to 30°C for the winter period.

Sports fields

Considerable progress was made during the past year in facility provision despite resource constraints.

Five soccer fields and four multi functional courts (netball and basketball) were developed in the rural areas (Ndabayakhe, Mevamhlope, eNseleni Ward 6 and Mzingazi) at a cost of approximately R1,8 million. These projects can be regarded as a great success as not only do they dovetail with the spirit of the 2010 world soccer cup event, but they also assist in bringing recreation closer to the community.

BHP Billiton developed a new soccer facility in Mandlazini and handed it over to Council to take up the responsibility for its ongoing maintenance.

The Sports facility at Vulindlela was upgraded at a cost of approximately R1 000 000 and was funded by the KZN Department of Sport and Recreation.

New floodlights were installed at Port Durnford, eSikhaleni (J1 and H2), eNseleni and eSikhaleni College sport fields during the past year.

The Central Sports Complex boasts a new turf cricket pitch and sightscreens on cricket field B, and the progress on the 2010 stadium at the central sports complex continues as per the approved project plan.



Beaches

The parking area at Alkantstrand beach was upgraded during the past year and in March 2009 the new multi-million rand skate park was officially opened.

Council was awarded Blue Flag status for the 2009/2010 season after meeting all the criterion. Alkantstrand Beach office also became the home of the Richards Bay Surf Lifesaving Cub.



► Horticultural and Cemetery Services

Horticulture

The Operational budget was R31,6 million and the total expenditure amounted to R32,155 million.

The magnificent diversity of fauna and flora reflects the real splendour of the unique coastal environment within uMhlathuze's boundaries.

Among the areas that benefited during the 2008/2009 tree planting period were eSikhaleni, Ngwelezane, eNseleni and uMhlathuze Village with a total of 776 indigenous trees being planted in various suburbs. The targeted areas were public open spaces and road verges with the intention to improve the aesthetic value of the City.

Alien/Invader Plant Eradication and Tree Planting

The Department increased efforts to control alien/invader plants, clearing 2 403 hectares of densely invaded areas in an effort to create and maintain an acceptable and balanced environment.

This was achieved with the assistance of the Provincial Department of Agriculture and Environmental Affairs. The total sponsor project amounted to approximately R4,5 million consisting of nine teams each with 15 team members.

The local communities are urged to cultivate indigenous flora which will in turn not only ensure beautiful and healthy plants suited to local conditions, but also the satisfaction of knowing that they are helping in the conservation of a precious heritage.

Cemeteries

The Operational budget was R6,3 million and the total expenditure was R5.9 million. A total of 1 360 interments were accommodated in the City's cemeteries, which equates to approximately 26 per week with an income of R1,3 million.

There is one Regional cemetery and four cemeteries under the custodianship of the City of uMhlathuze. The Empangeni Regional Cemetery was developed by uThungulu District Council but is fully administered by this Department.

As the City continues to develop and grow, so does the pressure on burial space. In 2008 the City set aside R10-million for the development of the eSikhaleni cemetery. The tender for the development of the eSikhaleni Cemetery was awarded during February 2008 but due to unforeseen circumstances, the contract commencement date had to be revised.

Notification of a land claim lodged against this project and a protest against the construction of the development received by the Municipality delayed the project and the estimated date of opening will be between January and March 2010.

The facility will greatly assist the community in the southern areas of uMhlathuze as relatives will be able to visit grave sites more easily.

A tender for the extension and upgrades of roads at the Richards Bay Cemetery was awarded during April 2008. Development was done in the form of palisade border fencing and the construction of two tarred entrance roads. All inter linking roads were paved at a cost of approximately R3 million. Additional toilet facilities were also constructed. The conservation, upkeep and maintenance of the cemeteries is a dedicated full time business 24 hours per day. Cemeteries are not only regarded as areas of remembrance to honour the deceased but to also provide opportunities to create green footprints within urban belts. To walk through the City's cemeteries is to explore the City's own history.



Clinic Services

uMhlathuze Municipality Primary Health Care Services are provided from two main civic clinics, being Richards Bay and Empangeni, as well as from the five satellite clinics as indicated in the table below:

Total Attendance Per Primary Health Care Facility July 2008 - June 2009

Facility Name	Service Day	Total
Aquadene	Mondays: 08.00-13.00	4 180
Baptist Church	Tuesdays: 08.00-13.00	3 066
Brackenham	Thursdays: 08.00-15.00	9 540
Civic: Empangeni	Mon- Fri: 08.00-15.00	97 153
Civic: R/Bay	Mon- Fri: 08.00-15.00	78 456
Felixton	Wednesdays: 08.00-13.00	1 731
Meerensee	Wednesdays: 08.00-13.00 Fridays: 08.00-12.00	19 300
Zidedele	Fridays: 08.00-12.30	281
Total		213 707

Diseases Profile: July 2008 to June 2009

Disease/Condition	Total
Primary Health Care Clients under 5 years	42 286
Primary Health Care Clients over 5 years	171 682
All HIV/AIDS & Suspects	24 732
Diabetes Mellitus (New)	197
Diabetes follow - up visits	8 082
Diarrhoea<5years (New)	1 467
Helminthiasis/ Parasites (Worms)	4 361
Hypertension visits (New)	679
Hypertension follow-up visits	22 141
Scabies (New)	205
Sexually Transmitted Infections (New)	7 427

Tuberculosis Clinic: July 2008 to June 2009

Suspected Tuberculosis sputum sent to Lab	5 598
Suspected Tuberculosis sputum Positive	301
Suspected Tuberculosis sputum positive put on treatment	230
Total patients with Tuberculosis seen during this Year	8 078
New TB patients started on TB drugs	1 054
Re-treatment TB started on treatment again	106
MDR Tuberculosis	4

Special Preventative Services

During the period under review 17 759 children under five-years were immunised in order to protect them against childhood diseases including Tuberculosis, Polio, Diphtheria, Tetanus, Whooping Cough and Measles. In addition 24 232 female patients attended Family Planning clinics where 2 141 new antenatal cases and 7 269 antenatal follow-up visits were reported.

A fast queue is provided in order to prevent working women, in particular, from having to wait at length in the clinic and compromise their employment. Services available for the childbearing age group are:

- Oral contraceptive;
- Injectables;
- Intra Uterine Device;
- Morning After Pill (Emergency Pill);
- Condoms (Male condoms);
- Treatment for common gynaecological complaints;
- Health education with regards to their rights and responsibilities to their own bodies, saying "No" to unprotected sex in order to prevent Sexually Transmitted Infections (STI's) and HIV/AIDS;
- Referral to Lower Umfolozi Memorial Hospital for serious gynaecological problems and for Termination of Pregnancy (TOP).

Voluntary Counselling and Testing (VCT)

From 3 393 male clients counselled before testing for HIV, 3 167 agreed to be tested and 1 112 (new cases) tested positive to HIV. 5 968 Female clients were counselled, 5 999 submitted themselves for a HIV test and 2 300 were found to have the virus. These women did not include pregnant women who attended the clinic for antenatal care (pregnancy).

Of 1 997 pregnant women who attended the clinic for antenatal care, and who were requested to have their blood tested for HIV for the benefit of their babies, 1 846 were tested and 1 283 (new cases) tested positive to HIV virus.

Therefore the total number of women with the HIV virus was 3 583 during this year.

The clinic also provides an ARV clinic. During this year blood specimens were collected/drawn from 5 049 patients in order to measure the CD4 Cells. 506 clients had CD4 Count and were legible for admission to Ngwelezana Thembaletu clinic - meaning that their CD4 was below 200.

Regardless of the number of HIV/AIDS and TB programmes provided by the City's clinics, civil society structures, churches, local private and public partners, HIV and Tuberculosis statistics remain high.



Traffic and Licencing

This section is responsible for law enforcement on the City's roads and crime prevention. It also provides a registration and licencing service to the community, which includes learners licence testing and applications as well as general enquires about logbooks etc.

Number of vehicles registered:	21 451
Number of vehicles licensed:	74 109
Learners licences tested:	10 934
Learners licences issued:	4 914
Seatbelt, alcohol, licences, vehicle safety:	42 388
Alcohol checks:	18 443
Speed checks:	173 538
Child in traffic training:	6 428
Total kilometers travelled:	706 341
Road blocks:	32
Accuracy of documentation:	68,58%
Staff attendance rate:	68%
Warrants concluded by phone:	0
Technical km roads painted:	485.7
Nuisances: dog licences checked:	1 141
Nuisances: vendors checked:	12 220
Number of M.V.A.'s attended:	1 028
Number of fatalities:	50

Fire and Rescue Services

uMhlathuze Municipality has achieved accreditation from the International Fire Services Training Associations (IFSTA) and the South African Emergency Institute (SAESI) as a Fire Fighting Training Centre.

uMhlathuze Fire and Rescue Services now joins eThekweni (Durban) and uMsunduzi (Pietermaritzburg) as the only accredited training centres in KwaZulu-Natal.



The accreditation as a training facility will benefit the entire region as it means that the Municipality's four qualified SAESI accredited instructors are able to do the final assessment of internal and external learners.

► *Service delivery*

Fire and Rescue Services had a busy and successful year responding to the following:

909 Fire related incidents, 753 rescues, 51 medical emergencies, 5 hazardous material incidents and 169 special services, 4290 Fire prevention inspections.

The Fire Brigade Control Centre processed 28 382 fire related and 30 364 non-fire related telephone calls.

The total damage caused by fire was R46 685 700 whilst the estimated value of property threatened by fire was R2 191 095 450.

► *Disaster Management*

The Municipal Disaster Management Plan was updated on two occasions as is required by the Municipality to ensure that the plan remains relevant and up-to-date.

In addition the following activities took place:

Disaster Management Awareness Campaigns

Disaster Management Awareness Campaigns were held at community level to build capacity regarding disaster management as a means of preparing the community to be able to rescue themselves during a disaster incident or a disaster.

A decline in the number of human induced disaster incidences indicates that the campaigns yielded positive results and that the community is using the information provided to them to ensure that its vulnerability to such risks is reduced.

Disaster Risk Assessment Project

The Municipality appointed a service provider to conduct a disaster risk assessment within its area of jurisdiction for the purposes of compiling a disaster risk profile.

The risk profile will be coupled with disaster management contingency plans, which will be outlining how the identified risks should be addressed in terms of prevention and mitigation to reduce the vulnerability of the community.

Emergency drills/simulations

In collaboration with the private sector and government institutions, the Municipality was able to conduct a number of simulations within its area of jurisdiction to ensure a state of preparedness during emergency situations.

Such drills were conducted with great success, which indicate the healthy relationship that exists among these institutions. This is an ongoing process that should be intensified for the purposes of primarily ensuring the safety of the people and secondary to protect property and infrastructure.

Disaster incidents

The Municipality provided assistance to those affected by natural and human induced disaster incidents. Provision of relief was also undertaken where needy communities were identified.

Floods, hail storms, heavy wind and fires (both structural and veld) occurred during the period under review. Emergency evacuation took place where necessary, especially along the Mzingwenya River during flash floods.

In addition the community of Inive received relief from the Provincial Department of Local Government and Traditional Affairs for a disaster incident that occurred in 2006.

Confederations Cup public viewing areas

Two public viewing areas, at eSikhaleni and Veldenvlei, were organised by the Municipality as part of a 2010 readiness exercise. A contingency plan was put together for the same and its implementation was successful in that no major incidents were registered during the events.

