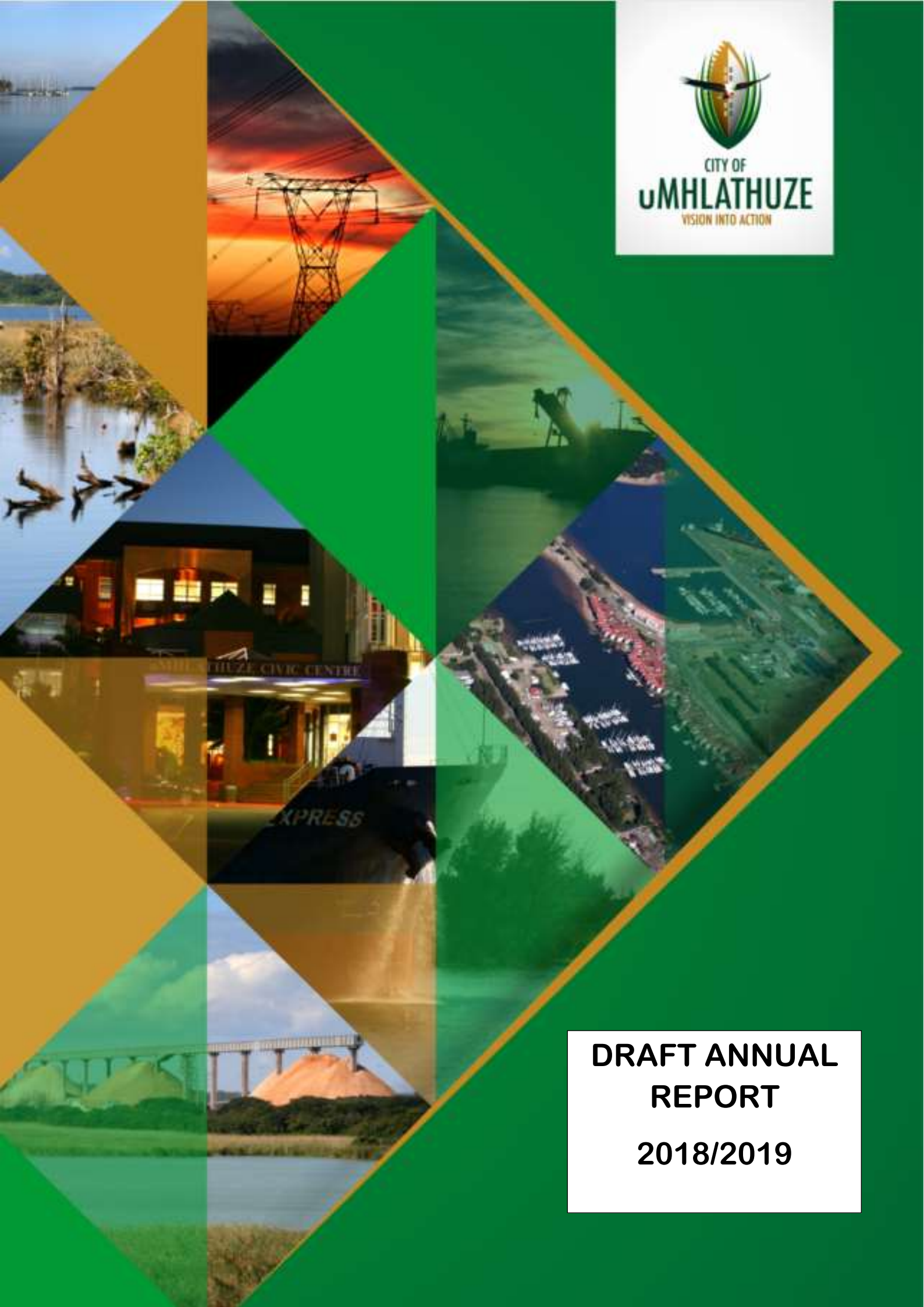




CITY OF
UMHLATHUZE
VISION INTO ACTION



**DRAFT ANNUAL
REPORT
2018/2019**

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DRAFT ANNUAL REPORT 2018/2019

ABBREVIATIONS

| | | |
|-----------------|---|---|
| AG | - | Auditor-General |
| BEE | - | Black Economic Empowerment |
| CBD | - | Central Business District |
| CBP | - | Community Based Planning |
| CIF | - | Capital Investment Framework |
| COGTA | - | Cooperative Governance and Traditional Affairs |
| CRR | - | Cumulative Risk Rating |
| DOT | - | Department of Transport |
| EXCO | - | Executive Committee |
| GGP | - | Gross Geographical Product |
| GIS | - | Geographical Information System |
| HIV/AIDS | - | Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome |
| ICT | - | Information Communication Technology |
| IDP | - | Integrated Development Plan |
| IDP RF | - | Integrated Development Plan Representative Forum |
| IWMP | - | Integrated Waste Management Plan |
| KPI | - | Key Performance Indicator |
| KZN | - | KwaZulu-Natal |
| LED | - | Local Economic Development |
| LGBTIQ | - | Lesbian, Gay, Bisexual, Transgender, Intergender and Queer |
| LGTAS | - | Local Government Turn Around Strategies |
| LRAD | - | Land Redistribution for Agricultural Development |
| LUMS | - | Land Use Management System |

| | | |
|---------------|---|---|
| MEC | - | Member of the Executive Council |
| MDB | - | Municipal Demarcation Board |
| MFMA | - | Municipal Finance Management Act |
| MIG | - | Municipal Infrastructure Grant |
| MPAC | - | Municipal Public Accounts Committee |
| MSCOA | - | Municipal Standard Chart of Accounts |
| MTCF | - | Medium-term Capital Framework |
| MTEF | - | Medium-Term Expenditure Framework |
| MTSF | - | Medium-Term Strategic Framework |
| NYDA | - | National Youth Development Agency |
| PMS | - | Performance Management System |
| PIMS | - | Planning, Implementation and Management System |
| PMU | - | Project Management Unit |
| RDP | - | Reconstruction and Development Programme |
| SADC | - | Southern Africa Development Community |
| SEA | - | Strategic Environmental Assessment |
| SDF | - | Spatial Development Framework |
| SDBIP | - | Service Delivery and Budget Implementation Plan |
| SDP | - | Site Development Plan |
| SMME | - | Small, Medium and Micro Enterprise |
| SPLUMA | - | Spatial Planning and Land Use Management Act |
| WSSA | - | Water and Sanitation South Africa |

MAYOR'S FOREWORD 2018/2019



**COUNCILLOR MG MHLONGO
CITY MAYOR**

(To be inserted)

MUNICIPAL MANAGER'S FOREWORD



**DR NJ SIBEKO
MUNICIPAL MANAGER**

(To be inserted)

CHAPTER 1: GOVERNANCE INTEGRATED DEVELOPMENT PLAN

Introduction and Background

Municipal Overview

The City of uMhlathuze (KZ 282) is situated on the north-east coast of the province of KwaZulu-Natal, about 180 kilometers north-east of Durban. The uMhlathuze land area covers 79 334 Ha to 123 325 Ha and incorporates Richards Bay, Empangeni, eSikhaleni, Ngwelezane, eNseleni, Felixton, Vulindlela, Bhuchanana and Heatonville as well as the rural areas under Traditional Councils namely, Dube, Mkhwanazi, Khoza (Bhejane), Zungu (Madlebe), Somopho (Mthembu), Obuka (Biyela) and Obizo (Cebekhulu). The population is estimated at 410 456 as per Community Survey 2016, although in terms of Census 2011 the total population was estimated at 334 459. The number of households increased from 67 127 in 2001 to 86 609 in 2011, the current number of households as per the recent community survey is estimated at 110 503. The municipality borders a coastline that spans approximately 45 kilometers. The N2 highway traverses the uMhlathuze Municipality in a north-east direction towards the Swaziland border and south-west towards Durban. It effectively forms a division between Empangeni and Richards Bay. The R34 Provincial Main Road passes through Empangeni towards Melmoth.

The uMhlathuze Municipality was established on 5 December 2000 after the demarcation process and the local government elections of that date. Since its establishment the municipality in 2016 has been affected by the re-determination of municipal boundaries which changed its geographical setting to include areas which were previously under the then Ntambanana Municipality. As such it encompasses the towns of Empangeni, Richards Bay, eSikhaleni, Ngwelezane, eNseleni, Vulindlela, Felixton, Heatonville and Bhuchanana as well as the Traditional Authority areas under Amakhosi Dube, Mkhwanazi, Khoza, Mbuyazi, Zungu, Mthembu, Biyela and Cebekhulu. UMhlathuze Local Municipality has been divided into 34 municipal wards since 2016 local government elections.

The municipality has the benefit of about 45km of coastline of which about 80% is in its natural state. Linked to its coastal locality is the Richards Bay deep-water port that has been instrumental in the spatial development of the area in the past and will definitely impact on the areas' future spatial development. There is one airport and a couple of land strips in the municipal area. uMhlathuze is contributing 48% towards GDP within the King Centshwayo District.

Population Growth

| | Year | UMHLATHUZE |
|------------------|------|------------|
| Census | 2011 | 334459 |
| Community Survey | 2016 | 410465 |

| | |
|-----------------|---------------|
| % Growth | 22,73% |
|-----------------|---------------|

Source: Stats SA, 2011; 2016

The 2016 Community Survey indicates that the population of uMhlathuze Municipality has increased by just over 22% between 2011 and 2016. It has to be borne in mind that a portion of the population increase is the result of an enlarged municipal area following the inclusion of three wards from the former Ntambanana Municipality post the 2016 Local Government Elections.

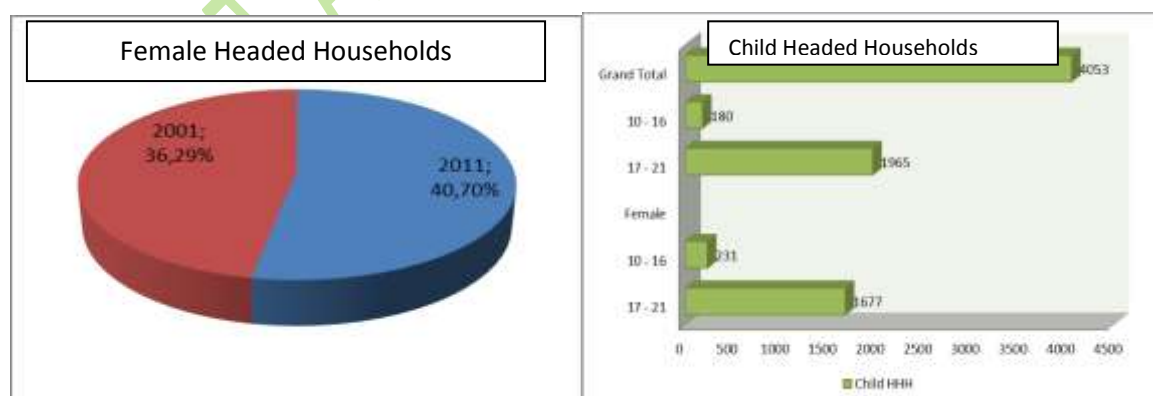
Population Growth Scenarios from 2016 to 2030

| | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 | 2026 | 2027 | 2028 | 2029 | 2030 |
|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| 1.5% Increase | 410 465 | 416 622 | 422 871 | 429 214 | 435 653 | 442 187 | 448 820 | 455 552 | 462 386 | 469 322 | 476 361 | 483 507 | 490 759 | 498 121 | 505 593 |
| Households | 103 915 | 105 474 | 107 056 | 108 662 | 110 292 | 111 946 | 113 625 | 115 330 | 117 060 | 118 816 | 120 598 | 122 407 | 124 243 | 126 107 | 127 998 |
| 2% Increase | 410 465 | 418 674 | 427 048 | 435 589 | 444 301 | 453 187 | 462 250 | 471 495 | 480 925 | 490 544 | 500 355 | 510 362 | 520 569 | 530 980 | 541 600 |
| Households | 103 915 | 105 993 | 108 113 | 110 276 | 112 481 | 114 731 | 117 025 | 119 366 | 121 753 | 124 188 | 126 672 | 129 205 | 131 790 | 134 425 | 137 114 |
| 3% Increase | 410 465 | 422 779 | 435 462 | 448 526 | 461 982 | 475 841 | 490 117 | 504 820 | 519 965 | 535 564 | 551 631 | 568 180 | 585 225 | 602 782 | 620 865 |
| Households | 103 915 | 107 033 | 110 244 | 113 551 | 116 957 | 120 466 | 124 080 | 127 803 | 131 637 | 135 586 | 139 653 | 143 843 | 148 158 | 152 603 | 157 181 |
| 4% Increase | 410 465 | 426 884 | 443 959 | 461 717 | 480 186 | 499 393 | 519 369 | 540 144 | 561 750 | 584 220 | 607 588 | 631 892 | 657 168 | 683 454 | 710 793 |
| Households | 103 915 | 108 072 | 112 395 | 116 890 | 121 566 | 126 429 | 131 486 | 136 745 | 142 215 | 147 904 | 153 820 | 159 973 | 166 372 | 173 026 | 179 947 |
| 5% Increase | 410 465 | 430 988 | 452 538 | 475 165 | 498 923 | 523 869 | 550 062 | 577 565 | 606 444 | 636 766 | 668 604 | 702 034 | 737 136 | 773 993 | 812 693 |
| Households | 103 915 | 109 111 | 114 566 | 120 295 | 126 310 | 132 625 | 139 256 | 146 219 | 153 530 | 161 207 | 169 267 | 177 730 | 186 617 | 195 948 | 205 745 |

From the above, the following is highlighted:

- At a steady population increase of 1,5% per annum, the municipal population will surpass 500 000 people by 2030.
- The municipality will reach a population of 500 000 before 2021 if a population growth rate of 5% takes place over the next few years.
- At such a 5% per annum population growth rate the number of households in the municipality will double.