Waste Management Services

Once again the year has ended on a high note for Waste Management with the key performance areas being the Cleanest Town Competition and the extension of refuse services to the urban and peri-urban areas within uMhlathuze.

Managing your environment

Avoiding the increase of green house gases and the reduction of burning of domestic waste - carbon loading into the environment, in the rural areas was taken a step further when Waste Management took the initiative in approaching the industries at large to bring reusable waste to the Alton drop off point.

All reusable materials like wood from pallets and crates, metal strapping, plastics, and metal is brought to the Alton drop off point. The wood is sorted into piles and taken to the rural areas around eNseleni, eSikhaleni and Ngwelezane areas for use as firewood and building material to reduce the impact on the natural environment and indigenous trees.

Recycling plays a critical role in the area and the reduction of waste going to landfill meant that Waste Management had to meet the requirements in terms of the Polokwane Declaration, which Council has adopted in terms of waste minimisation throughout the municipal area. The recycling programme is to be extended into other suburbs, including eSikhaleni, Arboretum and Birdwood.

International Coastal Clean-up

Together with more than 100 other participating groups countrywide, uMhlathuze Municipality in conjunction with the Ezemvelo KZN Wildlife, coordinated this year's event locally.

The strategic placement of 15 large refuse skips and handing out of more than 5 000 bin bags to school children from across uMhlathuze and the community at large, more than 13 tons of waste was collected during the course of that day. This included all the beaches, Harbor area, New Mouth, Port Durnford and the coastal waterway, Lake Nsezi.

Children from all schools and clubs participated as well the large industrial giants such as Mondi, BHP Billiton, RBM, Foskor and Bell Equipment. Waste Management also entered a team as well as collected all the waste for disposal at the end of the day.

Waste removal

This service continued to operate efficiently and the only complaints were about breakages of refuse bins, which were found to have exceeded their lifespan in most instances. Those that were still within the lifespan were replaced at Council's expense.

Waste management collected and disposed of 47 643 tons of domestic waste during the fiscal year (2008/2009). This was disposed of at the uThungulu Regional Landfill Site (URLS).



The Alton Transfer Station received 110 827 tons of garden refuse. This was then moved to the URLS. Resources are being organised to recycle the garden refuse by changing it into compost.

The Meerensee Recycling Depot collected 3 583 tons of recyclable material, which is close to the 6% required as committed to the Polokwane Declaration.

The target for the placement of rural skips throughout uMhlathuze Municipal area was exceeded by 50%.

KwaZulu-Natal Cleanest Town Competition

It is official that uMhlathuze Municipality is the cleanest town in KwaZulu-Natal. In fact since the competition's inception the Municipality has either won first prize or been the runner up.

With the emphasis on upliftment and rural development activities, the extended service provided by Waste Management was put to the test. With more than 130 large skips placed throughout the accessible rural areas throughout the Municipal area, the communities assisted by making full use of the refuse containers thereby keeping their communities clean. Waste and litter awareness campaigns assisted in bringing home the message with excellent results.

With the rapid expansion of the urban and peri-urban areas it was a challenging time to meet the required standards for formal and informal towns at the same time.

The Cleanest Town competition was challenging in that uMhlathuze Municipality has a large rural community, together with the scattering of suburbs, making it more difficult to keep and maintain the city clean at all times.

Statistics

- 51 767 tons of refuse is removed per annum
- Refuse is collected at 73,5% of households. The target set at 72% was therefore met and exceeded. The target for 2009/2010 is 76%.
- Free basic level service: Targets regarding the free basic level of service was achieved and stands at 16,4%. The target for 2009/2010 is set at 17%.
- 127 skips are supplied to rural communities. The target for 2008/2009 was met and the target for 2009/2010 is 160 skips, i.e. 33 additional skips to be supplied.

Environmental Health Services

Environmental Health Services performs numerous functions some of which are incorporated under Municipal Health Services, which is in terms of the National Health Act No. 61 Of 2003, including:

- Water quality monitoring
- Food control
- Waste management
- Health surveillance of premises
- Surveillance and prevention of communicable diseases, excluding immunisations
- Vector control
- Environmental pollution control
- Disposal of the dead; and
- Chemical safety.

Achievements

A Cholera Planning Meeting was convened by the KZN Department of Health in response to the outbreak of cholera in Zimbabwe.

The objective was to ensure that the uThungulu District was prepared should cholera cases arise in the district. All stakeholders were invited to participate in order to develop a comprehensive contingency plan should an outbreak of the disease occur within the district.

Although there were allegedly four cases of bacterial meningitis reported at schools, investigations revealed only one confirmed case of viral meningitis at Grantham Park Primary School in Empangeni. As a precautionary measure it was agreed by the departments of Health and Education and the Municipality's Environmental Health Section that the school be closed.

No local transmission of malaria occurred within the City of uMhlathuze during the period under review. Malaria continues to be closely monitored by all stakeholders and case investigations of the malaria cases revealed that the reported cases were contracted from the far northern areas of KwaZulu-Natal and neighbouring southern African countries and were therefore classified as imported cases.

Six positive rabies cases were reported in animals within the City of uMhlathuze. The State Veterinarian, various health departments and nuisance officers rallied to raise public awareness of the need to vaccinate dogs and cats against rabies.

In conjunction with the State Veterinarian, the City of uMhlathuze held bi-annual rabies campaigns during the year as well as monthly clinics at various venues throughout the municipal area in an attempt to eradicate rabies.

In general there has been good co-operation with the community on environmental health matters and enquiries regarding health related matters were treated accordingly. This was attributed to an increase in the number of communicable diseases that were unknown and or thought to have been eradicated such as cholera, MDR TB, bilharzia, bird-flu and even A/H1N1, commonly known as swine flu.



Statistics

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

- 691 Investigations of environmental health complaints
- 1 001 Inspections of vacant overgrown properties
- 2654 Inspections of food premises
- 262 Samples were taken in terms of the Foodstuffs, Cosmetics and Disinfectants Act
- 64064 Kilograms of unsound foodstuffs were destroyed
- 558 Inspections of child care facilities
- 305 Inspections of bed and breakfast establishments
- 147 Building plans were scrutinised from a health point of view
- 92 Inspections at funeral parlours
- 2 Cases of Meningitis, 5 cases of measles and 4 cases of mumps were investigated along with 1 malaria case
- 84 Animal bites were recorded and investigated
- 3 622 Animals were given rabies vaccinations during the rabies vaccination campaigns, at the monthly clinic at Veldenvlei Hall and by the SPCA mobile rabies vaccination unit
- 74 Health education sessions were attended by a combined 3 067 people
- 45 Pauper burial applications were approved and burials undertaken by Council.

Museum

The Museum hosted new and exciting displays every alternate month, which were occasionally extended due to public demand.

Several local artists were encouraged to display their artworks, including paintings, drawings and sculptures, to afford the community an opportunity to appreciate the talent of the area.

The Bi-Annual Mondi Eisteddfod, which is a showcase of the young talent found in local schools, took place. Apart from schools from the uMhlathuze area, representation was also received from Hluhluwe and Pongola.

Due to the popularity of the Eisteddfod, the exhibition was extended over a four-month period to enable all the schools to visit the Museum.

Other exhibitions included: Old equipment like cameras, typewriters and historical photos of Empangeni and Richards Bay. A Dolls exhibition, which included vintage dolls, fabric dolls, porcelain and wooden dolls also proved popular with visitors.

The Museum in conjunction with The Natal Arts Trust is slowly building a small but comprehensive collection of craftwork to showcase the talent in the different areas of KwaZulu-Natal.



Public Libraries

Council's seven libraries at Richards Bay, Empangeni, eSikhaleni, Ngwelezane, eNseleni, Brackenham and Felixton have a combined membership of 23 000 and an average of 27 520 items are issued every month.

All the libraries are computerised and offer an Internet service which, is presently fully funded by Province. Cybercadets have been employed to assist and educate the community on the use of computers and the Internet. Many residents are joining as library members specifically to use the Internet as the service is free and a nominal tariff is charged for printing.

The Felixton Library was completed at a cost of R1 472 617. The building and furniture were subsidised by the KZN Public Library and Information Service (KZNPLS). This library previously operated from an old small room at the Felixton Club and moved to its new premises on 3 September 2008. The library serves a huge area of the surrounding rural areas. Its popularity is evident by the growth in membership, which started with 200 members and now has 379 – 90% growth in 12 months!

The national theme for libraries in 2009 is "Access for all @ your Library". The theme emphasises that all people have the right to have access to knowledge.

Libraries are specifically encouraged to extend their services to the illiterate, the disabled and people in rural areas. All of Council's libraries contribute to making this a reality - group visits (ABET), accessibility of library building to the disabled and encouraging rural residents to join.



Libraries are the centres of knowledge and are vital for community upliftment. The uMhlathuze Municipality's libraries contribute to the quality of life by providing opportunities to access information through books and also now via the Internet.

The service desks at Empangeni and eSikhaleni Libraries were replaced with beautiful marble top desks. This has been a welcome improvement and much appreciated by the public who have commented most favourably.

Library staff continue to assist learners with projects and by ensuring that there are displays/exhibitions to stimulate interest in the community and to promote recommended books. The libraries also support special National and Provincial events by doing displays on subjects such as Arbour Day, Literacy Week, Child abuse, AIDS Awareness, Library Week, Drug Abuse, Water Awareness, Zulu Crafts, etc.

Statistics for the period 1 July 2008 to 30 June 2009 indicate the popularity of the libraries:

Library	Circulation	Visitors	Members
Richards Bay	180 753	167 521	5 834
Empangeni	93 617	160 535	6 333
eSikhaleni	19 608	110 793	3 579
Ngwelezane	5 225	111 640	1 096
eNseleni	11 247	184 976	4 094
Brackenham	16 028	39 813	1 685
Felixton	6 108	3 896	379
Total	332 586	779 174	23 000

During the year under review Council approved building plans and funds for a state of the art City Library to be built on the vacant land between the Richards Bay Civic Centre and the new Unizul City Campus. Council's application to the Carnegie Foundation for funding to furnish and equip the library was successful and residents

can look forward to the facility being in operation in 30 months time. It will cater for all age groups for leisure reading, for study and research, for music interests and access to the Internet.

Halls and Thusong Service Centres

The uMhlathuze Municipality owns a total of 13 halls / public facilities situated in the different suburbs. Plans are at an advanced stage to take over the administration of the rural halls that are currently administered by traditional authorities.

In an attempt to get full buy-in from the local AmaKhosi, a meeting was arranged whereby a presentation was made to them on Council's intentions pertaining to community facilities in their areas. This was most successful as they all agreed that upon refurbishment Council should administer these facilities.

In February 2009 Council was invited to the technical Provincial Intersectoral Steering Committee (PISSC) to do a presentation on the status of Thusong Service Centres within the area of jurisdiction of the uMhlathuze Municipality. At that meeting a plea was made for financial support to refurbish the Port Durnford and Kwadlangezwa Thusong Services Centres. Provincial officials gave their commitment that the centres would be refurbished subject to the availability of funds.

In March 2009 the Provincial Department of Works started refurbishing KwaDlangezwa Thusong Services Centre and handed it over to Council on 9 April 2009. The centre is not operational as yet because Council is still negotiating with service providers and also awaiting on electricity connection.

The Area Manager and three (3) Cluster Supervisors were appointed to manage the Halls and Thusong Services Centre component.