Female and Child Headed Households



Source: Stat SA, 2011

The number of Female headed Households has increased from 2001 from 36.29 % to 40.70% in 2011. This can be attributed by many factors including the high level of divorce cases, and the fact that more women are becoming more independent. About 5 % of uMhlathuze Households are

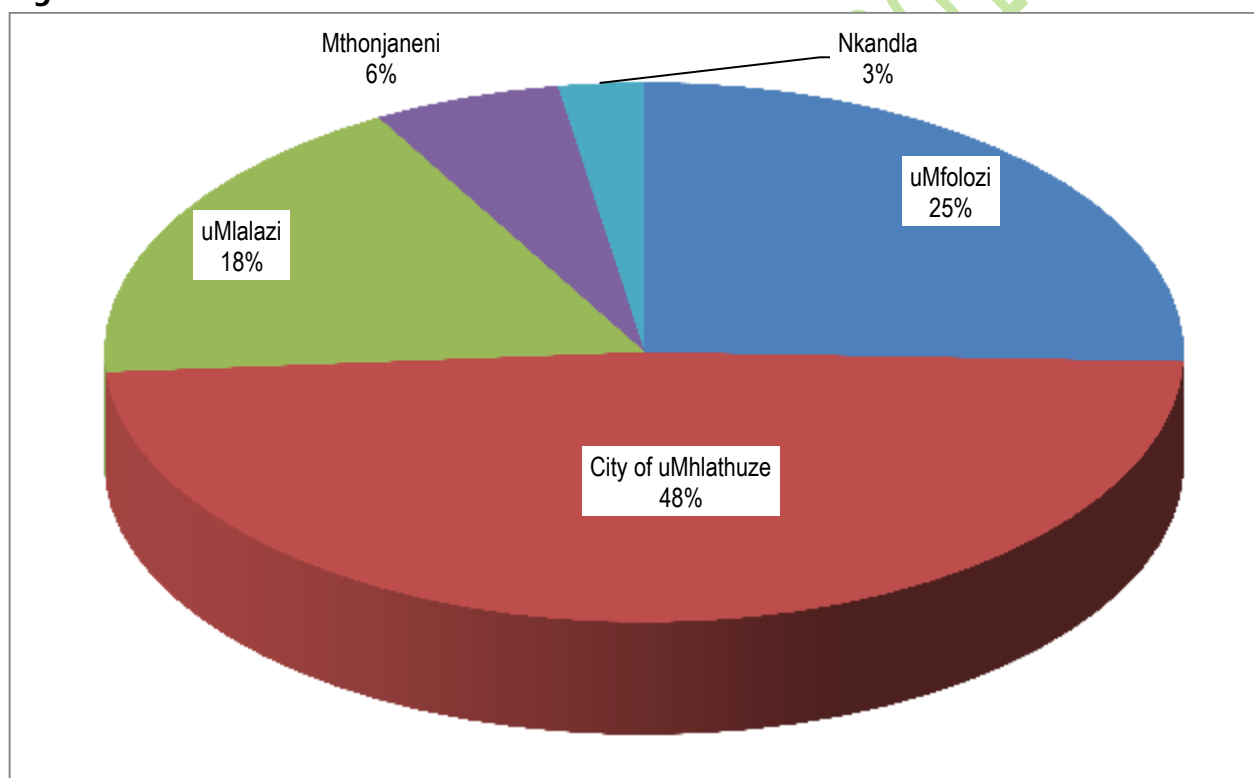
Child and Adolescent Headed Households. The needs of these children are complex, many and diverse.

ECONOMIC PROFILE

uMhlathuze has the most developed economy of all the municipalities in the district and is the major contributor to the District GDP (it is the third largest economy in KwaZulu-Natal). It's most important industries are BHP Billiton Aluminum, Mondi, SAPPI, RBCT, Tata Steel and Bell Equipment.

The following chart indicates the GDP contribution by uMhlathuze Municipality comparing to other local municipalities within King Cetshwayo District. It is evident that uMhlathuze remain the strong contributor to the district GDP, with 48% contribution.

Figure 1: % GDP Contribution

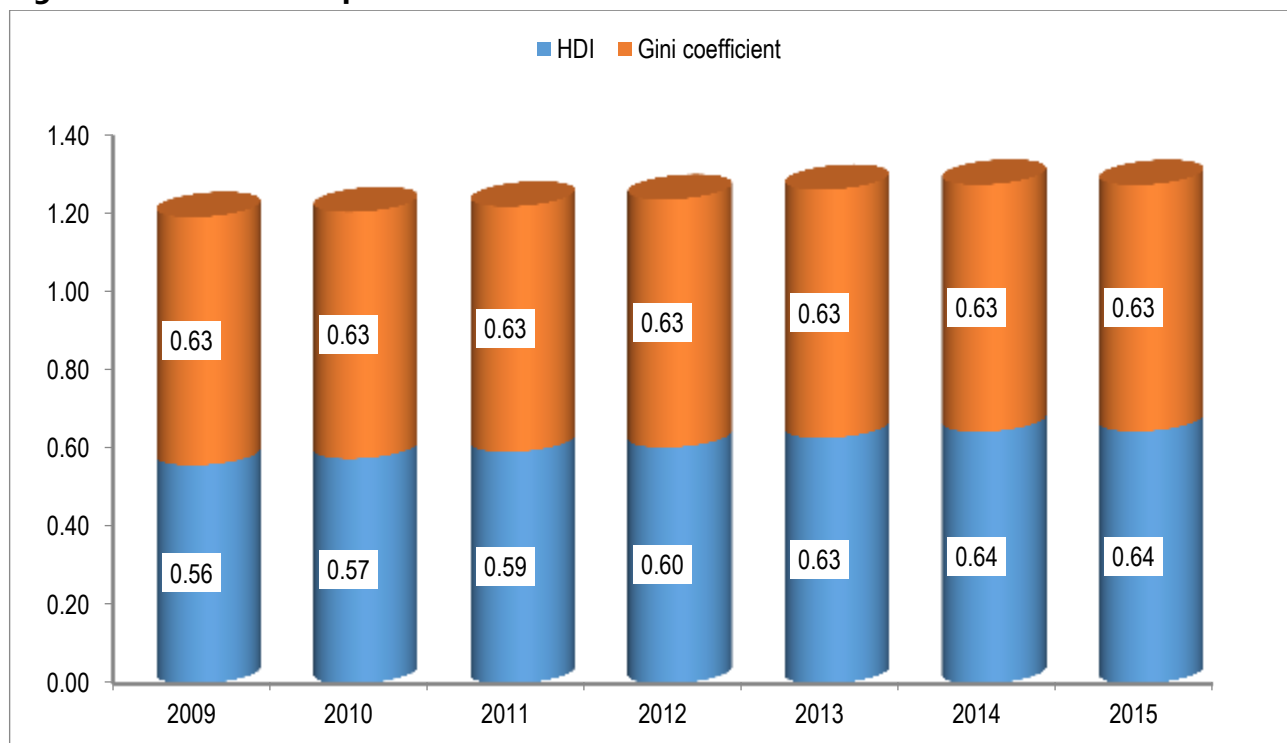


Source: Global Insights 2015

Human Development Index and Gini Coefficient

Measuring the life expectancy, literacy rates and income levels as proxy of quality of living, it is noted from the figures BELOW that the HDI for uMhlathuze Municipality has increased from 0.56 in 2009 to 0.64 in 2015. This is a good indicator, when translated it means the standard of living for the citizens of uMhlathuze has improved over the period. On contrary the Gini Coefficient of uMhlathuze Municipality has remained the same since 2009 to 2015, at 0.63.

Figure 2: Human Development Index and Gini Coefficient



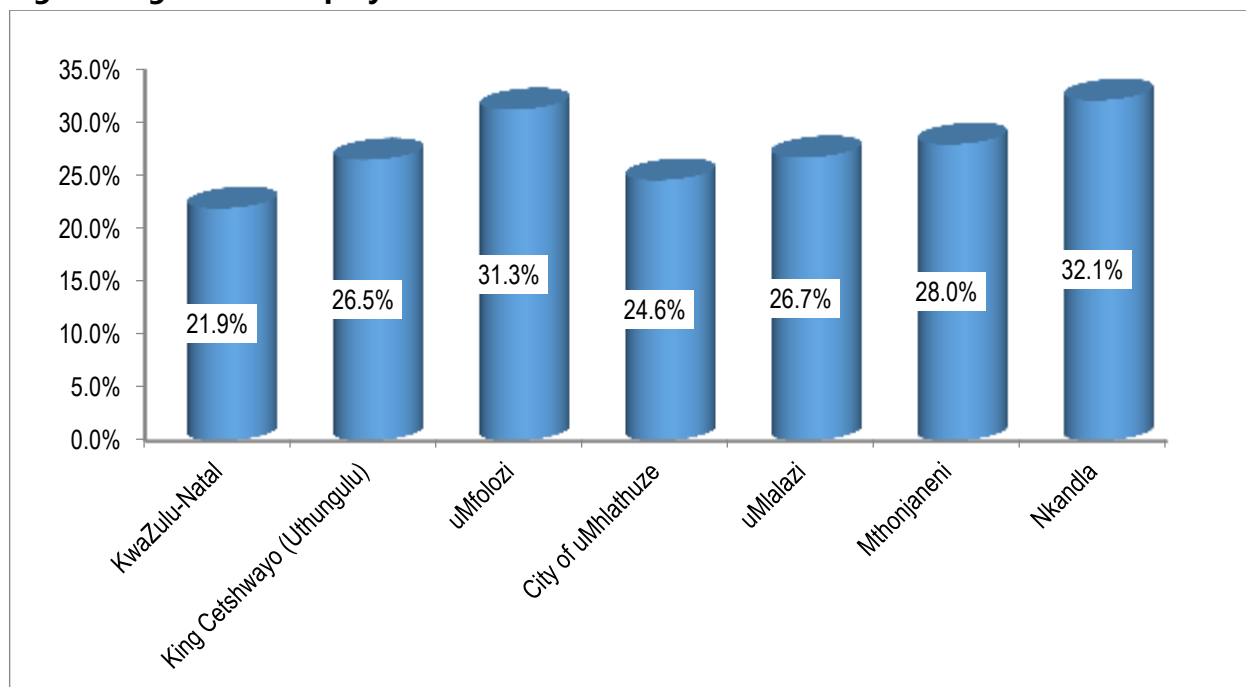
Source: Global insight 2015(Provincial Treasury)

Employment and Income Levels

The City of uMhlathuze is seating at 24.6% with regards to unemployment as per the recent Global insight statistics. The picture is better if compared with other municipalities within the region; however it is still relatively higher when compared with 21. 9 % of the province.

Job creation is not the core competency of the municipality however City of uMhlathuze is committed to radical economic transformation which entails making the environment conducive for investors.

Figure: Regional Unemployment



Source: Global insight 2015

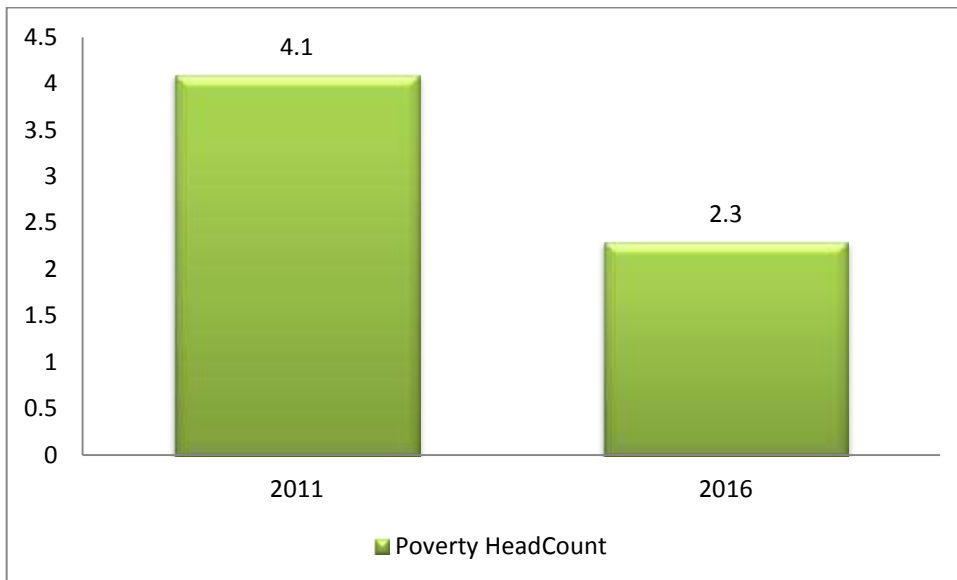
Performance of Broad Economic Sectors

| | 2005 | 2010 | 2015 |
|-------------------------|-------------|-------------|-------------|
| Primary sector | 14.4 | 13.3 | 15.4 |
| Agriculture | 3.3 | 3.7 | 3.9 |
| Mining | 11.1 | 9.7 | 11.5 |
| Secondary sector | 38.3 | 37.4 | 36.2 |
| Manufacturing | 32.5 | 31.3 | 30.5 |
| Electricity | 2.1 | 1.8 | 1.6 |
| Construction | 3.8 | 4.2 | 4 |
| Tertiary sector | 47.3 | 49.2 | 48.4 |
| Trade | 9.4 | 9.7 | 9.7 |
| Transport | 11.7 | 12.6 | 12.9 |
| Finance | 10.5 | 11.3 | 14.8 |
| Community services | 15.6 | 15.6 | 28.2 |

Source: Global Insight 2015

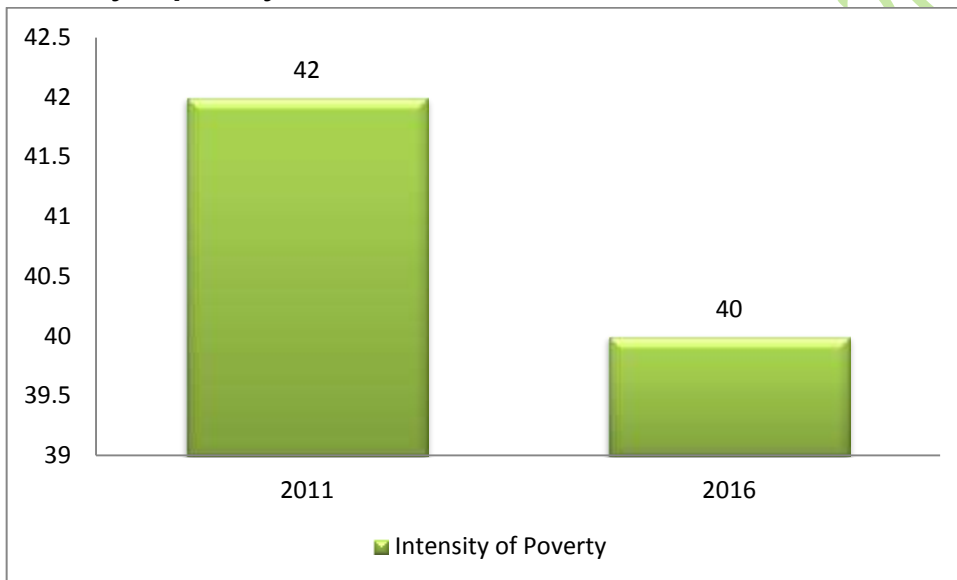
To be noted in 2010 there was a decline in the mining sector; however we are noting an increase within the year 2015. Manufacturing is not doing well; this is confirmed by the declining trend seen over the years from 32.5 in 2005 and 30.5 in 2015. There is almost a double increase within the community services sector from 15.6% in 2005 to 28.2% in 2015.