Department of Corporate Services

- ▶ **Diverse Administration**
- ▶ **Secretariat**
- ▶ **Councillor support**
- ▶ **Legal Services**
- ▶ **Human Resources**

Following Council's June 2008 resolution to realign the organisation's structure, it was decided that the Department of Corporate Services would lose some of its functions and be amalgamated with the Department of Management Services. The process of releasing functions to other departments is ongoing and should be in place by the end of early next year.

In his 2008 State of the City Address, "The Dawn of a New Era", Mayor Zakhele Mqayyi paved the way for stronger relations with all spheres of government and business alike. The interest shown by various provincial and national government dignitaries bode well for the support that the City could count on from such government departments.

Subsequent to that a delegation from the City of The Hague in the Netherlands paid a brief but influential visit as part of an information sharing exercise. This Dawn of a New Era was further characterised by other overseas visits which included a visit to Japan which in November was returned by a visit from a delegation from Japan (MakiTech - a company specialising in bearings) who have shown interest in the IDZ.

A special highlight of the year was the visit by a delegation of business representatives from Milwaukee in the State of Wisconsin. This was followed by a twinning agreement entered into earlier in the year between the City of uMhlathuze and the City of Milwaukee.

The fostering of bilateral trade and investment between the two cities is expected to yield positive returns for both cities.

Secretariat Services

In addition to the many smaller ad hoc committees, task teams, management meetings and steering committees, the following major meetings involving councillors and staff were held during the period under review:

	Meetings	Items considered
Council	15	769
Executive Committee	28	781
Portfolio Committees	100	721

Councillor Support

During the period under review councillors attended workshops relating to ever-changing local government legislation, the main focus being on accountability and ultimately culminating in the establishment of the City of uMhlathuze's very own SCOPA - Standing Committee on Public Accounts under the chairmanship of Councillor Dolf van Huyssteen.

Council bid farewell to Alderman Denny Moffatt after an illustrious 25-year long career in local government. His experience is a loss to Council as he led the former Empangeni Town Council to great heights during his years as Councillor and Mayor of the town. His success as first citizen of the City of uMhlathuze culminated in a number of prize developments that secured the City as a hub of industrial activity. He also played a major role in the finalisation of the Richards Bay IDZ.



During the year under review secretaries were appointed to attend to the administrative needs of the Speaker and Deputy Mayor and a Chief Administrative Officer was appointed whose duties include the management of this section by co-ordinating the functions of all full-time and ward councillors. Other administrative functions, such as the processing of pension claims for deceased councillors and travel arrangements for councillors, are currently being done by other sections but will eventually resort under this Section.

Diverse Administration

Registry

Registry handles an average of 100 000 postage items per annum. Correspondence is distributed via the electronic mail system to the relevant officials. Registry is also responsible for the archiving and safekeeping of all documentation of the Municipality.



Switchboard and Call Centre

Council's drive to improve its service delivery has resulted in the establishment of a section, which is to be manned 24 hours a day, seven days a week to assist the community. During the year resolutions were taken to employ additional staff and to establish a formal call centre, which will be fully functional by the end of next year.

Policies

All Council's policies are updated as and when required. They appear on the website: <http://www.richemp.org.za>.



Legal Section

This Section provides the Municipality with a supportive and advisory role on all legal matters thus protecting Council's interests from a legal perspective.

Legislation

Bills affecting local government are scrutinised and Council is then advised on comments, which can be submitted to the State Law Adviser.

Amendments to National and Provincial Acts pertaining to municipal matters are reported to Council and thereafter when issues are submitted to Council, the implications of all legislation are considered by the Legal Section and appropriate advice is given.

The uMhlathuze Municipality's bylaws are updated regularly in accordance with a scheduled programme compiled by the Legal Section. All bylaws are published on the Municipal website.

Legal Advice

An ongoing function within the Legal Section is to ensure that all operations within the Municipality are conducted within the parameters of the law. This entails continuous research and the perusal of Government and Official gazettes.

Agreements

Over the past year, 225 documents consisting inter alia of lease agreements, encroachments, sale agreements, indemnities and sale agreements were drafted or vetted by the Section.

Litigation

The Legal Section is responsible for instituting and/or defending legal action on behalf of Council. In some instances the matter is outsourced on instruction from the head of the department and in other instances, staff carry out this function themselves.

Four administrative appeals instituted in terms of Section 62 of the Local Government Municipal Systems Act, 2000 (Act No 32 of 2000) were referred to Council's Section 62 Committee.

During this period Council instituted four legal actions for contraventions of the Town Planning Schemes and four cases, instituted against Council in the previous year, are still pending.

Tenders

The Legal Services Section ensures Council's tender procedures are strictly followed. The tender register, tender meetings attendance register, tender box key and official stamp used at the tender opening process are locked up in a secure place and are only removed by the officials responsible for tender opening when tenders are to be officially opened.

Business Licences

In February 2009, application was made to the KwaZulu-Natal MEC for Economic Development to have the uMhlathuze Municipality declared as the Licensing Authority for business licence purposes and thereby disbanding the Empangeni Licensing Authority (which had jurisdiction over the magisterial areas from the Umlalazi River to the Mozambican border) and the Richards Bay Licensing Authority.

As a result the previous two licensing authorities (Empangeni and Richards Bay) were disbanded and Dr A W Heyneke in his capacity as City Manager was appointed as Licensing Authority for the area of jurisdiction of the uMhlathuze Municipality for the period of 1 June 2008 to 31 August 2011. All business licensing matters are now dealt with by the Municipality.

A total of 86 new business licences were issued for the period 1 July 2008 to 30 June 2009.

Security Services

Council's security function consists of three general guarding contracts to protect up to 60 buildings and premises as well as a contract for the protection of cash offices and substations with associated armed response dedicated to this task. They also play a major role at Municipal events.

In addition, Council has one cash-in-transit contract and a major diverse security contract in which Council-owned land (throughout the entire area, including green belts and beach areas) is protected against illegal occupation. This latter unit also has the task of responding to such calls and to assist the police occasionally with crime prevention operations where possible. Regular operations take place where illegal occupants of land are removed in bushes and green belts in Council's area of jurisdiction. This unit also protects the fire section during their call-outs.

Council is proud of the fact that no armed attacks or robberies have taken place in the past year on any of its sites, albeit that there have been various attempts of theft that have been thwarted by the security contractors.

Quarterly reports are submitted to Council on the performance of all security contractors and statistics are also kept.

Council's security contractors assist in various important gatherings such as the Mayor's annual State of the City Address. Regular calls are received from the public, praising Council's measures, especially when there have been house break-ins and the house contents have been recovered.

Human Resources

► Employment Wellness

The Employee Assistance Programme (EAP) is a work-site based intervention programme designed to improve productivity by assisting Council with the early identification and resolving of employees' personal and work-related problems that might adversely affect work performance.



All employees are made aware of the EAP and that all counseling conducted by the Municipality's EAP Practitioners is strictly confidential.

The EAP link on Council's Intranet website also provides employees with in-depth information on employee wellness topics.

In addition various Employee Wellness activities were conducted and include:

- The Women's Wellness and Cancer Awareness Day attended by over 100 female employees;
- 16 Days of Activism against Women and Child Abuse attended by over 50 employees;
- An employees Wellness day that was attended by over 200 employees.

Mr Vikash Singh was appointed as the Chairperson of EAPA KZN (Zululand Region) and together with the City of uMhlathuze hosted the Inaugural EAPA Seminar held at the Richards Bay Civic Centre that was well attended by EAP Practitioners.

► *Training and Development*

A Workplace Skills Plan for the 2008/2009 financial year was launched and training took place from July 2008 to June 2009. Training addressed all aspects within the Municipality with a special emphasis on technical training. Councillors were also provided with training and attended two training sessions on Municipal SCOPA and Public Participation and Roles and Responsibilities of various Office Bearers.



An amount of R2 332 669.99 was spent on training and R1 215 780.63 was received back from the LGSETA based on the 2007/2008 Annual Training Report. A combined 1 024 employees attended 72 training courses presented by in-house and external training service providers. Training included, among others: first aid, HIV peer education, conflict management, office management, contractor management, basic ambulance assistance, storm water pipe laying, paving, patchworks (pot holes), landscape maintenance and various computer courses.

Further to the training done for the financial year, the Skills Development Facilitator of the Municipality, Annette Blackie, was elected as the Skills Development Facilitator of the Year (2008) by the LGSETA in KwaZulu Natal.

► *Safety, Health and Environmental (SHE) Risk Management*

Incidents

A new incident investigation procedure was implemented to ensure that thorough investigations are conducted in order to mitigate the risks surrounding an occurrence and to prevent similar incidents from taking place in the future.

SHE Risk Training

Training awareness courses were arranged for employees, including fire extinguisher training, first aid, confined space entry, pedestrian controlled stacker, truck mounted crane and SHE Representative, incident investigation.

To promote awareness of health and safety, numerous safety talks took place as well as a SHE representative awareness workshop, and a COID (Compensation for Occupational Injuries and Diseases) road show.

Weekly safety messages are distributed to all employees using GroupWise. They are also featured in the monthly employee newsletter, Tuzi Talk. By disseminating SHE-related information on a regular basis the Municipality aims to foster the ideology of safety being a way of life.

Contractor Management

All contractors performing work for and on behalf of Council undergo induction by the SHE training officer before commencement of work. Inducted persons are issued with identification cards as proof of their induction and the SHE Risk Management Section keeps induction records.

Through induction, contractors are made familiar with the hazards and risks within the Council environment as well as orientated with regards to ensuring the health and safety of all persons performing work and affected by the work being carried out.

► *Labour Relations*

Council works hard to maintain a sound and healthy relationship with the employees and prides itself on the high standard of discipline among its employees.

This section is tasked with:

- Acquainting Council employees and supervisors with disciplinary procedures in terms of Collective Bargaining Agreements
- Protecting Council's interests and bringing offenders to book for their misconduct
- Fostering a good relationship with organised labour and ensuring that disciplinary actions are conducted in a just and fair manner.
- Attending to queries brought by employees or supervisors regarding their conditions of service in terms of Collective Bargaining Agreements.

Department of Financial Services

- ▶ **Financial Planning and Budgeting**
- ▶ **Expenditure and Related Liabilities**
- ▶ **Income and Related Credit Management**
- ▶ **Financial Reporting**

In line with the re-structuring of the Municipality to improve efficiencies and service delivery to the public, the Department was renamed and is now headed by a Senior Manager.

Valuations

A new valuation roll was implemented in 2008. The process is ongoing with the objections against the valuation roll still in progress and several supplementary valuation rolls being implemented.

Debt collection

In spite of the deepening financial crisis and the increasing difficulty experienced in the collection of monies, the Department achieved a respectable debt collection ratio of 98.56%.

Tariff Increases

Tariff increases for the new financial year were again kept below the annual CPI for all tariffs, with the exception of the electricity tariffs due to the high increase from Eskom.

Extension of services

Service delivery has been extended into the traditional areas and water accounts are now delivered to consumers in all these areas.

Policy

Council approved two new policies, the Assets Management Policy and the Fraud Prevention and Anti Corruption Policy.

The Assets Management Policy accomplished two primarily objectives:

- To ensure and prescribe policy for the adherence to General Recognised Accounting Practice (GRAP);
- To create a platform for the formulation of an Assets Management Plan for the whole Municipality.

The primary aim of the Fraud Prevention and Anti Corruption Policy is to enforce good governance and work ethics. This ensures that the organisation has zero-tolerance to any form of fraud or corruption, which in turn promotes the strongest form of "internal control" in the organisation.

Key Accomplishments

Within the Supply Chain environment both elements of our developmental obligations together with good governance can easily be illustrated by the fact that almost 100% of contract work with tenders below R200k are procured from HDI businesses, most of which are 100% HDI owned.

Just one aspect of sound governance in the SCM environment can be illustrated with these very impressive stock control figures:



Comparison of figures on the performance of the SCM Unit since 2002

	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009
Stock purchases (R)	12,784,765.79	15,658,855.11	21,724,696.29	18,069,290.00	30,674,268.00	35,842,571.00	51,155,949.23
Stock issues (R)	12,712,110.69	15,285,511.42	19,728,350.52	19,553,022.00	29,574,477.00	34,153,657.00	48,930,073.23
Total Stock Transactions (R)	25,496,876.48	30,944,366.53	41,453,046.81	37,622,312.00	60,248,745.00	69,996,228.00	100,086,022.46
Shortages (R)	218,765.26	140,120.90	63,345.59	41,456.00	70,860.00	9,627.00	8,112.34
Surpluses (R)	397,796.62	157,001.92	54,271.31	56,514.00	22,367.00	14,251.00	55,795.68
Total Discrepancy (R)	616,561.88	297,122.82	117,616.90	97,970.00	93,227.00	23,878.00	63,908.02
Error rate % (Stock)	2.42	0.96	0.28	0.26	0.15	0.03	0.06
Direct Purchases (R)	28,419,515.92	28,411,588.17	41,886,628.51	49,141,660.00	77,244,248.00	72,331,415.00	133,503,820.45
Combined transaction values	53,916,392.40	59,355,954.70	83,339,675.32	86,763,972.00	137,492,993.00	142,327,643.00	233,589,842.91
% Combined error rate							
Stock and Direct	1.14	0.50	0.14	0.11	0.07	0.02	0.03

Budget Public Participation

The 2009/2010 Multi-year Budget was tabled before Council on 27 March 2009 and followed by a six-week budget participation process, which took the form of cluster meetings held in various locations throughout the City.

Approximately 3 539 community members attended the public participation meetings as per the attendance registers. This represents a 10,98% increase from the 2008/2009 attendance.

The breakdown of the attendance at the various locations is as follows:



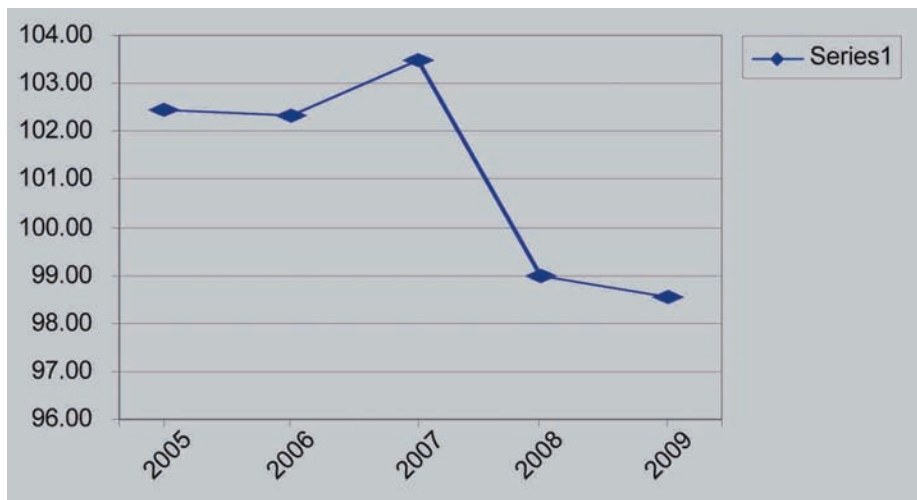
CLUSTER	WARDS	VENUE	2008/2009	2009/2010
Amakhosi		Civic Centre (Council Chambers)	Not Held	52
1	Ward Committees	Empangeni Town Hall	198	188
2 and 3	5,6,7,8	KwaBhejane Sports Ground	487	465
4	10,11,30	KwaDlangezwa Sports Ground (Vulindlela)	423	697
5	1,2,3,4	Richards Bay Auditorium	187	187
6	9,23,26	Empangeni Town Hall	147	121
7	12,13,14	Mandlankala Hall	377	667
8	15,16,17,21,22	eSikhaleni College	475	462
9	18,19,20	Hlanganani Hall	255	264
10 and 11	24,25,27,28,29	Ngwelezane Hall	602	402
12	Stakeholder Forum	Auditorium	38	34
TOTAL			3189	3539

The broader issues at the public participation meetings were common concerns from the community regarding low cost housing, supply of electricity, roads resealing, rural roads and rural sanitation. The Mayor responded with comprehensive answers to the concerns raised.

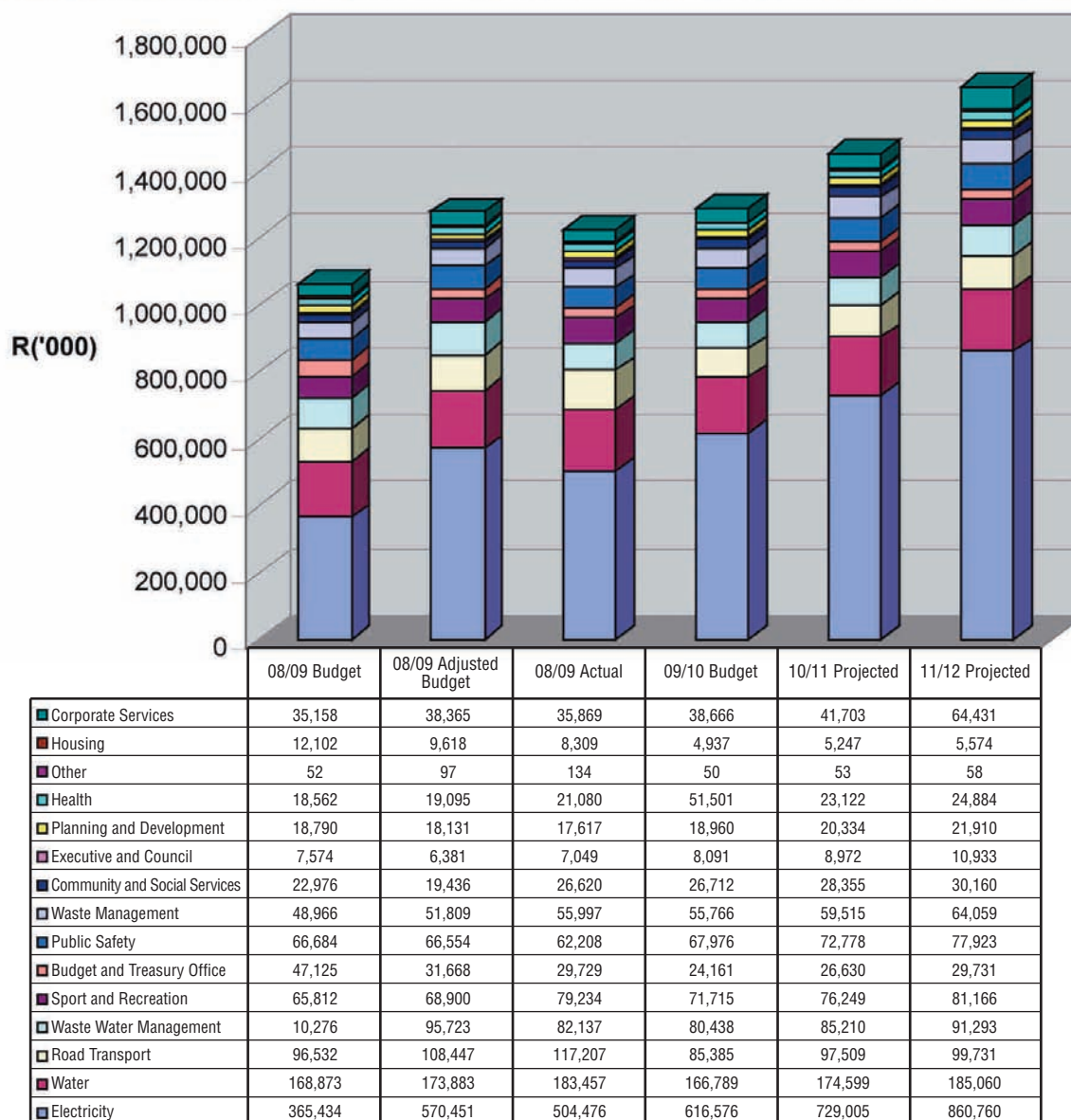
Statistics

Annual Debt Collection Rate	
Year	Percentage
2005	102.45
2006	102.32
2007	103.47
2008	98.98
2009	98.56

Note: The total outstanding billing did not increase, despite the marginal drop in the annual debt collection.

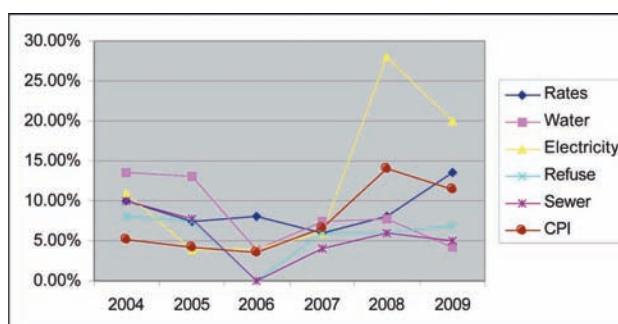


Operating Expenditure for the year ended 30/06/2009 and multi-year budget for 2009/2010