Poverty Head Count



Source Global Insight 2015

Intensity of poverty



Source: Global insight 2015

There is a noticeable decrease in poverty headcount, whereas the extent of intensity of poverty remains relatively high comparatively

STRATEGIC FRAMEWORK

The Vision:

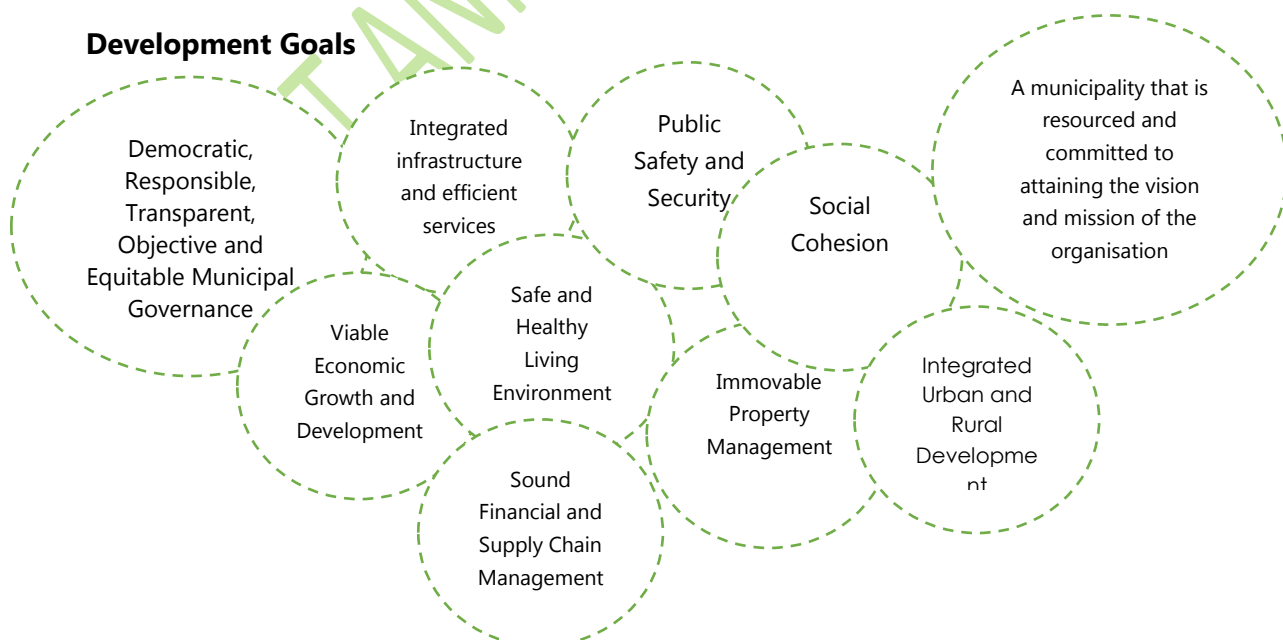
"The Port City of uMhlathuze offering a better quality of life for all its citizens through sustainable development and Inclusive Economic Growth"

Mission Statement:

The City of uMhlathuze commits itself to:

- Job creation and inclusive economic growth through accelerated economic development and transformation;
- Enhancing industry based skills development and strategic support to education priority programmes;
- Community based initiatives to improve quality of citizens health and well-being;
- Creating safer city through integrated and community based public safety;
- Planned and accelerated rural development interventions;
- Promotion and maintenance of spatial equity and transformation;
- Optimal management of natural resources and commitment to sustainable environmental management;
- Use of Information, Communication and Technology Systems (ICT) to improve productivity and efficiencies in line with Smart City principles; and
- Good governance, capable and developmental municipality

Development Goals



Fourth generation IDP

Introduction and Background

The IDP entails processes through which a municipality, its constituencies, various sector departments, interested and affected parties come together to prepare clear objectives and strategies which serve to guide allocation and management of resources within the municipal area of jurisdiction. The Integrated Development Plan spans a five-year period which is directly linked to the term of its Council.

UMhlathuze Municipality implement its IDP to fulfil its role of “developmental local governance”. Central to this role are the objectives and strategies contained in the plan, which guides the municipality in the realm of: Municipal Budgeting, Institutional re-structuring in order to fulfil the strategic intent of the plan including integrating various sectors (housing, land use, etc.) with economic, social and environmental dimensions.

1st Review of the 4th Generation IDP – 2018/2019

All municipalities are charged with the responsibility to develop, review and implement integrated development planning (IDP). In this regard municipalities are guided by the Local government system act, Chapter 4 on community participation and chapter 5 on integrated development planning amongst the host of regulations.

The IDP Review 2018/2019 was compiled in terms of a process plan developed and adopted by Council in 29 May 2018 to ensure compliance with certain quality standards and also to ensure that proper coordination between and within the spheres of government is established. Council approved a process plan for the 2018/2019 IDP process on 22 August 2017, a process that which set out the methods and approach according to which the IDP development process was to be conducted.

The Fourth Generation IDP and subsequent reviews adopts a concept of an outcome based approach which emphasises the following:

- That the municipality focuses on achieving the expected real improvements in the life of all its residents;
- That through the integrated development planning, municipality clarifies what the community expect to achieve, how they expect to achieve it and how will they know whether they are achieving it;
- That the municipality improve the lives of citizens rather than just carrying out its functions.

Credibility

UMhlathuze Municipality prides itself for consistently being recognised and awarded by the Department of Corporative Governance and Traditional Affairs for remaining amongst the top ten municipalities in the entire province that produces credible IDPs, in the 2018/2019 IDP uMhlathuze was also awarded for the producing the most credible IDP for six consecutive years, for producing the best quality in the province: Basic Service Delivery KPA and for producing the best quality in the province: Good Governance. This achievement is an indication of the ability and readiness of this organisation to deliver on its legislative and Constitutional mandates.

IDP Roadshows

It is Council's commitment to constantly engage with all the people of the city. Hence the process plan makes provision for communities to participate throughout the development of the IDP. The Key Strategic Outcomes to the Public participation sessions are the following:

- Identification of the real needs of all communities in the uMhlathuze
- Prioritization of such needs and development challenges
- Collective development of appropriate solutions to address such needs
- Empowerment of the local communities to take ownership for their own development

The IDP Roadshows were held as follows, Ward Committees on 31 August 2017, Amakhosi on 01 September 2017, Richards Bay Cluster on 03 September 2017, Operation Sukuma Sakhe (OSS) on 13 September 2017, Empangeni Cluster 10 September 2017, eSikhaleni Cluster on 17 September 2017 and Stakeholders on 28 September 2017. Below is graphical representation of issues raised communities across the sessions held. It is evident from the figure below that there is an outcry on the provision of houses and the status of roads in the City.

Figure 3: Summary of Community Issues – Core Functions

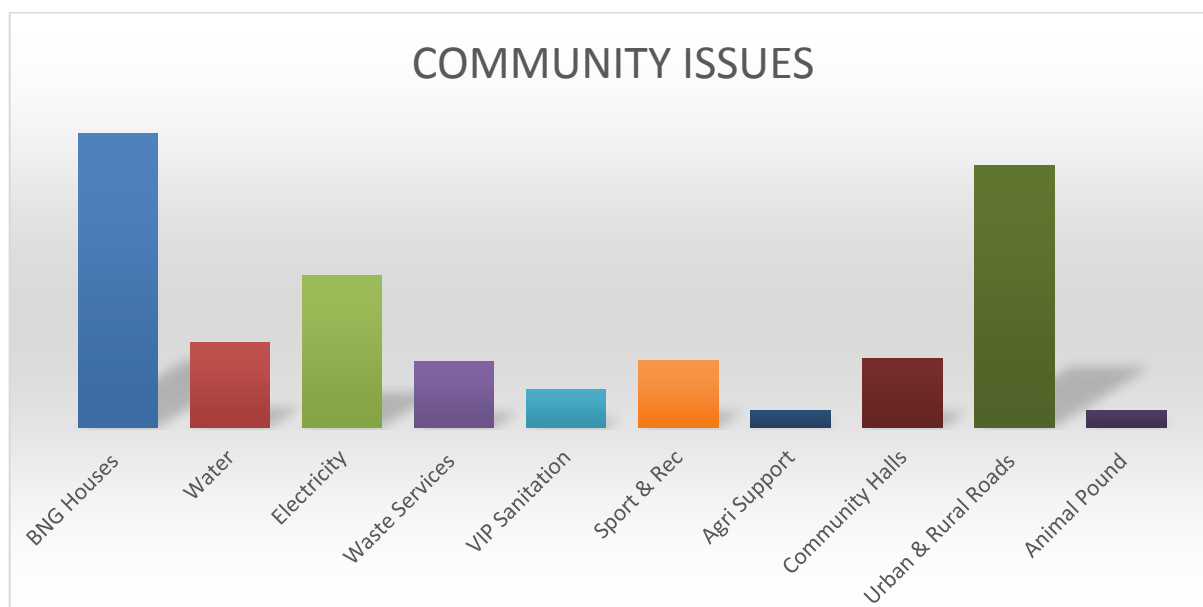
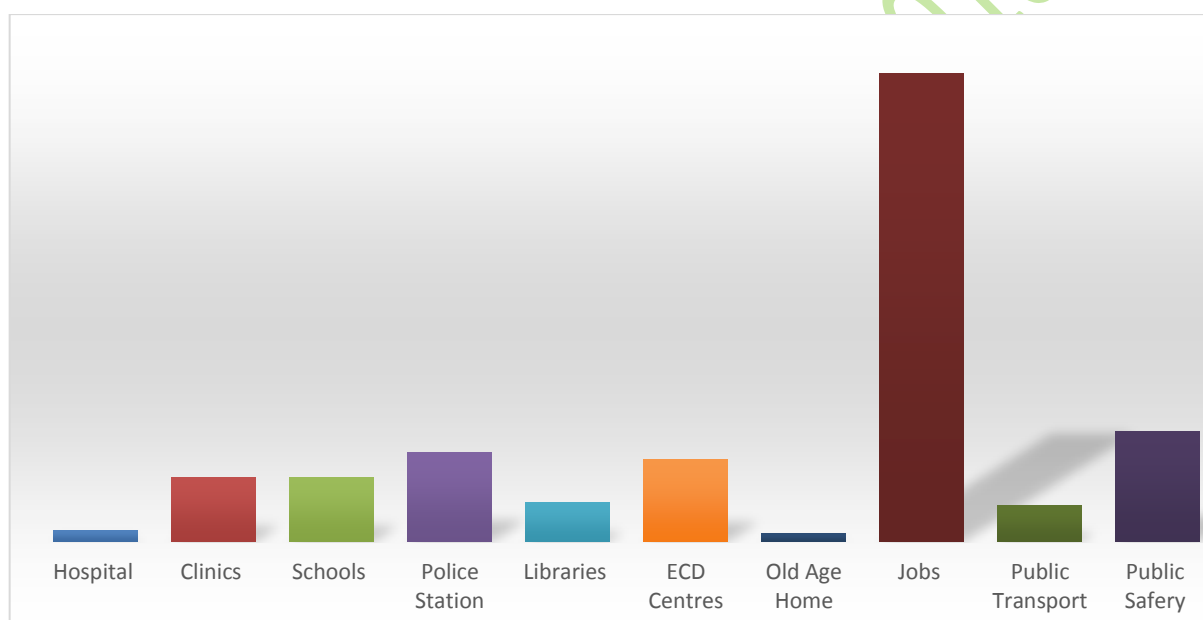


Figure 4: Summary of Community Issues – Non-Core Functions



Intergovernmental Alignment

From July 2017 to May 2018, the City engaged with its District and Provincial counterparts through district and provincial platforms established including the following:

- King Cetshwayo District IDP Planners Forum;
- COGTA KZN IDP Planners Forum; and
- SALGA Municipal IDP Support Forum.

The key strategic outcomes for these alignment sessions are the following:

- Improved co-operation and coordination between different spheres of government on IDP matters
- Strengthened relations with government departments and other stakeholders
- Vertical and Horizontal alignment
- Improved monitoring and support by provincial department

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CHAPTER 2: SERVICE DELIVERY PERFORMANCE

ORGANISATIONAL PERFORMANCE MANAGEMENT SYSTEM

Legislative requirements

Outlined in Section 40 of the Municipal Systems Act of 2000 (MSA), Municipalities must establish mechanisms to monitor and review its Performance Management System (PMS) so as to measure, monitor, review, evaluate and improve performance at organisational, departmental and employee levels. Section 34 of the MSA furthermore point out that the Integrated Development Plan (IDP) has to be reviewed on an annual basis, and that during the IDP review process the Key Performance Areas, Key Performance Indicators and Performance Targets be reviewed and this review will form the basis for the review of the Organisational Performance Management and Performance Contracts of Senior Managers.

The Municipal Planning and Performance Management Regulations (2001) stipulates that a "municipality's performance management system entails a framework that describes and represents how the municipality's cycle and processes of performance planning, monitoring, measurement, review, reporting and improvement will be conducted, organised and managed, including determining the roles of the different role-players" (Chapter 3, Section 7, Municipal Planning and Performance Management Regulations, 2001).

Section 46 of the Municipal Systems Act (Act 32 of 2000), inter alia stipulates the following:-

"Annual reports

46. (1) A municipality must prepare for each financial year an annual report consisting of -
- (a) **a performance report reflecting;**
 - (i) **the municipality's, and any service provider's, performance during that financial year, also in comparison with targets of and with performance in the previous financial year;**
 - (ii) **the development and service delivery priorities and the performance targets set by the municipality for the following financial year;**
 - (iii) **measures that were or are to be taken to improve performance; "**

Introduction

The first performance management framework was adopted by the uMhlathuze Municipality on 28 May 2002. The framework was reviewed and amended during 2012/2013 financial year to align with the best practice guidelines suggested by the then Department of Provincial and Local Government and Traditional Affairs of Kwazulu-Natal. The framework/policy was again reviewed in June/July 2016 to address the Auditor General finding that the municipality did not

have documented and approved internal policies and procedures to address the process of collection, recording, processing, monitoring and reporting of performance information.

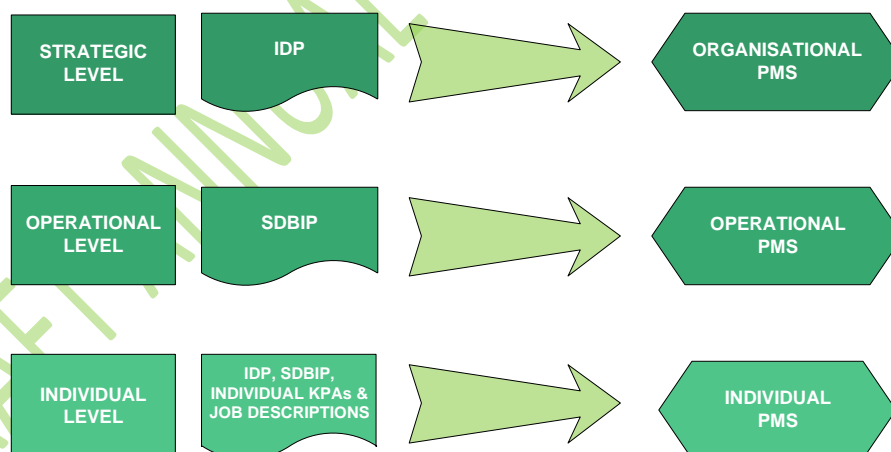
The Reviewed Performance Management Framework and Policy has been enhanced to include the National Treasury *Communications Directive: Framework for Managing Programme Performance Information (FMPPI)*. The Local Government Regulations on the appointment and conditions of employment of Senior Managers (Reg 21 of 17 January 2014) were also included in the reviewed framework, since it was promulgated after the adoption of the previous Performance Management Framework and Policy.