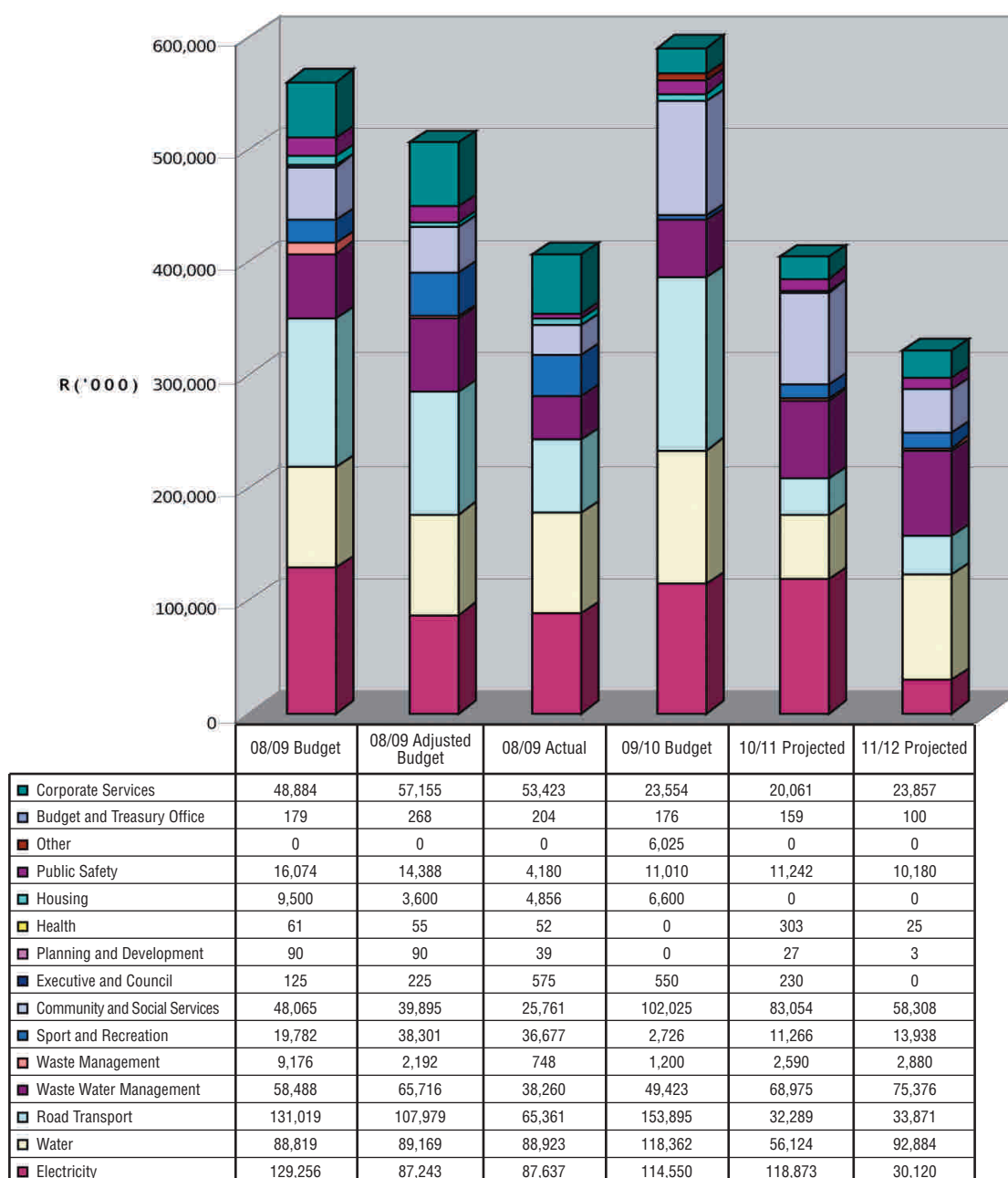


Annual tariff increases

Year	Rates	Water	Electricity	Refuse	Sewer	CPI
2004	10.00 %	13.5 %	11 %	8 %	10 %	5.1 %
2005	7.50 %	13 %	3.8 %	7.5 %	7.7 %	4.2 %
2006	8.00 %	0 %	4 %	0 %	0 %	3.5 %
2007	6.00 %	6.5 %	5.9 %	6 %	4.1 %	6.6 %
2008	8.00%	10.00%	28.00%	6.00%	6.00%	14.00%
2009	13,6%	5,00%	20,00%	7,00%	5,00%	11,5%



Capital Expenditure for the year ended 30/06/2009 and multi-year budget for 2009/2010



Infrastructure and Technical Services

Engineering

- ▶ Water Services Authority
- ▶ Water Services Provider
- ▶ Project Management Unit
- ▶ Roads and Storm water
- ▶ Buildings and Structures
- ▶ Support Services

Electrical Engineering

- ▶ Operations and Maintenance
- ▶ Planning, Development and Technical Services
- ▶ Marketing, Customer Services and Revenue Protection
- ▶ Support Services

In line with the realignment of services to ensure effective and efficient delivery to the public, the former departments of the City Engineer and City Electrical Engineer were amalgamated to form one department under the management and control of a Senior Manager.

Water Services Authority

Water loss management

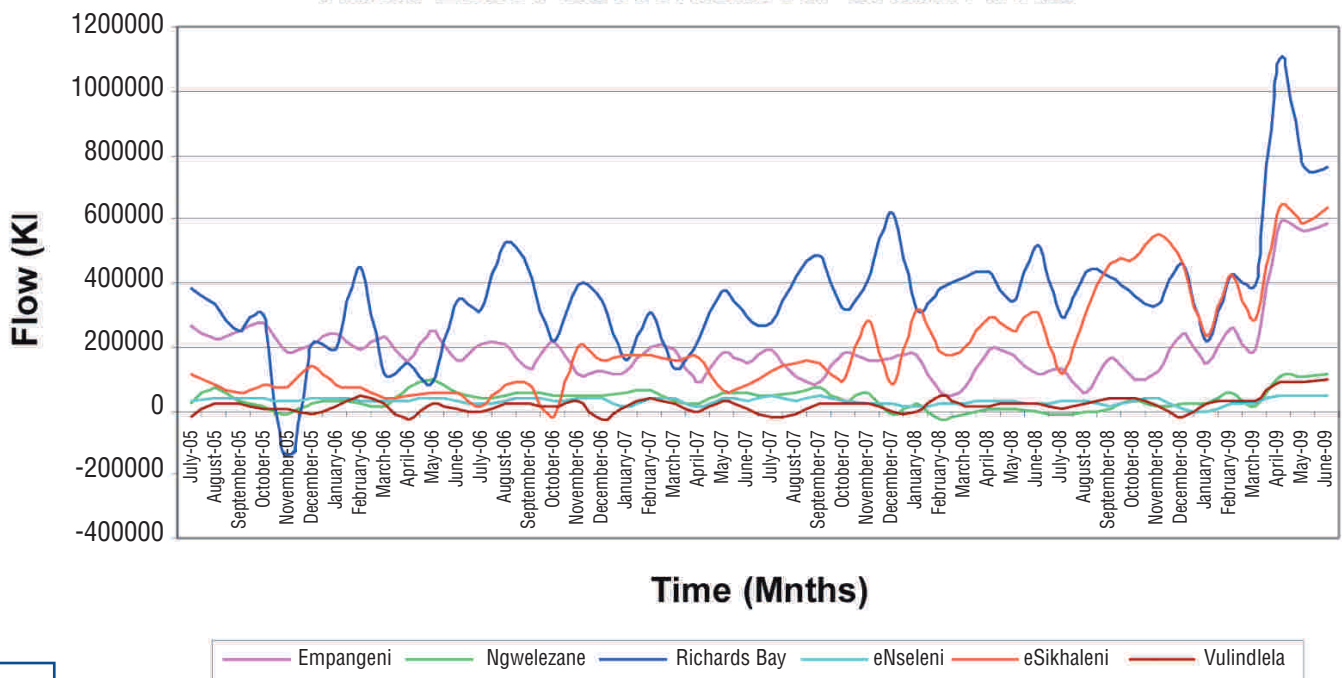
Old water meters were replaced as a cost effective measure to reduce non-revenue water figures that result in short cost recovery periods.

Unaccounted for water (UFW) meetings were held to update consumption figures. A graph showing unaccounted for water in kilolitres (kl) for July 2005 to June 2009 for the various urban areas is shown below.

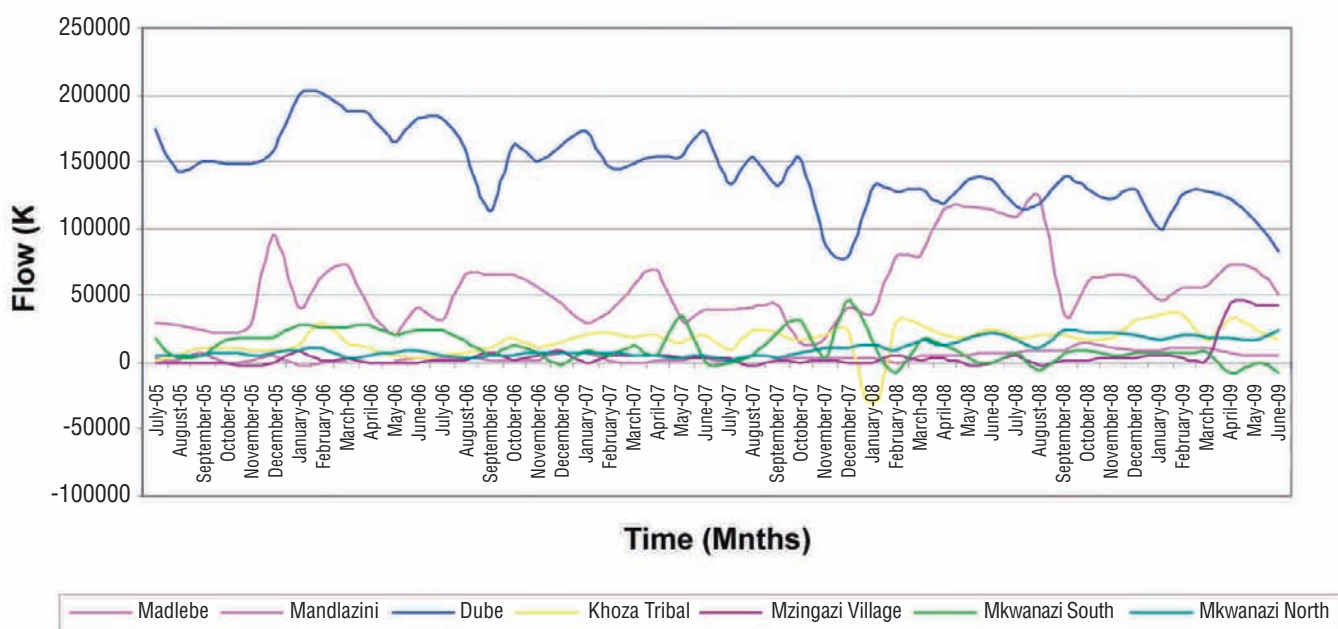
The Empangeni water losses were attributed to faulty meters, which were in the process of being replaced. Likewise water reticulation in Richards Bay will be replaced in stages following the increase in water losses as depicted on the graph.

The graph on the following page shows unaccounted for water in kilolitre (kl) for the period July 2005 to June 2009 for the various rural areas:

Water Loss Assessment for Urban Areas



Water Loss Assessment for Rural Areas



The losses in the Madlebe and Dube traditional areas are stabilising due to the upgrading of the system. In Madlebe a contractor is currently installing a new pipeline and installing new meters to easily check the areas with high water usage. The impact of the work that is being done in Madlebe can be seen on the above graph.

It is to be expected that rural demand will increase after the network upgrading work and 4238 individual domestic meters have been installed in rural areas, are reflected in the billing database, and are being read.

Review of Water Services Development Plan

The Municipality's Water Services Development Plan (WSDP) forms an integral part of the Integrated Development Plan, as required in terms of the Water Services Act.

Water Quality Assurance

An extensive monitoring programme for drinking water quality and water pollution is being compiled, which will include all existing monitoring by the uMhlathuze Municipality and Mhlathuze Water as well as additional

sampling points. Included in the programme will be water treatment works, reticulation monitoring, waste water treatment works, streams and rivers, water bodies and monitoring of boreholes of importance.

Water pollution control

Waste Water Treatment Works, streams and rivers, water bodies and boreholes are monitored for industrial waste, pump station- and sewer overflows and non-compliances of industry and Water Service Providers (WSP) to national effluent standards.

The monitoring programme enables Council to build up a profile of the quality of all water resources. Trend analysis will in future enable Council to notice changes on the quality of the water resources.

Drinking Water Quality Management Performance Assessment

The Department of Water Affairs and Forestry's (DWAF) drinking water quality status for the past 12 months the City of Mhlathuze, in comparison with provincial and national statistics, is shown in the following table:

Area	Overall Score	Drinking Water Quality Score	Appropriate Parameters Score	Appropriate Number of Samples Score	Frequency of Monitoring Score
	%	%	%	%	%
South Africa	60.0	49.5	58.5	53.5	78.6
KwaZulu-Natal	82.8	70.7	92.5	67.9	100
City of uMhlathuze	93.8	100	75	100	100

In some instances the water quality status for the City far exceeds provincial and national percentages. This is a clear indication of the status of the Water Quality Monitoring Programme in place and affirms that the operational integrity of the various systems is optimally maintained.



Water Services Provider

Operations and Maintenance

uMhlathuze Municipality owns and operates the following infrastructure that it has built, upgraded and inherited since its establishment. During this time it has had an unprecedented and, to a large degree, exemplary record of service delivery:

Water

- 64 Potable water reservoirs that are either on ground level or raised steel-pressed tanks storing up to 260 Mega litres of water
- Over 1 966 km of pipelines of varying material types and diameters with largest being 800mm
- Water valves
- Pressure reducing valves
- Air valves
- Scour valves
- 7 Pump stations
- 4 Treatment works – (uMhlathuze river, Lake Mzingazi, Lake Qubu and Lake Nsezi-Mhlathuze Water Board) treating up to 200 Megalitres per day.
- Meters – approximately 45 000 installed, and increasing into rural areas in a phased approach.

Waste Water

- 864 km of sewer pipes
- 2 Macerator stations
- 5 Treatment works – (Vulindlela, Ngwelezane, eNseleni, Empangeni and eSikhaleni) treating approximately 50MI per day
- 60 Pumpstations, including 136 pumps

Pump stations were upgraded with emergency generators to ensure service delivery in times of power outages. This will be extended to the sewer pump stations.

This and other services include unblocking of sewer mains and odour control at the macerator stations.

WSP has about 200 professional and semi-professional full-time staff to provide the above main functions to the 300 000 residents (approximately 75 000) households within the City boundaries 24 hours a day for 365 days a year.

Maintenance Contracts

Messrs WSSA, were re-appointed through Council's competitive bidding process for a further three-year contract to manage the bulk operations and maintenance of all nine water services treatment works within the Water Services Authority area. However reticulation responsibilities still remain with the WSP.

A review study in terms of Section 78 is currently underway to investigate the options in water services delivery of the maintenance and operations of the reticulation networks by external BEE plumbing contractors.

Messrs Exelcom cc has a maintenance lease contract for the maintenance and upgrade/repair of Council's potable water and wastewater telemetry/SCADA system. This system provides for the online monitoring of Council's reservoir levels to maintain continuous service delivery.

Messrs Zululand Projects has a maintenance lease contract for the maintenance and upgrade of all the electrical panels of pump stations and macerator stations.

Safety Audit Competition

The Scientific Services Section and Mechanical Section Water and Wastewater of the Water Services Provider Section were joint winners of the Safety Audit having set and maintained high safety standards and working procedures.

Water and sewerage queries, connections and complaints regarding burst pipes, meter leaks and sewer blockages were attended to at the front counter of the engineering section. The cashier was responsible for the collection of monies, ie. tender payments.



Project Management Unit

► *Municipal Infrastructure Grant Funding*

Statistics:

- Grant funding spent in the 2008/2009 Government Financial Year (April 2008 to March 2009) = R 42 584 185
- uMhlathuze Municipality Counter funding spent to augment above grant funding = R 7 189 067
- Total number of projects in various stages of completion = 17
- Total number of job opportunities created in the financial year = 4 837 labourers
- Total Capital Budget spent on local labour = R 8 660 035
- Total number of people who received accredited training through the projects = 735 persons

► *Project overviews*

Following is a brief description of the projects under control of the PMU section:

Madlebe Bulk Water Supply Phase 3A, 3B and 3C

Phase 3A of the Madlebe Water Supply Project commenced in February 2007 and the project was completed during November 2008. Reticulation is being upgraded and all households are being installed with meters and yard taps. Phase 3B of the project commenced in January 2008 and will be completed in September 2009. Phase 3C started in April 2009 and will be completed in December 2009. An allocation of R11,6 million has been made available in the 2008/09 and 2009/10 financial years.

Phase 3C includes the installation of about 55 km of 20 to 63 mm diameter reticulation pipe work and 15 km of 75 to 160 mm diameter reticulation pipe work and related works. In addition concrete reservoirs, elevated pressed steel tanks and related works form part of the contract.

Rural Sanitation in all areas under uMhlathuze

Dube/Mkhwanazi South Sanitation Project Phase 2

A total of 5 500 Ventilated Improved Pit latrines (VIP's) will be installed in Phase 2 of the Dube/Mkhwanazi South project, which is scheduled for completion in April 2009. A further 500 toilets are being constructed in the Mkhwanazi North Area as part of the Rural Sanitation phase to address the basic sanitation facilities in all traditional areas.

Dube Bulk Water Supply Scheme

Funding was obtained to install a bulk water pipeline into the Dube Traditional Area to serve the Gobandlovu and Mandlankala areas. The project commenced in February 2008 and was completed in June 2009.

► *Municipal Funding*

Richards Bay Water Network Improvements

The existing network consists mainly of asbestos cement pipelines that must be replaced due to regular failures. R 9,8 million has been made available during the 2008/09 and 2009/10 financial years for this project of which R3,9 million had been spent by the end of June 2008. The project started in May 2009 and is scheduled for completion in December 2009. Works include the upgrading and replacement of existing water supply lines in Arboretum, Richards Bay with new water supply lines ranging from 63 mm diameter HDPE to 300 mm diameter uPVC pipes. Approximately 17km of pipe will be replaced and installed during the project, which entails the interconnection of existing supply lines with new reticulation as well as the decommissioning of existing water supply lines and appurtenant works.

Replacement of burst sewer pipeline in the CBD area along East Central Arterial

To fix a burst sewer pipeline in the CBD Council provided R3,2 million to replace a 600mm diameter asbestos pipe with HDPE-type pipe. Dealing with an operational sewer proved challenging during this contract, which involved the use of sheet piling to avoid groundwater from entering during excavation. Groundwater was continuously pumped out of the 3m-trench to keep the trench dry.

East Central Arterial between John Ross Highway and Saligna/ Guldengracht

The project, which started in May 2009, is scheduled for completion in May 2010 and has been allocated R23,7 million for the 2008/09 and 2009/10 financial years. The contract includes the construction of a dual carriageway about 1km south of Guldengracht to the John Ross Highway and 200m north of Guldengracht to tie-in with the existing East Central Arterial. Both intersections will also be upgraded in the process.

Relocation of Bulk Water Pipeline next to Foskop

An amount of R 5,8million was allocated to relocate a bulk water pipeline next to Foskop. During the contract 358m of diameter 600 mm GRP pipe, 681m of diameter 450 mm GRP pipe and 1 642m of diameter 350 mm GRP pipe was installed along with chambers, fittings, reducers and valves and all of the necessary work to connect the new pipe work to the existing uMhlathuze City supply. The project commenced in June 2008 and was completed in July 2009.

Roads and Storm water

Operations and Maintenance

The City of uMhlathuze owns and maintains the following road and storm water infrastructure:

- Urban Surfaced Roads - 610km
- Rural Roads - 576km
- Storm water lines - 320km
- Open Concrete Storm water trenches - 26,04km
- Open Storm water trenches – 35,89km

Teams operating from the three major depots situated in Richards Bay (northern depot), Empangeni (western depot) and eSikhaleni (southern depot) maintain the infrastructure. The rural roads section operates from the western depot.

Road maintenance

The City owns plant, such as rollers, compactors, trucks, tippers, graders and front end loaders necessary to perform small, medium and large scale road maintenance and construction work.

The Rural Roads section is responsible for the construction and maintenance of rural roads. They upgrade existing two-spore roads to gravel surfaced roads with pipe culvert crossings constructed to the highest standard.



A total of R21,06 million is budgeted for rural roads of which R17,02 million was used for construction. An amount of R9,17 was used to purchase plant including water tankers, graders, rollers and tippers while R12,17 million was used to upgrade storm water lines and open channels.

Maintenance contracts

The City's tarred road network receives major maintenance annually. A specialised Pavement Management System (PMS) is used to prioritise work for the year so that the worst roads are attended to first followed by those roads that have come to a point in their lifecycle where they need to be rejuvenated so that they last until they are prioritised for a major overlay.

An amount of R16,81m was spent to upgrade the City's surfaced roads. Work required specialised machinery and was, therefore, performed by contractors.

Traffic calming measures are undertaken by this section to improve safety of the City's roads. An amount of R 800 000 was used to construct speed humps throughout the Municipal area.

Rail Sidings

The City provides rail connections to 52 industrial and commercial stands. During the period under review Council spent R699 000 for a specialist consultant and contractor to carry out maintenance to ensure that the 17 033m of sidings and the 52 turnout points meet with the standards of the National Railway Safety Regulator Act (Act 16 of 2002).

Buildings and Structures

This section is situated at the Alton Depot in Richards Bay and is responsible for the maintenance of all Council-owned buildings and structures, namely:

4 Cemetery buildings, 6 Library buildings, 9 fire brigade buildings, 4 clinics, 15 halls, 66 public buildings and offices, 13 sport facilities, 4 beach ablution facilities, 7 hostels, 8 bus terminals, 1 refuse site, 17 public toilets, 21 swimming pool buildings, 28 sewer pump stations, 1 commercial building, 44 substations, 15 water works buildings, 1 museum, 19 parks buildings and 35 Council-owned flats and houses.



In-house teams carry out day-to-day maintenance and small contractors assist with larger and more complex work.

► *Major contracts to which Council contributed financially*

Upgrading of the John Ross Highway

Council has contributed to the John Ross Highway project, which includes the upgrade of the existing lane and the construction of a new lane from Empangeni to North Central Arterial in Richards Bay. The road belongs to the Department of Transport and they control the construction work and finances.



The Nsezi bridge is 80% complete and is one of the longest bridge structures in South Africa. Contractors will commence with 70% of the layer works during October 2009 and this work is planned for completion by November 2010.

Construction of new soccer stadium

A new soccer stadium is under construction at the Veldenvlei Central Sports Complex in Richards Bay. This is a joint venture between the City of uMhlathuze and the uThungulu District Council. Phase 1 of the project is scheduled for completion by January 2010. On completion Council will take over the structure for maintenance purposes.

Support Services

Departmental Design

The Design and Information Section continued to provide design input on a number of internally allocated capital projects such as roads, water and sanitation infrastructure. Furthermore extensive assistance was provided to all departments with regards to ad hoc surveys, draughting and designs covering a wide range of issues pertinent to specific departments. About 108 such projects were attended to in this reporting period.

The acquisition of a Trimble R8 GN55/R6/5800 GPS also equipped the section with the means to establish survey control in the remote rural areas, which will directly assist with service infrastructure expansion in these areas.

► Corporate and Departmental GIS

GIS upgrade and expansion project

The GIS Upgrade project commenced in March 2006 as a Phase 1 (P1) and Phase 2 (P2) concentrating primarily on data capturing (P1) and a complete system enhancement (P2). The move from the original GIS system Civil Designer Map and it's associated MS Access database platform to ArcView utilising Oracle as the database warehouse has paved the way for equipping the City of uMhlathuze with a fully functional and integrated corporate GIS.

The three pillars of any established system i.e. systems, resources and data has enjoyed specialist attention in that not only has the system's component been addressed but also the "work face" resource team comprising of departmental super users and a functional co-ordinator (GIS User Work Group). GijimaAST will also be part of this team in providing the external IT and network systems support. Heads of Departments (HODs), Secondary Users, Tertiary Users and Field Operators will also provide vital input to the GISUWG in both establishing and maintaining the corporate GIS.