The most recent Performance Management Framework/Policy review was on 05 December 2018 per Council Resolution 12944, including review of the Standard Operating Procedure to clarify the processes to collect, collate, verify and store of performance information.

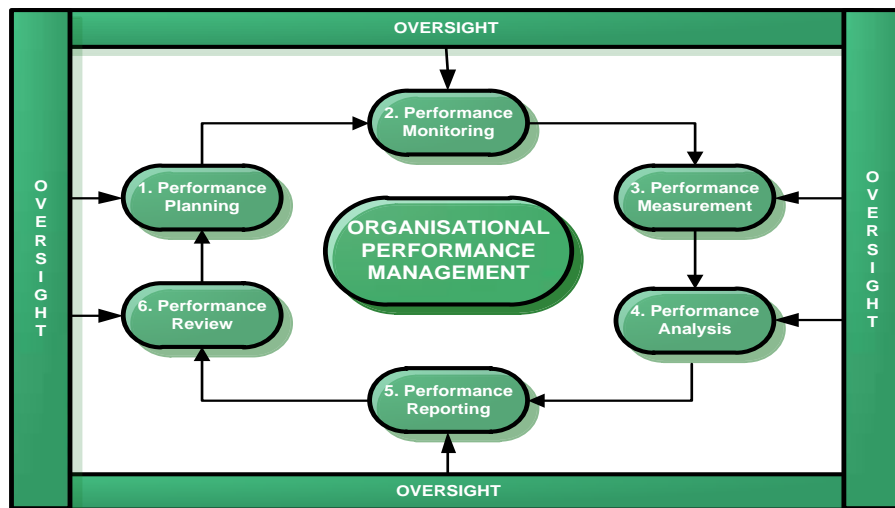
The Organisational Performance Management function of uMhlathuze Municipality is delivered by an internal Performance Management Unit within the Office of the Municipal Manager under the authority of the Chief Operations Officer. The Performance Management unit consists of two permanent employees, i.e. one post of Manager: Performance Management and one post of Performance Management Specialist.

Organisational Performance Management Process

The legislative framework as set out above provides for performance management at various levels in a municipality including organisational (sometimes also referred to as municipal, corporate or strategic) level, operational (also referred to as services, departmental or section/team level) and lastly, at individual level as. These levels are however integrated and interdependent on each other.



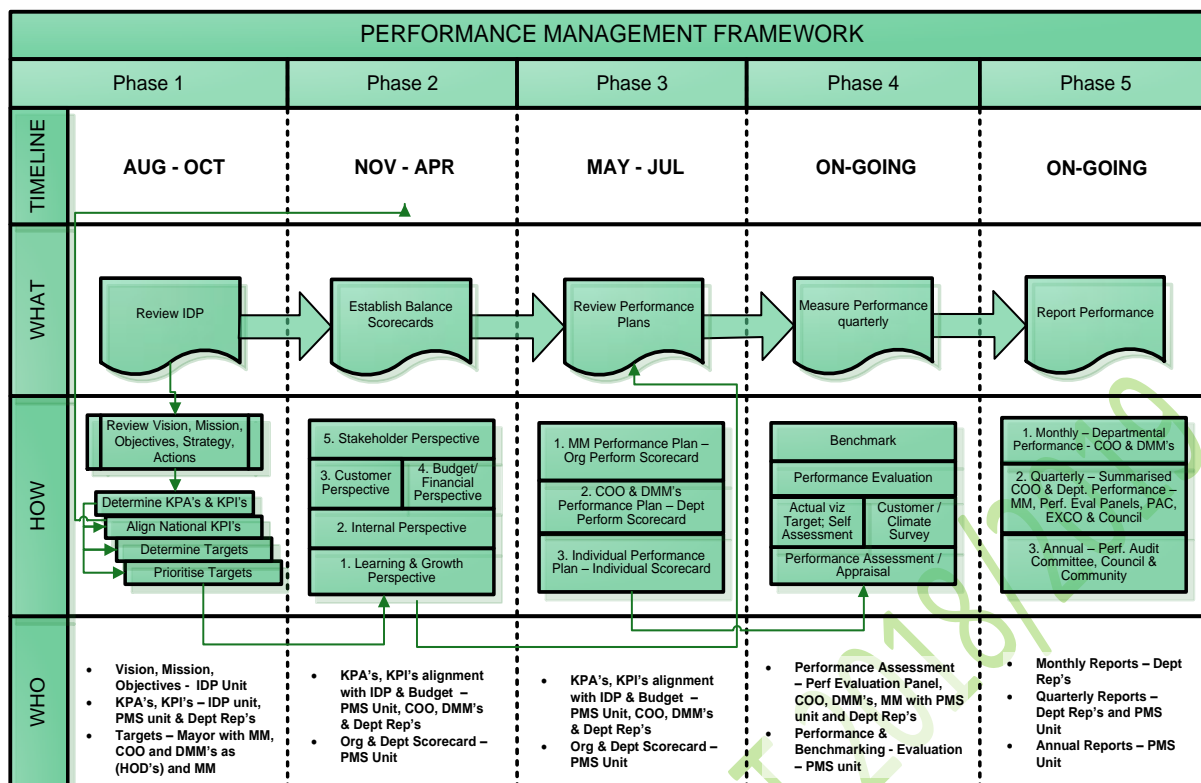
The process of managing performance at organisational level in the uMhlathuze Municipality involves the stages as set out in the following diagram:



Key performance indicators have been refined in support of the municipality's development priorities and objectives as set out in the revised IDP framework (aligned with the organizational structure and Council's priorities) for the five year IDP period to ensure consistency in measuring and reporting on long terms strategies and projects. Measurable performance targets with regard to each of these development priorities and objectives were established and are reflected in the 2018/2019 OPMS Scorecard/Top Layer of the Service Delivery Budget implementation Plan. A process to ensure regular reporting is in place and gets reported quarterly to the Council via the Performance Audit Committee.

Individual performance agreements and performance plans were prepared in line with provisions prescribed in the Performance Regulations (Notice 805, published on 1 August 2006 in the official gazette) and signed by the Municipal Manager, the Chief Operations Officer and Deputy Municipal Managers (Heads of Department). These agreements are fully implemented and aligned with the Service Delivery and Budget Implementation Plan as required in terms of the Municipal Finance Management Act (No 56 of 2003)

The following diagram illustrates a summary of the reviewed performance management framework for the City of uMhlathuze for performance measurement and reporting, adhering to the guidelines suggested by KwaZulu-Natal Province, Department for Cooperative Governance and Traditional Affairs:



uMhlathuze Performance Management Framework diagram

Performance Audit Committee

The Performance Audit Committee has been established since 2003 in terms of of Section 14(2) (a) of the Local Government: Municipal Planning and Performance Management Regulations of 2001 and membership changed over time. The Performance Audit Committee for the 2018/2019 financial year was re-affirmed on 7 March 2017 by Council (Resolution 11367, RPT 161834) for the 2018/2019 financial year ending the term of office on 31 January 2019 after the annual report of 2017/2018 financial year has been adopted by the Council:

Dr M J Ndlovu – Chairperson (external member)

Ms R de Waal (external member)

Mr B S Ndaba (external member)

Cllr M G Mhlongo (Mayor)

Cllr S G Mkhize (Deputy Mayor)

Following changes in the Council structure as well as vacancies resulted from the resignation of one external member of the Performance Audit Committee membership had to be re-confirmed. Council resolved on 19 September 2018 (Resolution 12704, RPT 165334) to appoint the following members for the remainder of the 2018/2019 financial year up to the adoption of the 2018/2019 Annual Report in January 2020:

Dr M J Ndlovu – Chairperson (external member)

Dr M Masuku (external member)

Cllr K D Sibiya (Deputy Mayor) alternatively

Cllr R M Zikhali (Executive Committee members in the event of non-availability by the Deputy Mayor)

Dr M Masuku has since resigned as a member of the performance audit committee following his relocation to the North West Province. Following an advertisement placed in the media on 25 January 2019 to attract persons with suitable qualifications, experience and knowledge in the public sector and in particular Performance Management Systems to fill the vacant position in this Committee. Mr R M J Baloyi was duly appointed by Council (Resolution 13065, RPT 165088) on 28 February 2019 to serve as an external member in the vacant position on the Performance Audit Committee.

The Performance Audit Committee is meeting on a quarterly basis for each financial year to ensure compliance with relevant legislation, procedures and to consider the quarterly performance achievements reported on the OPMS Scorecard as well as the performance achievements reported in terms of the Service Delivery Budget Implementation Plan.

The Performance Audit Committee has met quarterly during the 2018/2019 financial year as follows:

| Period | Date | Reference to Agenda | Reference to Minutes |
|-----------|------------------|---------------------|----------------------|
| Quarter 1 | 03 August 2018 | RPT 164903 | RPT 164904 |
| Quarter 2 | 29 November 2018 | RPT 165923 | RPT 165924 |
| Quarter 3 | 14 March 2019 | RPT 166423 | RPT 166424 |
| Quarter 4 | 28 June 2019 | RPT 167089 | RPT 167090 |

The Draft Annual Performance is submitted to the Performance Audit Committee on 28 August 2019 to note and consider the reported annual performance achievements reported on the OPMS scorecard as well as the Performance Achievements reported in terms of the Service Delivery Budget Implementation Plan on the completed 2018/2019 financial year. The minutes of meetings are available on the GroupWise electronic document management system as reflected in the table above.

Performance Evaluation Panels

Performance Evaluation Panels have initially been established for the assessment of performance of the Municipal Manager as well as Managers directly accountable to the Municipal Manager per Council Resolution 4120 of 10 October 2006. The Performance Evaluation Panels were re-affirmed over time and subsequently again on 14 September 2016, by Council Resolution 11062. It is incumbent to note that Cllr S G Mkhize (Former Deputy Mayor) has been replaced on 20 April 2018 by Cllr K D Sibiya.

Performance Assessment Panels for the assessment of Section 57 employees were established as follows:

A) For purposes of evaluating the annual performance of the Municipal Manager (section 54A), an Evaluation Panel constituting of the following persons was established -

- (i) Executive Mayor or Mayor;
- (ii) Chairperson of the Performance Audit Committee;
- (iii) Member of the Mayoral or Executive Committee or in respect of a plenary type Municipality, another member of Council;
- (iv) Mayor and/or Municipal Manager from another Municipality; and
- (v) Member of a Ward Committee as nominated by the Executive Mayor or Mayor.”

| | |
|-----------------|--|
| Clr M G Mhlongo | Mayor/Chairperson |
| CLlr K D Sibiya | Member of the Executive Committee |
| Dr M J Ndlovu | Chairperson of the Performance Audit Committee |
| Clr S W Mgenge | Mayor from another Municipality (uMfolozi) |
| Mr E S Luthuli | Ward Committee member |

B) For purposes of evaluating the annual performance of Managers directly accountable to the Municipal Manager, an Evaluation Panel constituted of the following persons was established:

- (i) Municipal Manager;
- (ii) Chairperson of the Performance Audit Committee or the Audit Committee in the absence of a Performance Audit Committee;
- (iii) Member of the Mayoral or Executive Committee or in respect of a plenary type Municipality, another member of Council; and
- (iv) Municipal Manager from another Municipality.”

| | |
|-----------------|--|
| Dr N J Sibeko | Chairperson |
| CLlr K D Sibiya | Member of the Executive Committee |
| Dr M J Ndlovu | Chairperson of the Performance Audit Committee |
| Mr K E Gamede | Municipal Manager from another Municipality (uMfolozi) |

Performance Evaluation sessions are conducted quarterly. The first and the third quarter assessment are informal assessments. Formal assessments are conducted for the Second and Fourth quarter. The final (fourth) and formal performance evaluation sessions of the Municipal

Manager and Managers Directly accountable to the Municipal Manager covering the 2018/2019 financial year will be performed once the Auditing of the Interim Annual Financial Statements and the Predetermined Objective has been finalised by the Auditor General. The minutes of all meetings are available on the GroupWise electronic document management system. The final performance evaluation will commence once the Annual Report 2018/2019 has been adopted by the Council for consideration of performance bonuses in terms of the Regulations.

Auditing of Performance Information

The MFMA and the Municipal Planning and Performance Management Regulations require that the Municipal Council establish an audit committee consisting of a minimum of three members, where the majority of members are not employees of the municipality. No Councillor may be a member of an audit committee. Council shall also appoint a chairperson who is not an employee.

The Regulations give municipalities the option to establish a separate performance audit committee whereas the MFMA provides for a single audit committee as further being recommended by National Treasury in terms of their MFMA Circular no. 65 of November 2012. The municipal Council has however taken a decision to continue with a separate Performance Audit Committee and Audit Committee to allow for Councillors to serve on the Performance Audit Committee to enable Councillors to provide input towards Performance Management related matters.

The Audit Committee relies on the work done by the Performance Audit Committee in terms of the Audit Committee charter and receives and considers reports presented to it by the Performance Audit Committee at its scheduled meetings.

In carrying out its mandate, the Audit Committee and Performance Audit Committee must have a good understanding of the strategic goals of the Municipality, strategic focus areas as outlined in the Integrated Development Plan (IDP) and the Service Delivery Budget Implementation Plan (SDBIP) and should:

- Review and comment on compliance with statutory requirements and performance management best practices and standards.
- Review and comment on the alignment of the Integrated Development Plan, the Budget, Service Delivery and Budget Implementation Plan and performance agreements.
- Review and comment on relevance of indicators to ensure they are measureable and relate to services performed by the Municipality.
- Review compliance with in-year reporting requirements.
- Review the quarterly performance reports submitted by internal audit.
- Review and comment on the Municipality's annual reports within the stipulated timeframes. Review and comment on the Municipality's performance management system and make recommendations for its improvement at least twice a year.
- At least twice during a financial year submit an audit report to the municipal council concerned.

In reviewing the municipality's performance management system the Performance Audit Committee focus on economy, efficiency, effectiveness and impact in so far as the key performance indicators and performance targets set by the municipality are concerned.

The Internal Audit Executive within the office of the Municipal Manager coordinates and manages the Internal Audit function within the municipality. A Panel of service providers (SekeleZabiso, PriceWaterHouseCoopers and Deloitte & Touche) have been appointed to deliver the Internal Audit function.

As part of their scope, auditing of the Performance Management System and Predetermined Objectives are performed and reported on for each quarter in terms of the following internal audit plan:

| Audit Project | Focus Area |
|--|--|
| Review of Performance Information - Quarter 1 | <ul style="list-style-type: none"> • Consistency in reporting; • Measurability and reliability; • Performance reports reviews; • Performance score verification (Municipal Manager and Deputy Municipal Managers); • Compliance with relevant laws and regulations. |
| Review of Performance Information - Quarter 2 | <ul style="list-style-type: none"> • Consistency in reporting; • Measurability and reliability; • Performance reports reviews; • Compliance with relevant laws and regulations |
| Review of Performance Information - Quarter 3 | <ul style="list-style-type: none"> • Consistency in reporting; • Measurability and reliability; • Performance reports reviews; • Compliance with relevant laws and regulations |
| Review of Performance Information - Quarter 4 (Annual Performance Report) | <ul style="list-style-type: none"> • Consistency in reporting; • Measurability and reliability; • Performance reports reviews; • Compliance with relevant laws and regulations |

The Auditor General will perform the auditing of information submitted in this report, together with all achievements reported in the Organisational Performance Management System Scorecard/Top layer of the Service Delivery Budget Implementation Plan and the findings in their management letters will be included in the Annual Report of 2018/2019. The information reported therefore will be validated for relevance, reliability, completeness, accuracy and correctness.

Customer Satisfaction

The most recent Customer Satisfaction Survey was conducted in August 2017. The comprehensive analysis feedback report was reported to Council on 17 October 2017 and is available in the GroupWise document management system as well as on Council's official website. (www.umhlathuze.gov.za) under the "Performance Management" link. The next Customer Satisfaction Survey will be conducted in the 2019/2020 financial year once resources are available.

Annual Organisational Performance Information

Performance Monitoring underpins the Municipality's Integrated Development Plan in terms of reviewing progress regularly in achieving the priorities and delivering value for money services. Early investigation into variances enables remedial action taken where appropriate.

The Annual Performance Report highlights the key performance measures included in the Integrated Development Plan (IDP) review for the 2018/2019 financial year. These priority measures constitute the Organisational Performance Scorecard (Including the Top Layer of the SDBIP on basic service delivery targets) for 2018/2019.

The annual performance reporting on the 2018/2019 financial year has been completed and reflected in the Organisational Performance Scorecard / The Top Layer of Service Delivery Targets set in the Service Delivery Budget Implementation Plan in a table format (as prescribed by KwaZulu Natal Department of Corporate Governance and Traditional Affairs). The Top Layer Service Delivery Budget Implementation Plan (SDBIP) consolidated service delivery targets as contemplated in National Treasury Municipal Finance Management Act (MFMA) Circular 13 guide has been included subsequently at mid-year following the review from the Auditor General during the 2017/2018 financial year auditing process.

The Draft Organisational Performance will be presented to the Auditor General on 30 August 2019 for auditing together with the Annual Financial Statements (based on the interim results).

This Annual Performance Report (Tables - Top Layer of Service Delivery Targets set in the Service Delivery Budget Implementation Plan) should be read in conjunction with the uMhlathuze Annual Report, including the Annual Financial Statements as well as Auditor General Report on the Annual Financial Statements and Performance on Predetermined Objectives Information for the 2018/2019 financial year.

On 30 June 2019, **84.48%** of organisational performance targets (Top Layer of Service Delivery Targets set in Service Delivery Budget Implementation Plan) have been met within 95% or exceeded the annual target. An average percentage achievement of **108%** against the annual key performance targets set has been recorded, reflecting an improvement when compared with 2017/2018 financial year where

78.57% targets were met with an average percentage achievement of 113.32%. Areas for improvement are reflected in the relevant column directly in the Organisational Performance Scorecard for 2018/2019 (OPMS Scorecard, including the Top Layer of Service Delivery Targets set in the Service Delivery Budget Implementation Plan). Accountable managers have provided commentary to put performance into context and identified actions that they are taking to address instances where under performance are reported.

The traffic light system used to report performance is as follow:

- **Blue** – Performance above 2% of the target
- **Green** – Performance meets target
- **Amber** – Performance within 5% of target
- **Red** – performance more than 5% adverse of target

In relation to the 2018/2019 year end performance results, the final results are analysed as follows:

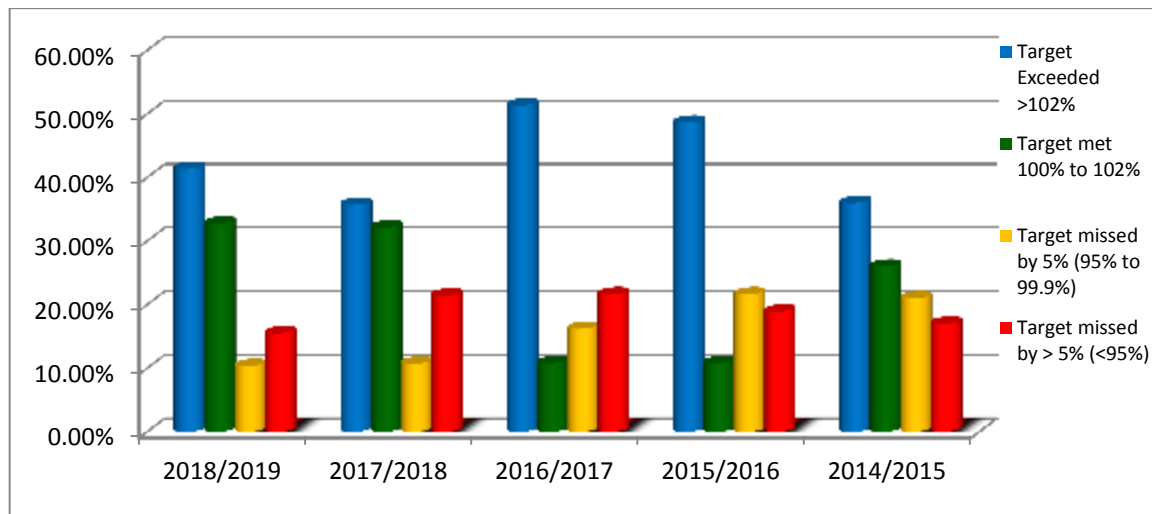
- **84.48%** of targets have been met within 95% or exceed against the 2018/2019 annual targets set, an improvement when compared to the 2017/2018 financial year where 78.57% of targets were met within 95%
- **15.52%** of 2018/2019 annual targets were not achieved, a decrease when compared to 2017/2018 financial year where 21.43% of targets were not met.

The performance results for the organizational priorities can be summarized as follows:

| Traffic Light Status | 2018/2019 | 2017/2018 | 2016/2017 | 2015/2016 | 2014/2015 |
|--------------------------------------|-----------|-----------|-----------|-----------|-----------|
| Blue – Exceeded target | 41% | 36% | 51% | 49% | 36% |
| Green – Met target | 33% | 32% | 11% | 11% | 26% |
| Amber – Missed target by up to 5% | 10% | 11% | 16% | 22% | 21% |
| Red – Missed Target by more than 5 % | 16% | 21% | 22% | 19% | 17% |

It is worth noting the impact of factors such as budget and staff retention whilst continuously increased demand for services putting pressure on achievement of challenging targets. Ultimately the municipality has achieved savings for the financial year, maintained good levels of service delivery (as demonstrated through comparative information) and seen increased levels of satisfaction across a number of services.

The following chart illustrates overall performance for the 2018/2019 financial year with performance achieved during the four previous financial years, 2017/2018, 2016/2017, 2015/2016 and 2014/2015 financial years respectively, however taken into account the increase from 37 performance indicators reported in previous years to 58 performance indicators in 2018/2019 financial year. :



The following high level dashboard score for all key performance indicators on the Organisational Performance Scorecard 2018/2019 (Top Layer of Service Delivery Targets set in the Service Delivery Budget Implementation Plan) (has been achieved on the 58 key performance indicators (KPI's). The Performance Management System analysis has scored the achievement of individual key performance areas as follows:

| ID | Key Performance Area | % of Targets achieved | Average % against target |
|-------|---|-----------------------|--------------------------|
| KPA 1 | Good Governance, Community Participation and ward Committee Systems | 100 | 136.1 |
| KPA 2 | Basic Service Delivery and Infrastructure Development | 83.8 | 103.0 |
| KPA 3 | Local Economic Development & Cross Cutting | 100 | 134.4 |
| KPA 4 | Municipal Transformation and Institutional Development | 85.7 | 103.7 |
| KPA 5 | Financial Viability and Financial Management | 50.0 | 90.6 |

1. Good Governance, Community Participation and Ward Committee Systems

(Average of 136.1% achieved in 2018/2019 on KPI's against 131.2% achieved in 2017/2018)

The municipality improved in the area of community liaison and public communication and exceeding the number of planned IDP and Budget roadshow meetings. The annual target for ward committee management meetings and community meetings were exceeded by recording three-hundred-and-ninety (390) ward committee management meetings held against the annual target of three-hundred-and-forty (340). The total number of public meetings held was two-hundred-and-eighty-five (285) against the annual target of one-hundred-and-thirty-six (136) meetings for the year, therefore exceeded the target by far.

The IDP and Budget Roadshows, Ward Committee Management, Stakeholder Liaison and Council meetings were successfully scheduled and convened in accordance with Council's Standing Rules of Order to ensure ongoing community involvement in municipal decision making.

2. Basic Service Delivery and Infrastructure Development

(Average 103% achieved in 2018/2019 on KPI's against 112% achieved in 2017/2018)

Access to Domestic Water supply

The basic water service infrastructure improved during the financial year with a total of 105 910 (95.84%) of households connected to the water network within the municipal area. The target of one-thousand (1 000) water-metering connection upgrades was achieved and exceeded since one-thousand-one-hundred-and-twenty-three (1123) new water meters were installed (yard connections), contributing to an upgrade in water supply services.

Access to Domestic Sanitation services

A total of 89 444 (80.94%) of households do have access to basic sanitation services. Two-thousand-three-hundred-and-forty-one (2 341) additional VIP's were constructed, not meeting the annual target of two-thousand-five-hundred (2 500). The annual target was based on the 5 year IDP implementation plan, however the actual achievement resulted from the balance of the VIP's constructed in terms of the final year of a three year contract and as result of an over achievement in the previous financial year. The three years' contract ended in this financial year and the SCM process initiated for a new three year contract as from 2019/2020.

Access to Domestic Electricity supply

The municipality is delivering electricity supply to thirty-five-thousand-four hundred-and-thirty-four (35 434) households and has connected one-hundred-and-eighteen (118) additional households against the amended annual target of one-hundred-and-twenty-seven (127) to improve access to basic electricity services in the municipal electricity licensed area. This target remains reliant on consumers applying for this service. The mid-year emended annual target from 100 to 127 new electrical domestic connections was not achieved due to less applications received in 2019 as expected over the first two quarters of 2018/2019. The municipality is in a position to deal with all applications received.

Access to Domestic Solid Waste removal services

A total 77 028 (67.74%) of households is receiving a weekly solid waste (refuse) removal service. Two-thousand-one-hundred-and-seventy-two (2 172) additional households are receiving this service against the annual target of two-thousand (2 000) additional households, mainly in the rural wards, therefore exceeding the annual target.

Public transport infrastructure services

In provision of public transport facilities and infrastructure in the urban and rural areas, sixty-three-comma-four-five (63.45) kilometers of rural gravel roads were established (gravelling) against the amended annual target from 28 kilometers to fifty-nine-comma-five-nine (59.59) kilometers, therefore exceeding the annual target. The amended annual target of three-hundred-and-twelve (312) kilometers for the maintenance of rural gravel roads (grading) was over achieved, since four-hundred-and-thirty-six-comma-nine (436.9) kilometers were graded. Due to higher demands by the community, rural gravel roads were re-prioritized and funds re-allocated on the maintenance budget to meet the community demands.

In terms of establishing of new tarred roads, the amended annual target of one-comma-eighty-eight (1.88) kilometers was not achieved since zero-comma-five-seven-seven (0.577) kilometers were achieved. The appointed contractor has underperformed during the last quarter due to financial reasons, however the situation is now stable and the contractor has brought in additional resources to improve progress. There has been a remarkable increase in progress since July 2019.

The rehabilitation of tarred roads was prioritized and amended at mid-year from eight (8) kilometers to (18.6) kilometers based on the budget and project plans. Eighteen-comma-six (18.6) kilometers of tarred roads were rehabilitated at mid-year. The amended annual target of fifteen-thousand-three-hundred (15300) m² of tarred roads to be maintained, dealing with potholes was slightly under achieved since fourteen-thousand-one-hundred-and-fourty-one-comma-six (14 141.6) m² of tarred roads were repaired. The target was set based on the baseline and is dependent on the actual occurrence of potholes. The below target resulted from below average rainfall therefore lesser potholes formed and patching repaired.

Additional achievements on the Top Layer Service Delivery Budget Implementation Plan consolidate performance indicators analysed as follows:

Water and wastewater services;

The target of 100% restoration of water supply for both Planned and Unplanned reticulation within 8 hours was achieved throughout the financial year with an average restoration time of 5.44 hours.

The amended annual target for the reduction/maintaining of water losses at 22% throughout the 2018/2019 financial year was not met. Water losses, although 22% maintained for the first three quarters, ended at 25% on 30 June 2019. Additional funds are provided for in the 2019/2020 Capital Budget for additional control valves.

The quality of drinking water to comply with the South African national standards at latest SANS 241

(between 95% and 99%) has been achieved consistently throughout the financial year with an average reported level of 99.3%.

The quality of wastewater compliance of $\geq 90\%$ of cumulative risk ratings based on DWA standard was achieved, since 90% on average has been achieved with an improvement from 87% achievement in the 2017/2018 financial year. Process Audits were conducted in plants to determine the process anomalies. Provision is made in 2019/2020 Capital Budget to address plants which have the highest Non - Conformances.

Electrical Infrastructure;

The annual target of 90% execution of maintenance of electrical distribution network as per maintenance plan and approved budget was over achieved, since 98.2% realised on average throughout the 2018/2019 financial year.

An average of 4% non-technical electricity losses was achieved against the annual target to be kept within 8%. An average of four (4%) non-technical electricity losses was recorded for the 2018/2019 financial year. The achievement improved from 6.8% recorded at the end of the 2017/2018 financial year.

An average of 87% achievement to restore general street lighting faults within 72 hours (excluding cable faults or stolen equipment) was achieved against the annual target of 90%. Recourse challenges were experienced in quarter one has since been addressed with a contractor been appointed after not achieving the target in quarter one to attend to backlog and maintenance of Streetlights, where-after the 90% target has been achieved consistently for the last three quarters.

Public transport facilities infrastructure;

The amended annual target of 138 kilometres of storm water open drains to be maintained was over achieved due to more emphasis placed on street cleaning and storm water pipe cleaning, rather than manholes (kerb inlets) and 223 kilometres were achieved, however compromised the annual target of 3076 manholes (kerb inlets) to be maintained by achieving 1606 manholes (kerb inlets).

100% Maintenance on municipal owned railway sidings resulting from monthly inspections has been achieved throughout all four quarters of the financial year.