The roles and responsibilities of all the role players has been encapsulated in the Operational Plan and dataset ownership in the User Requirement Specification (URS) documents. A revised Digital Orthophoto base covering the whole of KZN282 was acquired in September 2006 and provides valuable information at one's finger tips especially in the more remote rural areas. It is envisaged to update these in 2010.

Council's GIS website was redesigned and will shortly be made available worldwide. Furthermore Phases 3 and 4 were completed which concentrated primarily on establishing a complete cadastral layer for the entire uMhlathuze area, further updating of services data in the rural areas such as water and roads as well as a number of datasets utilised by the other departments including business licenses, tourist and bird routes, accident data, accommodation facilities, heritage sites, road signages, waste drop off point skip supply areas, funeral undertakers, schools, child care facilities, building line relaxation. These data sets are stored in the spatial data environment (SDE) accessible to all via ArcReader. The GIS is without doubt an organisation wide tool as is evident by the various types of datasets populated across virtually all departments as well as the interest shown in ArcReader.

The GIS will perform a critical role in the establishment of the Infrastructure Asset Register vital for the overall Infrastructure Asset Management Plan currently being considered. This branch continues to serve the organisation through its Corporate GIS section.

The above GIS initiative forms part of Council's overall Information Technology Strategy and is the culmination of some 20 years of effort in establishing a fully functional corporate GIS for the City of uMhlathuze, which is already the envy of many Municipalities in the region.

The Information subsection successfully completed the installation, implementation and conversion to an electronic plan filing system. This system allows for the conversion of hard copy drawings to an electronic format via a scanning process. The system currently houses approximately 10 000 drawings on a single desktop computer which has realised a substantial saving on floor space made available for other purposes i.e. offices.

Asset Management Plan

The Deputy Manager (Support Services) has been entrusted with the establishment of an Infrastructure Asset Management Plan. A steering committee was identified and a strategy was determined. The strategy comprises mainly two basic exercises:

An assessment to determine the scope of works and terms of reference required to establish the AMP. The implementation of the AMP is in accordance with properties and resources available.

The committee will shortly be in a position to request for quotations to start the above processes.

Departmental Administration

The Administration Section of Support Services is responsible for budget compilation and expenditure monitoring, minutes of meetings, typing functions, technical library management, general administration and managing the department complaint centre.

The complaint centre receives about 100 complaints a day and is responsible for the logging and issuing of work orders to attend to the complaints. The personnel managing this centre are extremely efficient and often have to deal with difficult customers. The cashier provides well-appreciated services in promoting customer convenience through the public not having to return to the rates hall to effect payments.

Electrical Engineering

Operations and Maintenance

The 2008/2009 financial year has been challenging with capital refurbishment projects nearing completion, unforeseen disasters such as the total loss of the medium voltage switchboard in Hercules substation, and the continuing theft and vandalism of copper and aluminium.

On the refurbishment front, the first of two power lines between Hercules and Scorpio substations and Impala and Polaris substations were completely refurbished in terms of corrosion prevention. The other lines are to be completed within the 2009/2010 financial year. The control room at Polaris substation was given a face-lift and the general security has been likewise improved.

The rebuild of Deneb substation has seen a vast improvement in quality of supply to the northern sections of eSikhaleni. The replacement of obsolete XLPE cable in many parts of eSikhaleni has also improved the quality of supply with fewer outages as a result of cable failure. Maintenance activities have been constant with good progress on miniature substations and low voltage reticulation.

A total of 240 unplanned outages were recorded during the year. Of all outages 96% were restored within 7,5 hours, which is well within the national standard. A total of 879 planned outages for maintenance purposes were recorded for the year.

The most devastating breakdown recorded to date was that of the Hercules medium voltage switchboard which was destroyed by fire. A possible bushing failure caused an explosion and resulting fire on the switchboard causing extensive damage to the entire board. One half of the board had to be totally rebuilt to restore supply. The entire Richards Bay CBD and residential areas of Aquadene, Brackenheim, Veldenvlei, Arboretum and Birdswood were plunged into a 23-hour blackout.

Planning, Development & Technical Services

A total of R114 million was spent on new electrical network expansion projects. Topping the list was the construction of the new high voltage Neptune substation located within the Port of Richards Bay. At a total cost of R55 million, the substation will reinforce the existing high voltage backbone of Richards Bay and provide the future electricity supply to the Port.

A further R83 million was spent on other electrical network expansion projects including expansion to the existing medium voltage cable network, new reticulation in uMhlathuze Village, upgrades in Mandlanzini and Mzingazi, replacement of redundant cable in eSikhaleni, the total rebuild of Deneb substation in eSikhaleni and the servicing of new commercial stands in the southern CBD precinct.

Designs and planning for Phase I of the eSikhaleni area reinforcement project has been completed with tender documents out for respective bids. This is the start of a R85 million project that will see substantial reinforcing of existing networks to cater for load growth and improve the current poor quality of supply. Respective phases, which will include new transformation and power lines, will be completed by the year 2015.

The EIA for the new power line to eSikhaleni is well underway with completion expected in the 2009/2010 financial year.

In addition to the new reticulation and distribution projects, new street lighting was installed for phase II of the MR231 to eNseleni suburb project. The planning and design for street lighting in the rural areas has been completed with actual installation to commence during the 2009/2010 financial year and to be completed by the 2012/2013 financial year.

Marketing, Customer Services and Retail

The total energy consumption for the year declined during the middle quarter as a result of a progressive economic downturn. However it can be noted that energy consumption increased towards the end of the year as a result of large industrial load recovery.

Non-technical losses have been steadily decreasing over the years as a result of the check metering principle. Total energy losses inclusive of technical and non-technical is now below 6%, which is far below the national average of 20%. However, customers continue to tamper with electricity, which is of grave concern in terms of safety.

An energy efficiency campaign was launched, as the drive to educate customers to use energy more efficiently is paramount. The department produced the first energy efficiency booklet, which was well received by the community.

Support Services

The overall status of the fleet availability remained strong at 97% for vehicles and 98% for plant. The overall fleet compliment as at 30 June 2009 was 378 vehicles consisting of sedans and LDVs and 209 plant vehicles. Total expenditure for fleet was R50,2 million.

During the 2008/2009 financial year, a total of 23 new standby generators were procured for installation at sewer pump stations as a result of the previous load shedding period. In addition to the purchase of standby generators, two new vacuum tankers were also procured to manage the risk of future health hazards as a result of sewerage spill. A total of 41 new LDV and sedan vehicles were purchased for various departments. A total of 50 new plant vehicles were also purchased consisting of various graders, tankers, rollers, trailers, trucks, fire and rescue vehicles, tractors and lawnmowers.

During 2008, the new street lighting call centre and system was successfully launched and is now in full operation. The call centre is operational 24 hours a day allowing complainants to log calls either via the website, via e-mail or telephonically.

The electrical support services section has upgraded various area and street lighting in Ngwelezane, Empangeni, Meerensee, Vulindlela, eSikhaleni, eNseleni and Brackenham. New floodlights have also been installed at various sports fields and the new Alkantstrand skateboard park.



Key Information & Demographic Data



The City of uMhlathuze is one of six local municipalities situated within the uThungulu District Council area in KwaZulu-Natal. The area comprises urban settlement, rural settlements, rural areas, farms and nature reserves. The majority of rural settlements are located within Tribal Authority areas. The area has a deep-water port, which is connected by national roads and railway line to the economic heartland of South Africa.

Empangeni and Richards Bay are the largest towns forming part of the municipal area and are surrounded by sugar cane fields, timber plantations, wetlands and fresh water lakes.

As the last Census was conducted in 2001, users should note that attempts were made to adjust the measurements to a best estimate using information and predictions provided by Statistics South Africa.

Municipal Land area

Area	Km	%
Richards Bay	289, 9966	36,5
eNseleni	1, 3325	0,2
Empangeni	28, 9386	3,6
Felixton	2, 7835	0,3
eSikhaleni	6, 2304	0,8
Vulindlela	0, 8464	0,1
Ngwelezane	3, 7001	0,5
5 Tribal Authority areas, 21 rural settlements and 61 farms	462, 1426	58,0
Total municipal land area	795, 9707	100,0

Population as at 2008/9

The City of uMhlathuze has an estimated 81 008 households and a total population of about 345 776. During the past year 21 127 births were registered in the area of which 10 242 were males and 10 885 were females.

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, which is indicative of a densely populated rural area. More people reside in Richards Bay than Empangeni, although Richards Bay is a younger town, indicating that this town grew at a faster rate than Empangeni.

Level of education

Highest Level of Education attained by over 20 year olds	Persons
No Schooling	32 921
Some Schooling	34 207
Complete primary	9 075
Some Secondary	60 258
Grade 12 / Standard 10	44 238
Higher / Tertiary education	16 681
Total	197 380

Households

- There are about 81 008 households within the municipal area.
- The number of houses per geographic area are: Richards Bay 12 433, Empangeni 6 046, eSikhaleni 6 363, eNseleni 1 439, Ngwelezane 2 775 and Vulindlela 588.
- The respective numbers of houses in each of the other areas are unknown.
- These are 202 indigent households.
- 80,9% of the total dwellings are of formal type, with 15,3% being traditional type and 3,8% informal type.
- 64% of households own their dwelling, while 17,8% rent.

Population groups						
	Richards Bay	Empangeni	eSikhaleni	eNseleni	Other areas	Total
Black African	20 207	13 605	72 342	14 653	178 712	299 519
Coloured	2 084	471	72	29	298	2 954
Indian / Asian	10 454	1 057	120	0	71	11 702
White	21 808	9 642	7	0	144	31 601

Population by gender and age group				
Age	Female	Male	Population (N)	Population (%)
0 - 4 years	18 028	18 028	36 056	10,43
5 - 14 years	37 392	36 724	74 116	21,43
15 - 34 years	76 192	70 167	146 359	42,33
35 - 64 years	40 739	39 042	79 781	23,07
Over 65 years	6 084	3 380	9 464	2,73
Total (N)	178 435	167 341	345 776	

Percentage distribution of households by type of main dwelling

House or brick structure on a separate stand or yard = 66,4%

Traditional dwelling / hut / structure made of traditional materials = 15,2%

Flat in block of flats = 9,1%

Town / cluster / semi-detached house (simplex: duplex: triplex) = 1,9%

House / flat / room in backyard = 1,3%

Informal dwelling / shack in backyard = 1,4%

not in backyard e.g. in an informal / squatter settlement = 2,4%

Room / flatlet not in backyard but on a shared property = 2,2%

Caravan or tent = 0%

Private ship / boat = 0%

Household income

- The annual household income in the eNseleni rural area is the lowest as over 40% of all households have no income.
- Close to 20% of households in the Ngwelezane, eSikhaleni and eNseleni rural areas earn between R9 601 and R19 200 per annum.
- 27% of households in Mzingazi Village and 29% of those in Mandlazini earn no income. A large portion of the households in these areas earn between R4 801 and R38 400 per annum.
- On average, the income distribution between households in Mzingazi Village and Mandlazini is between the R4 801 and R76 800 income brackets.
- The comparison of annual household income between typical urban areas reveals that whereas 47% of households in Meerensee and 23% of households in Empangeni earn more than R153 601 per annum, only 2% of households in eNseleni Urban earn this annual income.
- 23% of households in eNseleni Urban do not earn any income.
- Overall, annual household income is the highest in Meerensee, although some 8% of households in this area earn no annual income.
- Individual monthly income is, on average, higher in Richards Bay than in Empangeni, eNseleni or eSikhaleni.
- A large number of individuals in eNseleni and eSikhaleni earn less than R400 per month.