Municipal Infrastructure;

In the IDP strategy to improve the reliability and service life of Municipal Infrastructure, facilities and assets, the annual performance target to ensure 80% implementation of the Electrical, Water and Sanitation and Roads Asset Management Plan, 85% implementation was achievement at 30 June 2019 and completion of phase two will be by 30 September 2019.

The performance target to ensure 100% planned maintenance implemented on Building and Structure as per Maintenance Plan and Budget allocation was successfully achieved with 100% reported achievement consistently throughout the 2018/2019 financial year.

On the performance target for the replacement of Vehicles and Plant, Procurement of new plant in terms of Capital Budget, 100% achievement was recorded against the annual target of 100%. The Fleet as ordered has been delivered, thus all fleet ordered has been received.

The amended annual target of 85% fleet availability (including minor accident damage that can be dealt with by workshops, but excludes major accident repairs) was achieved since an average of 92% was achieved during the 2018/2019 financial year.

3. Local Economic Development and Cross Cutting
(Average 137.4% achieved in 2018/2019 on KPI's against 116.8% achieved in 2017/2018)

There were no targets for the construction of houses during 2018/2019 financial year due to the fact the all projects were in the Implementation of bulk services Phase which is Empangeni IRDP, Dumisane Makhaye Village Phase- 6 and 8 and Aquadene. For the Aquadene Housing Project the installation of bulk water and bulk sewer services were completed.

A new IDP Strategy to deal with the transfer of Post Housing stock to qualifying occupants/residents was included since 2017/2018 financial year. The initial annual target of three-hundred-and-eighty-nine (389) housing units to be transferred was amended at mid-year to sixty (60) housing units to be transferred, due to challenges experienced with beneficiaries outstanding municipal accounts before the transfers could realise. The amended annual target was achieved and exceeded since momentum has been obtained over the last two quarters by achieving the transfer of one-hundred-and-nine (109) housing units. The implementing agent is proceeding with work and it is trusted that the remainder of available housing stock will be met in the 2019/2020 financial year.

In terms of Promoting economic growth by providing skills empowerment to the unemployed , four-hundred-and-sixty-four 464 unemployed youth benefitted through training in ten (10) technical skills programmes presented in the 2018/2019 financial year.

The annual target for creating one-thousand-two-hundred-and-twenty-eight (1228) jobs through EPWP incentives/projects were successfully achieved since one-thousand-five-hundred-and-ten (1 510) jobs were created, therefore exceeding the target by far.

In terms of provision of recreational facilities and environmental services to the community, the annual target to upgrade three (3) community facilities was met since three (3) were completed. The amended annual target of five (5) sport fields (facilities) upgraded/constructed was met since five (5) projects were completed. New projects are well underway for the new financial year.

In terms of development of sports and recreation programmes, the amended annual target for five (5) mass recreational programmes be implemented was over achieved since five (5) Golden Games programmes were completed at mid-year and additional one (1) mass sport and recreational program was presented in quarter four with a total of six (6) programmes presented in the financial year.

4. Municipal Transformation and Institutional Development **(Average 103.7 % achieved in 2018/2019 on KPI's against 109.7% achieved in 2017/2018)**

Human resources was able to meet the annual targets set for the recruitment and retention of staff from designated employment equity groups and however still experiences a high level in staff turnover. The municipality continues with the implementation of the Employment Equity Plan during the 2019/2020 financial year.

In terms of the target set for employing female by the Municipality, twenty-two (22) females were appointed against the amended annual target of twenty (20). A total of seven hundred-and-sixty-three (763) females are employed by the municipality on 30 June 2019. This target cannot be measured accumulatively as there are factors such as resignations, retirement, dismissal, death and or ill health which affect the total number of gender employed.

There were fifty (50) youth appointed against the annual target of thirty-eight (38). A total of six-hundred-and-seventy-seven (527 permanent and 150 temporary) youth were employed by the municipality on 30 June 2019. No additional employees living with disability was appointed against the annual target of four (4). A total of twenty-one (21) people living with disability are employed by the municipality on 30 June 2019. The organisation to identify and categorize positions on the organogram that can be filled with people with disability and in future advertise accordingly once those positions become vacant.

A total of two-hundred-and-twenty-four (224) Workplace Skills training programmes was conducted during the financial year against the annual target of one-hundred-and-twenty (120), resulting in an over achievement. The percentage of the annual budget spent on the Workplace Skills Plan was slightly under achieved due to one training session planned for the quarter four which was cancelled since a training provider had to resolve issues with SARS and another training session that had to be attended by an official during the quarter will now attend in the next financial year and this affected the budget spent. The target to spend zero-comma-eight percent (0.80%) of the operating budget was slightly

over achieved since zero-comma-eight-zero-five percent (0.805%) was recorded.

5. Financial Viability and Financial Management

(Average 90.6 % achieved in 2018/2019 on KPI's against 95.5% achieved in 2017/2018)

The reported achievements on the Financial Viability and Financial Management performance indicator ratios as prescribed in the National General Performance Indicators and reflecting in the Organisational performance Scorecard is based on the final financial results as at 30 June 2019.

The municipality has performed fairly well under the financial viability and financial management indicator. Over the past financial year the municipality has seen the economy being stretched and this was affecting every citizen of the City. Taking into account the effects of the economy the City has remained resilient in its quest of doing better in managing the public funds. Our internal controls and shrewd financial discipline has placed the City in a good position of delivering services to its consumers

The financial viability of the municipality is hereby reported based on the Interim results of the year ended in 30 June 2019. Once the final figures have been determined the correct numbers will then be published in the financial statements and the ratios will be recalculated.

The following are the interim results:

1. Debtors Collection rate : 99.71%
2. Collection rate in days: 43.48 days
3. Debt coverage ratio: 12.06
4. Cost coverage ratio: 2.11
5. Capital expenditure: 82%
6. Overall Grants Expenditure: 101%

Taking the above ratios into account it suffices to say the municipality has performed satisfactory on capital expenditure at 82% (interim results) which is 12% less than the target of 95%. The municipality has spent more than 101% of Capital Grants received from National Government. This means that some projects which are multi-year and the progress is ahead of the actual funding.

Annual Organisational Performance Scorecard/ Top Layer Service

Delivery Targets set in the Service Delivery Budget Implementation Plan

The following table reflects the organisational performance targets and achievements as reflected in the Integrated Development Plan, as well as the performance targets and achievements as reflected in the Top Layer Service Delivery Targets set in the Service Delivery Budget Implementation Plan consolidate performance indicators in relation to the achievements of the previous financial year as well as reflecting corrective measures and targets to be taken in the 2018/2019 financial year in cases of under achievement:

Section 46(1)(a) of the Municipal Systems Act (No. 32 of 2000) require the Municipality to reflect the municipality's, and any service provider's, performance during the financial year reported on. The uMhlathuze municipality is fortunate not to be reliant on external service providers in provision of Basic Services, i.e. water, sanitation, solid waste removal services delivered by the district municipality like most other local municipalities do.

Water distribution to the community by uMhlathuze is delivered through water purification by WSSA and through purified water purchased from the Mhlathuze Water Board. Electricity is distributed to communities by uMhlathuze Municipality in the municipal licensed area, through purchasing electricity from ESKOM. Also other Basic Services delivered by uMhlathuze Municipality include, solid waste removal (refuse collection) and sanitation. The number of households served with basic services as reflected in the table below reflects the municipality's and any service provider's performance on delivering basic services during the financial year, also a comparison with performance in the previous financial year as contemplated in section 46(1)(a) of the Municipal Systems Act (No. 32 of 2000).

The information reflected below has been subjected to validation during the Internal Auditing process (in line with the appointed panel of Internal Auditors and the Municipal Public Accounts Committee) as well as the Auditor General upon their annual audit process after being reported to the Executive Committee and the Council on 28 August 2019, and the Performance Audit Committee on 30 August 2019 per item on RPT167436. Reports are available for inspection.

Resulting from the Auditor General Auditing auditing process during 2017/2018, the additional Top Layer SDBIP consolidated service delivery targets has subsequently being included as part of the Organisational Performance Scorecard at mid-year (reflected in a different font colour – purple) in the table below.

NOTE: The planned annual targets for 2019/2020 financial year, relating to the total number of households provided with basic services, reflecting in the far right-hand column in the organisational performance scorecard are based on the total of 110 503 households aligned to the Statistics South Africa 2016 Survey.

ORGANISATIONAL PERFORMANCE SCORECARD 2018/2019 AND TOP LAYER SERVICE DELIVERY TARGETS SET IN THE SERVICE DELIVERY BUDGET IMPLEMENTATION PLAN

(Master table on DMS 1064996; 2018/2019 tab)

| IDP 2017 – 2022 Ref | Outcome 9 | National KPA | Objective | Strategies | Performance Indicator | Annual Target 2017/2018 | Actual 2017/2018 Baseline | Backlog | 2018/2019 | | | | | 2019/2020 |
|------------------------------|--|--|--|--|--|-----------------------------------|---------------------------------|---------|----------------------------|---|-------------------------------------|--|---|------------------|
| | | | | | | | | | Annual Target 2018/2019 | Amended Annual Target 2018/2019 (mid-year) | Actual 2018/2019 30 June 2019 | Corrective action for Annual target not met / remarks | % achieved against annual target | Annual Target |
| 1.1.4.3 | Deepen democracy through a refined Ward Committee model | Good Governance and Public Participation | To promote a municipal governance system that enhances and embraces the system of participatory Governance | Facilitation of Stakeholder and Community participation in policy making | Number of Public Meetings (IDP/PMS meetings in Q1 and Q2), (budget meetings in Q3 and Q4) | 10 | 11 | N/A | 10 | 10 | 12 | Annual target achieved and exceeded | 120.0% | 10 |
| 1.1.4.1 | | | | Facilitate the Functionality of Ward Committees through continuous capacitation | Number of Ward Committee Management meetings held | 374 | 389 | N/A | 374 | 340 | 416 | Annual target achieved and exceeded | 122.4% | 374 |
| 1.1.4.1 | | | | | Number of community meetings (per ward) | 136 | 274 | N/A | 136 | 136 | 274 | Annual target achieved and exceeded | 201.5% | 136 |
| 1.1.4.2 | | | | Development of a Credible Integrated Development plan within prescribed legislative guidelines | Date of IDP approval | 2018/05/31 | 2018/05/29 | N/A | 2019/05/31 | 2019/05/31 | 2019/05/29 | Annual target achieved ahead of the target date | 100% | 2020/05/31 |
| 2.1.1.1 | Improving access to basic services | Basic Service Delivery and Infra- structure Development | To expand and maintain infrastructure in order to improve access to basic services and promote local economic development | Eradicate water services backlogs through provision of basic water services | % Households with access to basic water | 94.91% | 94.83% | 5.17% | 95.73% | 95.73% | 95.84% | Annual targets achieved and exceeded | 100.1% | 96.72% |
| 2.1.1.1 | | | | | Total number of Households with access to potable water | 104880 | 104787 | 7716 | 105787 | 105787 | 105910 | | 100.1% | 106880 |
| 2.1.1.1 | | | | | Number of Households with house water connection | 47511 | 47511 | N/A | 47511 | 47511 | 47511 | | 100.0% | 44308 |
| 2.1.1.1 | | | | | Number of Households with yard water connection | 54778 | 55276 | 7716 | 56276 | 56276 | 56399 | | 100.2% | 43260 |
| 2.1.1.1 | | | | | Number of Households within <200m RDP water connection | 6623 | 7716 | N/A | 6716 | 6716 | 6593 | | 102% | 5716 |
| 2.1.1.1 | | | | | Number of Water connections upgraded to households (upgrade service to yard connections) | 1000 | 907 | N/A | 1000 | 1000 | 1123 | | 112.3% | 1000 |
| 2.1.1.1 | | | | | Number of Households with access to free water service | 10323 | 11644 | N/A | 11644 | 11644 | 11528 | Target partially achieved The target is based on the baseline, however achievement is dependent on consumer consumption below 6kl and consumers qualifying for free services | 99.0% | 11644 |

| IDP 2017 – 2022 Ref | Outcome 9 | National KPA | Objective | Strategies | Performance Indicator | Annual Target 2017/2018 | Actual 2017/2018 Baseline | Backlog | 2018/2019 | | | | | 2019/2020 |
|------------------------------|------------------------------------|--|---|--|---|-----------------------------------|---------------------------------|---------|--------------------------------|---|-------------------------------------|--|---|------------------|
| | | | | | | | | | Annual Target 2018/2019 | Amended Annual Target 2018/2019 (mid-year) | Actual 2018/2019 30 June 2019 | Corrective action for Annual target not met / remarks | % achieved against annual target | |
| | | | | | | | | | | | | | | Annual Target |
| 2.1.1.1 | | | | | Ensure 100% restoration of water supply for both Planned and Unplanned reticulation within 8hrs (Average) | 100% | 100% | 0.00% | 100% | 100% | 100% | Target achieved The target of 100% restoration within 8 hours achieved with an average time of 5.44 hours | 100% | 100% |
| 2.1.1.1 | | | | | Ensure the reduction of water losses (cumulative) | 25% | 22% | N/A | 20% | 22% | 25% | Target not achieved Additional funds are provided for in the 2019/2020 Capital Budget for additional control valves. | 88.0% | 21% |
| 2.1.1.1 | | | | | Ensure that the quality of drinking water comply with the South African national standards at latest SANS 241 (between 95% and 99%) | 99% | 99.7% | N/A | 99% | 99% | 99.3% | Target achieved | 100% | >95% |
| 2.1.1.3 | | | | Eradicate Sanitation services backlogs through provision of basic sanitation services | % Households with access to sanitation | 77.73% | 78.82% | 21.18% | 81.09% | 81.09% | 80.94% | Target partially achieved The annual target was based on the 5 year IDP implementation plan, however the actual achievement resulted from the balance of the VIP's constructed in terms of the final year of a three year contract and as result of an over achievement in the previous financial year. The three years' contract ended in this financial year and the SCM process initiated for a new three year contract as from 2019/2020. | 99.8% | 82.25% |
| 2.1.1.3 | | | | | Number of Household with access to Sanitation | 85892 | 87103 | 23400 | 89603 | 89603 | 89444 | | 99.8% | 90892 |
| 2.1.1.3 | | | | | Number of new VIP toilets provided to households (rural areas) | 2500 | 3711 | N/A | 2500 | 2500 | 2341 | | 93.6% | 1800 |
| 2.1.1.3 | Improving access to basic services | Basic Service Delivery and Infra-structure Development | To expand and maintain infrastructure in order to improve access to basic services and promote local economic development | Eradicate Sanitation services backlogs through provision of basic sanitation services | Number of Households with access to free sanitation (VIP's) service & Indigent | 46889 | 52514 | N/A | 51895 | 61246 | 61098 | Target partially achieved. Target dependant on the construction of VIP's | 99.8% | 57514 |
| 2.1.1.3 | | | | | Wastewater Quality compliance of ≥90% as per Green Drop standard | 90% | 87% | N/A | 90% | 90% | 90% | Target achieved | 100% | >90% |
| 2.1.1.2 | | | | Eradicate electricity supply backlogs through provision of basic electricity supply services | Number of Households with access to Electricity (Municipal Licenced Area) | 35301 | 35316 | N/A | 35396 | 35443 | 35434 | Target partially achieved The achievement is dependent on consumer applications for electrical service | 99.97% | 35514 |
| 2.1.1.2 | | | | | Number of new households provided with new Electricity connections (Municipal supply) | 120 | 135 | N/A | 80 | 127 | 118 | | 92.9% | 80 |
| 2.1.1.2 | | | | | Ensure execution of maintenance of electrical distribution network as per maintenance plan and | 100% | 87.2% | 12.78% | 90% | 90% | 98.24% | Target achieved | 109.2% | 85% |

| IDP 2017 – 2022 Ref | Outcome 9 | National KPA | Objective | Strategies | Performance Indicator | Annual Target 2017/2018 | Actual 2017/2018 Baseline | Backlog | 2018/2019 | | | | | 2019/2020 | |
|------------------------------|-----------|--------------|-----------|--|---|-----------------------------------|---------------------------------|---------|--------------------------------|---|-------------------------------------|--|---|------------------|--|
| | | | | | | | | | Annual Target 2018/2019 | Amended Annual Target 2018/2019 (mid-year) | Actual 2018/2019 30 June 2019 | Corrective action for Annual target not met / remarks | % achieved against annual target | Annual Target | |
| | | | | | | | | | | | | | | | |
| | | | | | approved budget. | | | | | | | | | | |
| 2.1.1.2 | | | | | Ensure that non-technical electricity losses are kept within 8% (average) | 8% | 6.8% | N/A | 8% | 8% | 4% | Target achieved | 200% | 8% | |
| 2.1.1.2 | | | | | Ensure that 90% of general street lighting faults are restored within 72 hours (excluding cable faults or stolen equipment) (average) | 90% | 87.5% | N/A | 90% | 90% | 87% | Annual target partially achieved A contractor has been appointed after not achieving the target in quarter one to attend to backlog and maintenance of Streetlights and the 90% target has since been achieved consistently for the last three quarters. | 96.7% | 90% | |
| 2.1.1.2 | | | | | Number of Households with access to free Electricity (Municipal Area) | 509 | 473 | N/A | 473 | 492 | 558 | Annual target achieved and exceeded | 113.4% | 509 | |
| 2.1.1.4 | | | | Provide a weekly domestic solid waste removal service to the community | % Households with access to waste disposal | 67.29% | 67.74% | 32.26% | 69.55% | 69.55% | 69.71% | Annual target achieved and exceeded | 100.2% | 69.55% | |
| 2.1.1.4 | | | | | Number of Households with access to waste disposal | 74356 | 74856 | 35647 | 76856 | 76856 | 77028 | | 100.2% | 77856 | |
| 2.1.1.4 | | | | | Number of new Households with access to waste disposal | 1000 | 1500 | N/A | 2000 | 2000 | 2172 | | 108.6% | 2000 | |
| 2.1.1.4 | | | | | Number of Households with access to free waste removal | 30891 | 31578 | N/A | 33578 | 33573 | 33772 | Annual target achieved and exceeded | 100.6% | 33578 | |
| 2.1.1.5 | | | | Provision of public transport infrastructure facilities | Kilometres of rural gravel roads established (gravelling) | 26 | 83.82 | N/A | 26 | 59.59 | 63.45 | Annual target achieved and exceeded | 106.5% | 10 | |
| 2.1.1.5 | | | | | Kilometres of rural gravel roads maintained (grading) | 600 | 390.162 | N/A | 600 | 312 | 436.90 | Annual target achieved and exceeded | 140.0% | 312 | |
| 2.1.1.5 | | | | | Kilometres of tarred roads established | 3 | 1.761 | N/A | 3 | 1.88 | 0.577 | Annual target not achieved The contractor has underperformed during the last quarter due to financial reasons, however the situation is now stable and the contractor has brought in additional resources to improve progress. There has been a remarkable increase in progress since July 2019. | 30.7% | 3 | |

| IDP 2017 – 2022 Ref | Outcome 9 | National KPA | Objective | Strategies | Performance Indicator | Annual Target 2017/2018 | Actual 2017/2018 Baseline | Backlog | 2018/2019 | | | | | 2019/2020 | |
|------------------------------|------------------------------------|--|---|---|--|-------------------------------|---------------------------------|---------|----------------------------|---|-------------------------------------|---|---|------------------|--|
| | | | | | | | | | Annual Target 2018/2019 | Amended Annual Target 2018/2019 (mid-year) | Actual 2018/2019 30 June 2019 | Corrective action for Annual target not met / remarks | % achieved against annual target | Annual Target | |
| | | | | | | | | | | | | | | | |
| 2.1.1.5 | | | | | Kilometres of tarred roads rehabilitated | 8 | 20.91 | N/A | 8 | 18.60 | 18.60 | Annual amended annual target achieved at mid-year based on the budget and project plans | 100% | 8 | |
| 2.1.1.5 | | | | | m² of repairs to potholes and patching on urban tarred roads | 10800 | 21992.3 | N/A | 10800 | 15300 | 14141.60 | Annual target not achieved The target was set based on the baseline and is dependent on actual occurrence of potholes. The below target resulted from below average rainfall therefore lesser potholes formed and patching repaired. | 92.4% | 15300 | |
| 2.1.1.6 | Improving access to basic services | Basic Service Delivery and Infra-structure Development | To expand and maintain infrastructure in order to improve access to basic services and promote local economic development | Provision of public transport infrastructure facilities | Kilometres of storm-water open drains maintained | 92 | 118.052 | N/A | 92 | 138 | 233 | Annual target achieved and exceeded | 169.0% | 46 | |
| 2.1.1.6 | | | | | Number of manholes maintained (Incl kerb inlets) | 3076 | 1915 | N/A | 3076 | 3076 | 1606 | Annual target not achieved The majority of manholes especially in Richards Bay were already clean. Contractors had challenges with lifting equipment therefore fewer manholes were cleaned. Going forward the target is readjusted to accommodate the actual resources capable on site to achieve target. | 52.2% | 1538 | |
| 2.1.1.5 | | | | | 100% Maintenance on municipal owned railway sidings resulting from monthly inspections | 100% | 100% | N/A | 100% | 100% | 100% | Annual target achieved | 100% | 100% | |
| 2.1.1.7 | | | | Strive to improve reliability and service life of Municipal Infrastructure, facilities and assets | Ensure implementation of approved Asset Management Plan (Cumulative) Phase 2 (Water, Roads and Electricity) | 40% | 40% | 60% | 80% | 80% | 85% | Annual target achieved ALMIP Implementation phase two currently in progress and 100% completion | 106.25% | 100% | |
| 2.1.1.7 | | | | | Ensure planned maintenance implemented on Building and Structure as per Maintenance Plan and Budget allocation | 100% | 100% | N/A | 100% | 100% | 100% | Annual target achieved | 100% | 100% | |
| 2.1.3.1 | | | To ensure effective Fleet Management | Review and implement Fleet Management Plan | Replacement of Vehicles and Plant, Procurement of new plant in terms of Capital Budget | 100% | 82% | 12% | 100% | 100% | 100% | Annual target achieved The Fleet as ordered has been delivered, thus all fleet ordered has been received. | 100.0% | 100% | |
| 2.1.3.1 | | | | | Ensure 85% fleet availability (This includes minor accident damage that can be dealt with by Workshops, but excludes major | 85% | 93% | 7% | 95% | 85% | 92% | Annual target achieved | 108.32% | 85% | |

| IDP 2017 – 2022 Ref | Outcome 9 | National KPA | Objective | Strategies | Performance Indicator | Annual Target 2017/2018 | Actual 2017/2018 Baseline | Backlog | 2018/2019 | | | | | 2019/2020 | |
|------------------------------|--|----------------------------------|--|---|---|-----------------------------------|---------------------------------|---------|--------------------------------|---|-------------------------------------|---|---|------------------|--|
| | | | | | | | | | Annual Target 2018/2019 | Amended Annual Target 2018/2019 (mid-year) | Actual 2018/2019 30 June 2019 | Corrective action for Annual target not met / remarks | % achieved against annual target | Annual Target | |
| | | | | | | | | | | | | | | | |
| | | | | | accident repairs)(average) | | | | | | | | | | |
| 3.4.1.2 | Actions supportive of the human settlement outcome | Local Economic Development | To promote social cohesion | Development of community facilities | Number of sport field (facilities) upgraded / constructed | 10 | 10 | N/A | 5 | 5 | 5 | Annual target achieved | 100% | 5 | |
| 3.4.1.2 | | | | | Number of community facilities i.e. halls/museum/library/crèche upgraded | 2 | 2 | N/A | 3 | 3 | 3 | Annual target achieved | 100% | 9 | |
| 3.4.1.1 | | | | Development of sports and recreation programmes | Number of mass recreational programmes implemented | 9 | 12 | N/A | 4 | 5 | 6 | Annual target achieved and exceeded A total of 6 Mass Participation (Recreational) Programmes were presented. | 120% | 5 | |
| 3.1.5.3 | | | To implement and co- ordinate Expanded Public Works Programme (EPWP) in a manner that enhances skills development and optimizes decent employment and entrepreneur- ship | Promoting economic growth by providing skills empowerment to the unemployed | Number of technical skills training provided | 400 | 7 | N/A | 389 | 5 | 10 | Annual target achieved and exceeded 464 unemployed youth benefitted through training in technical skills programmes | 200% | 5 | |
| 3.1.5.1 | | | | Promote economic growth by successful implementation of EPWP community based projects | Number of jobs created (EPWP) through the municipality’s LED Initiatives/Capital Projects (Cumulative quarterly) | 4 | 1695 | N/A | 4 | 1228 | 1510 | Annual target achieved and exceeded | 122.96% | 701 | |
| 6.1.1.3 | Actions supportive of the human settlement outcome | Cross Cutting | To plan and manage existing and future development | To review and implementation of human settlements sector plan | Number of Post 1994 Housing stock transferred | 1110 | 158 | 389 | 1228 | 60 | 109 | Annual target achieved and exceeded | 181.67%% | 182 | |

| IDP 2017 – 2022 Ref | Outcome 9 | National KPA | Objective | Strategies | Performance Indicator | Annual Target 2017/2018 | Actual 2017/2018 Baseline | Backlog | 2018/2019 | | | | | 2019/2020 |
|------------------------------|--|--|---|--|--|-----------------------------------|---------------------------------|---------|--------------------------------|---|-------------------------------------|---|---|------------------|
| | | | | | | | | | Annual Target 2018/2019 | Amended Annual Target 2018/2019 (mid-year) | Actual 2018/2019 30 June 2019 | Corrective action for Annual target not met / remarks | % achieved against annual target | |
| | | | | | | | | | | | | | | Annual Target |
| 4.1.1.2 | Implement differentiated approach to Municipal financing, planning and support | Municipal Institutional Development and Transformation | To create an appropriate organisational climate that will attract and ensure retention of staff | Compliance with Employment Equity Act | Number of women employed by the municipality (Number of new appointments) | 776 | 768 | N/A | 768 + 18 | 20 | 22 | Target achieved and exceeded The annual target of 20 additional female to be employed in strategic positions was exceeded since 22 female were employed in the financial year, however it should be noted that the target was accumulative to the baseline. During this financial year, there were also employees who exited the organisation due to resignations, dismissals, death, ill health, and retirement | 110% | 20 |
| 4.1.1.2 | | | | | Number of Youth employed by the municipality (Number of new appointments) | 624 | 552 | N/A | 552 + 38 | 38 | 59 | Target achieved and exceeded The annual target of 38 youth to be employed was exceeded since 50 youth were employed in the financial year, However it should be noted that the target was accumulative to the baseline. It should be noted that during this financial year, there were also employees who exited the organisation due to resignations, dismissals, death, ill health, and retirement as well as employees birthdays, turning 36 year of age and no longer categorised as youth | 155% | 40 |
| 4.1.1.2 | | | | | Number of people with Disability employed by the municipality (Target additional to baseline) | 20 | 21 | N/A | 21 + 4 | 4 | 0 | Target not achieved The organisation to identify and categorize positions on the organogram that can be filled with people with disability and in future advertise accordingly once one of those positions becomes vacant. | 0% | 2 |
| 4.1.1.4 | Implement differentiated approach to Municipal financing, planning and support | Municipal Institutional Development and Transformation | To create an appropriate organisational climate that will attract and ensure retention of staff | Improve Citizens Skills levels and education | Workplace Skills training programs conducted | 100 | 173 | N/A | 120 | 120 | 224 | Target achieved and exceeded SAP ERP training for implementation in July 2019 resulted in exceeding the annual target by far | 187% | 120 |
| 4.1.1.4 | | | | | % Budget Spent on Workplace Skills Plan (cumulative) | 95% | 95.48% | N/A | 95% | 95% | 92.00% | Target partially achieved One training session planned for the quarter four was cancelled as a Training Provider had to resolve issues with SARS and another training session that was to have been attended by an official during the quarter will now attend in the next financial year and this affected the budget spent. | 97% | 95% |