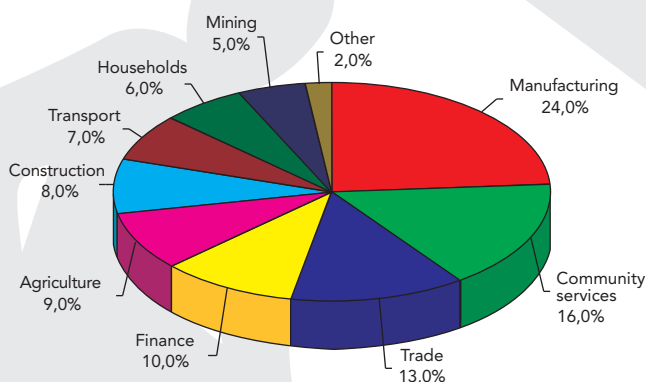
Labour Market Status

The unemployment level in the area is high at 36.28% in comparison to world standards. However, the unemployment levels relate to employment in the formal sector and do not reflect the true situation.

For instance, economic activity in tribal areas such as production for own use, arts and crafts, and informal sales are generally disregarded and creates the impression that tribal folk are without a source of income and the means to survive from day to day.

This is not the case as the quality of life experienced in tribal areas is preferred by many people provided that the amenities associated with urban areas such as water, electricity, schools and clinics, are available.

Formal employment by economic activity



The local economy forms an integral part of the international and national economies. The presence of a number of huge exporting and importing industries, notably Billiton's aluminium smelters, Richards Bay Minerals, Mondi Kraft, Foskor, Bell Equipment, Exxaro KZN Sands, Richards Bay Coal Terminal, agricultural activity (sugar cane and timber) and the port of Richards Bay, means that the welfare of the region is influenced by international and national market movements. 95% of economic activity is vested in Richards Bay, Empangeni and Felixton.

The area is third most important in the province of KwaZulu-Natal in terms of economic production, contributing 7,6% of the total Gross Geographic Product and 5,5 % of total formal employment.

Year on year economic activity expanded by 14,09%.

Business

- The population is served by five business districts with 23 shopping centres and a combined total of almost 265 000m² commercial floor space.
- There are about 5 000 businesses in the municipal area.
- The area has 8 post offices, 30 bank branches, 35 government organisations and offices, 5 cinemas, 14 hotels and 129 registered bed and breakfast establishments /guesthouses.
- Industrial floor space totals 558 927m².

Energy sources

- 84,9% of all households use electricity as an energy source for cooking, 91,8% use it as a lighting source and 82,3% use it as a source for heating. 18,9% of households use gas or paraffin for cooking. Solar power is used by 0,3% of all households for cooking and lighting.
- An average of 31 903 498 kilowatt electricity is used per day within the municipal area.
- The Municipality has a customer base of 31 312 and 3 000 customers receive 50kWh free every month.

Water, sanitation and waste removal

- 92% of households have access to running water; and 68% of households have piped water to the dwelling or inside the yard.
- The length of water pipes in the Municipality adds up to 1 700km. The reservoir capacities add up to 260 mega-litres.
- The length of sewer pipes in the municipal area adds up to 623km.
- 68 129 of all households have access to free basic water services.
- 49,2% of all households have a flush or chemical toilet on the premises.
- There are 33 945 water meters for households and 2 070 for businesses.
- There are 30 517 waste collection points for households and 1 000 for businesses.



- 58% of the population has access to waste removal services; approximately 2 500 tons of waste is collected on a weekly basis. 47,6% of waste collected is domestic waste and 12,3% is garden waste.

Telecommunication

- 42,5% of all households have 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.

Transport

- It is estimated that some 250 000 persons commute daily within the municipal area; close to 40 000 of these commuters are from outside the municipal boundary.
- The number of minibus taxis is estimated at 3 900 and the number of buses at 130. During 2007, 33 582 light passenger vehicles, 2 687 motorcycles and 1 953 minibuses were registered within the municipal area.
- There are 733 bus routes and 142 800 bus commuters.
- On average 400 freight trucks enter and exit the municipal area on a weekly basis.
- Spoornet provides a freight service of almost 750 trains per week, linking the City to Durban and Gauteng; there are 320 km of railway track.
- There are 128 km of tarred national roads and 850 km of tarred secondary roads in the municipal area. The Municipality maintains 554km of tarred roads and streets.
- The Port of Richards Bay consists of 2 157 hectares of land and 1 495 hectares of water area.
- Distance to closest international ports: Maputo 465km and Durban 160 km.
- The average monthly passenger departure in 2007 was 3 694 at the Richards Bay Airport.
- The number of vessels in the harbour averaged 308 during 2007.

Community Facilities

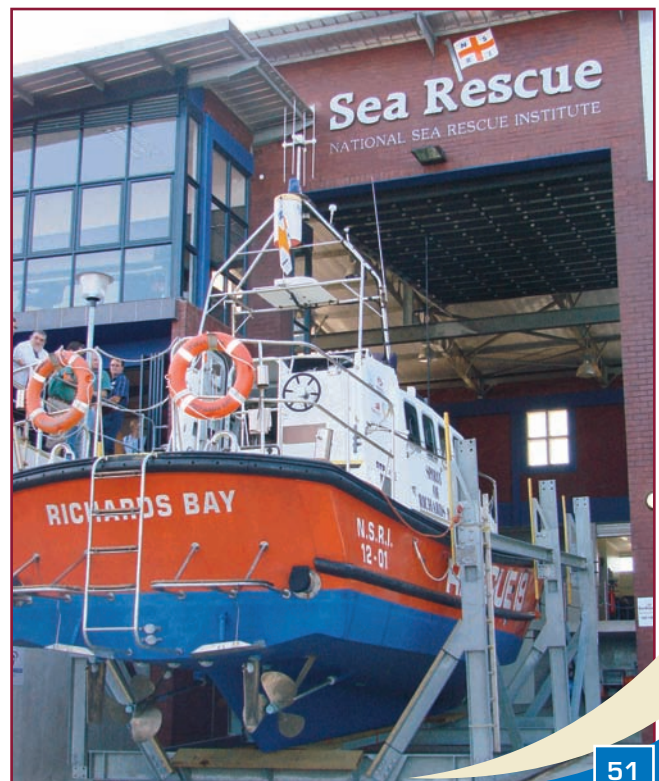
- Municipal sport and recreation facilities include: two athletic fields, 15 basketball courts, one baseball field, five cricket fields (two floodlit), four hockey fields (2 floodlit), 10 volleyball courts, 74 soccer fields (9 floodlit), four rugby fields, four korfbal courts, seven tennis courts, 10 netball courts (8 floodlit), two polo fields, five squash courts, 16 jukskei pitches, two golf courses, two bowling greens, 15 combi courts, nine swimming pools.
- There are 809 sport clubs with specific facilities for inter alia equestrian sport, polocrosse, aerolites, angling, yachting, paddling and radio flyers.

- Within the municipal area there are four hospitals and 23 health clinics, four cemeteries, seven 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.

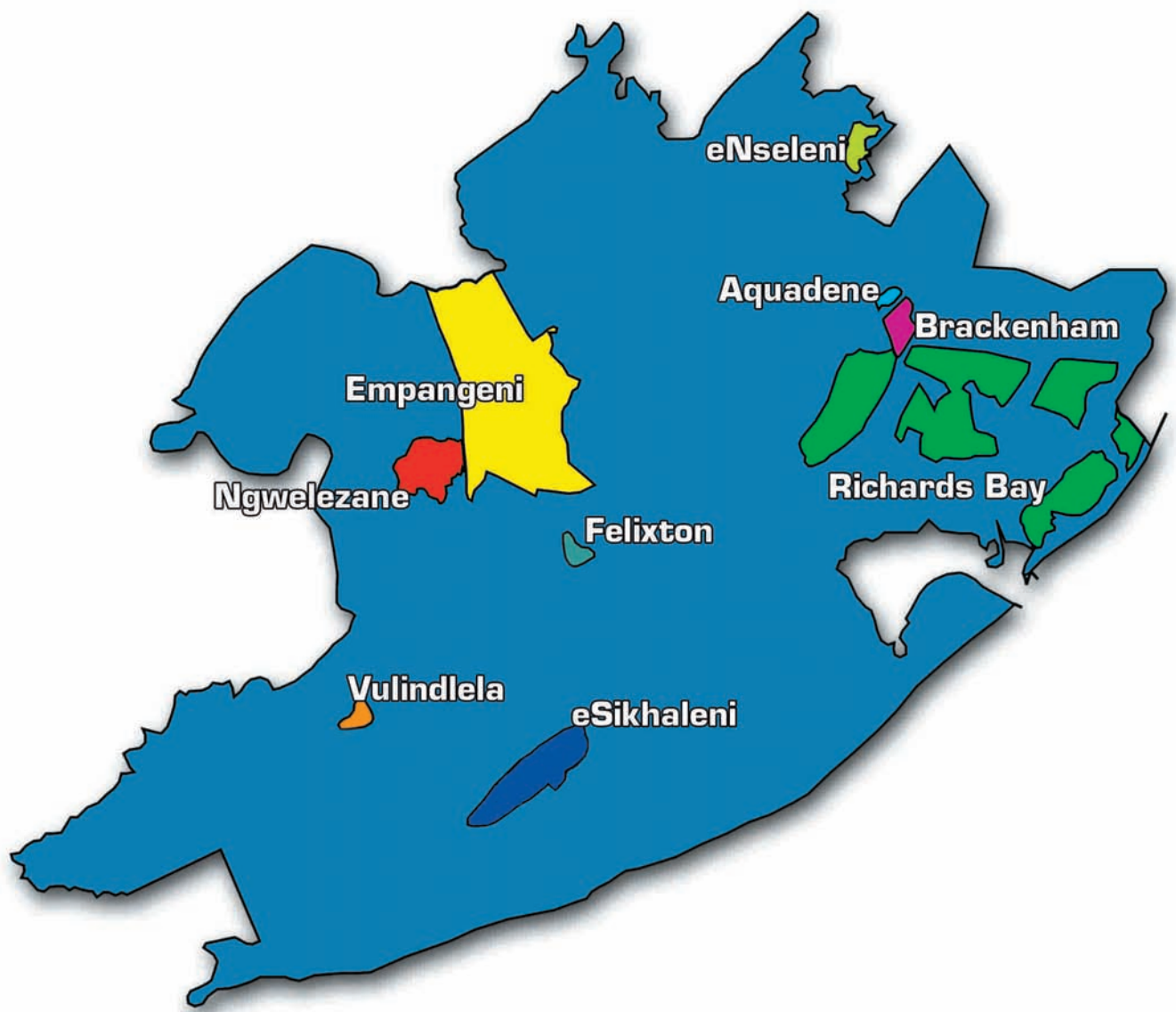
Climate

- An idyllic subtropical, maritime climate prevails throughout the year at the coast, seldom lower than 12° to 14°C in winter and reaching 32° 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 destruction by extreme floods generated by the cyclones Demoina and Mboa in 1984 followed by flood disasters in 1987 and 2000.

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 Amenity. There are two nature reserves within the municipal area.







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