| IDP 2017 – 2022 Ref | Outcome 9 | National KPA | Objective | Strategies | Performance Indicator | Annual Target 2017/2018 | Actual 2017/2018 Baseline | Backlog | 2018/2019 | | | | | 2019/2020 Annual Target |
|------------------------------|--|--|---|---|---|--|---|---------|---|---|--|---|---|---|
| | | | | | | | | | Annual Target 2018/2019 | Amended Annual Target 2018/2019 (mid-year) | Actual 2018/2019 30 June 2019 | Corrective action for Annual target not met / remarks | % achieved against annual target | |
| 4.1.1.4 | | | | | % Operating Budget spent on implementing Workplace Skills Plan | 0.80% | 0.82% | N/A | 0.80% | 0.80% | 0.805% | Target achieved | 101% | 0.80% |
| 4.1.1.2 | Implement unremunerated approach to Municipal financing, planning and support | Municipal Institutional Development and Transformation | To create an appropriate organisational climate that will attract and ensure retention of staff | Compliance with Employment Equity Act | Number of S57 Performance Agreements signed (cumulative) | 8 | 5 | 2 | 8 | 8 | 8 | Target achieved All Senior Managers posts are filled | 100% | 8 |
| 5.1.1.4 | Implement unremunerated approach to municipal financing, Planning and support | Financial Viability and Financial Management | Compliance with financial legislation and policies | Debt coverage ratio (cumulative) | (Total operating revenue received - operating grants) / debts service payments (interest & redemption due for the year) (x 1000) (cumulative) | <u>2 569 081 /</u> 223 897 = 11.47 | <u>2 4 59 695 /</u> 191 763 = 12.83 | N/A | <u>2 698 236 /</u> 224 028 = 12.04 | <u>2 635 446 /</u> 211 058 = 12.49 | <u>2 544 330 /</u> 211 058 = 12.06 | Annual target partially achieved within 96.5% Based on the interim results | 96.5% | <u>415 341 /</u> 2 588 485 = 16.5% |
| 5.1.1.4 | | | | Outstanding service debtors to revenue | Outstanding service debtors / revenue actually received for services | <u>350 101 300/</u> 2 334 008 664 = 0.15 | <u>393 220 937 /</u> 2279023489 = 0.17 | N/A | <u>398 452 364 /</u> 2 468 949 600 = 0.16 | <u>415 034 400 /</u> 2 513 909 400 = 0.17 | <u>400 893 028 /</u> 2 436 030 647 = 0.165 | Target achieved Based on the interim results | 103% | 0.20 |
| 5.1.1.4 | | | | Cost coverage ratio (cumulative) | [(Cash and Cash Equivalents - Unspent Conditional Grants - Overdraft) + Short Term Investment / Monthly fixed operating expenditure excluding (Depreciation, Amortisation, and Provision for Bad Debts, Impairment and Loss on Disposal of Assets)] | <u>499 248 /</u> 206 251 = 2.42 | <u>446 217 /</u> 206 251 = 2.16 | N/A | <u>638 788 /</u> 217 827 = 2.93 | <u>525 850 793 /</u> 220 293 500 = 2.39 | <u>464 198 000 /</u> 220 293 500 = 2.11 | Annual target not achieved. Although the target was placed at 2.39, the working capital policy requires the municipality to be at 2. The norm is to be between 1-3 and the interim results is at 2.11. | 80.8% | <u>370 841 /</u> 232 855 = 1.59 |
| 5.2.1.6 | | | Sustainable Financial and supply chain Management | Percentage Capital Budget spent on Capital project i.t.o. IDP | Capital Budget amount spent on Capital Projects / Total Capital Budget x 100 = Percentage spent YTD | <u>495 192 345 /</u> 521 255 100 = 95 % | <u>468 600 846 /</u> 570 504 800 = 82.14% | N/A | <u>498 902 760 /</u> 525 160 800 = 95% | <u>557 011 980 /</u> 586 328 400 = 95% | <u>586 328 400 /</u> 586 328 400 = 82.35% | Annual target not achieved Based on the interim results | 82% | <u>567 656 300 /</u> 597 533 000 =95% |

LEGEND: KEY FOR PERFORMANCE INDICATORS:

Priority (National general KPI's)

KZN CoGTA Excellence awards criteria

Additional /Departmental criteria

Additional Top layer SDBIP consolidated service delivery targets

| |
|--|
| Comments: |
| Access to electricity (New connections): The Quarterly targets and achievements for this KPI are dependent on the number on consumer applications received. |
| Free basic Service (Households with access to free electricity): The Quarterly targets and achievements for this KPI are dependent on the number on indigent applications received. |
| Total number of households: The annual targets for basic services as reflected in the approved IDP have been aligned with Stats SA (2016 Survey), targets relevant for the 2018/2019 financial year have been aligned to the total number of 110 503 households to include the additional households of the four wards included from former Ntambanana municipality.. |
| ACHIEVEMENTS: The annual achievements as reported in the Actual (June 2019) column has been audited by the Internal Auditors (Deloitte & Touche) and presented to the Auditor General together with the audited Annual Financial Statements and AG Report for inclusion in the uMhlathuze 2018/2019 Annual Report once validated. |
| Additional Top Layer Service Delivery Targets set in the Service Delivery Budget Implementation Plan has been included at mid-year in line with NT MFMA Circular 13 on recommendation by the AG during the 2017/2018 APR audit |

CHAPTER 3: ORGANISATIONAL DEVELOPMENT PERFORMANCE

Office of the Municipal Manager



NI MTHETHWA
CHIEF OPERATIONS OFFICER

Introduction

Cities drive economic productivity and prosperity. In the last few years urbanization has advanced so have global economic outputs, noticeable poverty reduction and improved social well-being. However, many cities still face challenges of poor infrastructure, migration of poverty, pollution, unemployment, congestion, segregation, sprawl and other unintended consequences. The City of uMhlathuze has significantly improved service delivery and developed strategies to drive economic growth, human capital development and access to basic services. Against this backdrop, The Office of the Municipal Manager (OMM) remains the epicentre of driving city strategy, innovation and service delivery excellence. In this regard, the city continues to receive accolades for its achievements in service delivery and good governance.

The Office of the Municipal Manager is supported by the Chief Operations Officer, as well as specialists responsible for integrated development planning, performance management, internal audit, communications, and enterprise risk management. The strategic role of the OMM is to ensure a coherent and integrated approach to service delivery by all departments and alignment of programmes and projects in order to achieve maximum impact. Access to basic services by all residents of the city remains a priority and this can only be achieved through good governance and financial prudence.

To this end, the following key achievements have been recorded in terms of basic service delivery:

1. *Percentage of households with access to water is at 95.84%.*
2. *Percentage of households with access to sanitation is at 80.94%.*
3. *Percentage of households with access to electricity in areas serviced by the city is at 100% excluding infills and Eskom supplied areas backlogs.*
4. *Percentage of households with access to solid waste removal is at 67.74% 69.71%.*

5. *Number of post 1994 Housing stock transferred to qualifying households in the 2018/2019 financial year was 158 109 units.*
6. *Number of jobs created through EPWP in the 2018/2019 financial year was 1510.*
7. *The city received a Back to Basics Provincial Scoring of 93% for the 2018/2019 financial year.*
8. *Capital expenditure for 2018/2019 was 82.35% (interim results).*
9. *Overall achievement of Organizational Performance Scorecard is 84.48%.*

International Relations

The National Development Plan (NDP) provides a more robust argument for South Africa to enhance its regional and international position as reflected in the Department of International Relations and Cooperation Strategic Plan 2010 - 2013. The NDP notes that the shift of global power towards developing countries provides South Africa with an opportunity to maximise its regional and international influence over the next 20-30 years. In pursuit of strategically locating the City of uMhlathuze within the global cities network, a number of partnerships with strategic international organisations and twinning arrangements with cities have been concluded to give effect to this aspiration. This includes finalisation of membership with world organisations responsible for a variety of programmes and projects that will add value to the City of uMhlathuze going forward. The City of uMhlathuze is also part of the Maputo KwaZulu Natal (MAPKZN) Trade Initiative aimed at stimulating cross border trade solutions that will enable regional economic growth through linking current and new players to the trade value chain.

To this end, international relations is one of the catalysts that enable the municipality to gain exceptional competitive advantage for economic growth, sustainable development and development of best practices in a quest to improve the quality of life of all the people of the City.

Accordingly, the table below highlights current membership status as well as City to City Twinning Arrangements:

Table: City to City Twinning Arrangements

| City to City Twinning Arrangements | | | |
|------------------------------------|---------|---|--------|
| City | Country | Focus Area | Status |
| City of Kigali | Rwanda | 4 th Industrial Revolution focusing on Technology, Innovation and Waste Management | Active |
| City of Curitiba | Brazil | Sustainable Development and Urban Planning | Active |
| City of Rio de Janeiro | Brazil | Technical Operations Centre, City Safety, Community Based Planning and Economic | Active |

| City to City Twinning Arrangements | | | |
|------------------------------------|---------|--|--------|
| City | Country | Focus Area | Status |
| | | Cooperation | |
| City of Milwaukee | USA | Economic Cooperation, Skills Development and ICT | Active |

Table: International Organisations Membership and Partnership

| Organisation | Location | Status |
|---|--|--------|
| United Cities and Local Government (UCLG) | Barcelona - Spain | Active |
| Global on Safer Cities Network | New York (United Nations) - United States of America | Active |
| Sister Cities International | Washington DC - United States of America | Active |
| ICLEI - Local Government for Sustainability | Bonn - Germany | Active |
| World Network of Port Cities | Le Havre - France | Active |

Smart City

South Africa Connect, the national broadband policy and the associated strategy and plan, gives expression to South Africa's vision in the National Development (NDP) of a seamless information infrastructure by 2030 that will underpin a dynamic and connected vibrant information society and a knowledge economy that is more inclusive, equitable and prosperous. As envisaged in the NDP, at the core of this will be a widespread communication system that will be universally accessible across the country at a cost and quality that meets the communication of citizens, business and the public sector and provides access to the creation and consumption of a wide range of converged applications and services required for effective economic and social participation. Accordingly, the City of uMhlathuze has been approved for the implementation of Phase 2 SA Connect Project focusing on extending broadband connectivity to rural nodes. Again, the City of uMhlathuze has approximately 90km of fibre cable and established fourteen (14) free public Wi-Fi Zones. Part of embracing the smart city concept, the city has also introduced Enterprise Resource Planning (ERP) and asset life cycle management system during the 2018/19 financial year.

Knowledge Management

Knowledge Management, Exchange, Learning and Innovation initiatives are intended to promote knowledge sharing activities, effective and efficient use of resources, while laying a strong foundation on which to build a truly cross-cutting, City-wide learning and knowledge sharing capability. Knowledge Management focuses on how organisations create, capture, measure, share and make use of intangible assets is increasingly important in a fast-changing knowledge economy. Organisations have always managed knowledge, even if they did not use the term knowledge management.

During the 2018/19 financial year, the City of uMhlathuze continued with uploading of strategic documents on the e-platform as part of on- going research in terms of local and international best practices, journals, academic papers, models in order to create a repository of information as part of shared e-platform to facilitate easy access to strategic information and promote culture of continuous learning at both strategic and operational level.

The city also initiated and organised masterclasses as a mechanism to promote learning and growth as well as knowledge exchange for management and staff in general including benchmarking exercises. Masterclasses included M&E, Art of Facilitating Urban Strategic Planning etc., and enhanced strategic engagement between the City of uMhlathuze and the University of Zululand to promote knowledge exchange and innovation. Again, the city produced a concept document on the City of uMhlathuze's competitive advantage and critical success factor as part of knowledge management and preservation. Enhance strategic engagement between the City of uMhlathuze and the University of Zululand to promote knowledge exchange and innovation

Integrated Development Planning

Business Function

The IDP entails processes through which a municipality, its constituencies, various sector departments and interested and affected parties come together to prepare clear objectives and strategies which serve to guide allocation and management of resources within the municipal area of jurisdiction.

Key Deliverables

Our primary functions include:

Facilitating and coordinating the development of a credible Integrated Development Plan

Facilitating and coordinating the development of the Corporate Plan

Championing the Development of Sector Plans and Ward Profiles

Ensuring alignment between the IDP and Budget and Performance Management Systems

In producing a credible IDP, the unit works tirelessly to ensure proper planning and coordination.

Various structures have been established to ensure proper co-ordination; this includes the IDP Steering Committee.

Our role is very important towards the growth of the city. If the IDP is not credible and poorly implemented, service delivery can be compromised.

Performance Management

Business Function

The unit is responsible for ensuring that the municipality inter alia complies with the Municipal Planning and Performance Management Regulations (2001), which stipulate that:

" a municipality's performance management system entails a framework that describes and represents how the municipality's cycle and processes of performance planning, monitoring, measurement, review, reporting and improvement will be conducted, organised and managed, including determining the roles of the different role-players".

Key Deliverables

The Performance Management Unit coordinates and ensures timely submission of required performance monitoring and reporting through the Performance Audit Committee to the Council and to various organs of state. This is performed through quarterly Organisational Performance Report, quarterly Non-Financial Performance Targets in terms of the Service Delivery Budget Implementation Plan, monthly Back to Basic's reporting to National CoGTA, quarterly Back to Basic's reporting to Provincial CoGTA and the preparation of the annual Performance Report, reflected in Chapter 2 of this report.

The unit is continuously studying improvement opportunities, participating in workshops with various organs of state, attending of seminars and training sessions to stay abreast of development. It provides guidelines and information on best practices on Performance Management and ensures implementation and management thereof at the municipality to ensure continuous improvement on service delivery to the community.

Internal Audit

Business Function

The Internal Audit Activity (IAA) of the municipality is established and regulated by section 165 of the Municipal Finance Management Act No. 56 of 2003 (as amended) (MFMA) read together with the MFMA Circular no. 65 of 2012 issued by the National Treasury and by the Municipal Systems Act, No. 32 of 2000 (MSA) which provides for the establishment of the IAA so as to regulate the function and to provide for matters incidental thereto.

Internal audit exists to provide independent objective assurance and consulting insights on the effectiveness, economy and efficiency of the City of uMhlatuze's governance, risk and controls in order to create and drive innovation, responsiveness and sustainability of the service delivery value chain.

Key Deliverables

The critical success factors and deliverables for an effective Internal Audit unit include:

Three year rolling strategic and annual operational plans that is:

Aligned to strategic objectives of the organisation.

Covering the strategic risk areas facing the organisation

Risk based – addresses the key risks areas/concerns of management.

Prepared in consultation with management, the audit committee and external auditors and other stakeholders.

Matching assurance needs with available resources.

Trusted advisors to management

Promoting the sustenance of an effective internal audit function

Promoting accountability

Performing consulting activities in accordance to client needs

Assisting management with the enhancement of the overall governance, risk and internal control environments

Conducting performance audits to derive value for money on operations

Maintaining a Quality Assurance and Improvement Programme:

1. That covers all aspects of the internal audit activity.
2. The programme includes an evaluation of the IAA's conformance with the definition of Internal Auditing and the Standards, and an evaluation of whether the internal auditors apply the Code of Ethics.
3. The programme also assesses the efficiency and effectiveness of the internal audit activity, and identifies opportunities for improvement.

Enterprise Risk Management

Business Function

The City of uMhlathuze defines risk management as a holistic and smart approach to managing threats to the achievement of objectives, as well as identifying and pursuing opportunities that may improve achievability of objectives. We understand the importance of thinking ahead so that services are delivered to our communities, on time and according to the highest standard. We are of the belief that this thinking ahead can only be achieved through active, entrenched Enterprise Risk Management.

Key Deliverables

The functional key performance areas of the Enterprise Risk Management unit include:

Enterprise Risk Management;
Project Risk Management;
Fraud Risk Management;
Business Continuity Management; and
Legal Compliance Risk Management

Enterprise Risk Management Committee (ERMC)

The City's Risk Management Committee was established in terms of the Public Sector Risk Management Framework and trained by National Treasury Risk Management Support unit in August 2012, and again in 2016. Its membership comprises the Municipal Manager, his 5 Deputy Municipal Managers, The Chief Operations Officer, specialists in the high risk business areas of the Municipality and it is chaired by an external Chairperson- the CFO of the district municipality under which the municipality resides.

Subject specialists and risk owners are also invited on an ad hoc basis when required to present on matters tabled before the committee.

The Risk Committee functions under an approved Charter and meets every quarter. The primary objective of the committee is to assist the Municipal Manager and Council in discharging his/ its accountability for risk management by reviewing the effectiveness of the Municipality's risk management systems, practices and procedures, and providing recommendations for improvement.

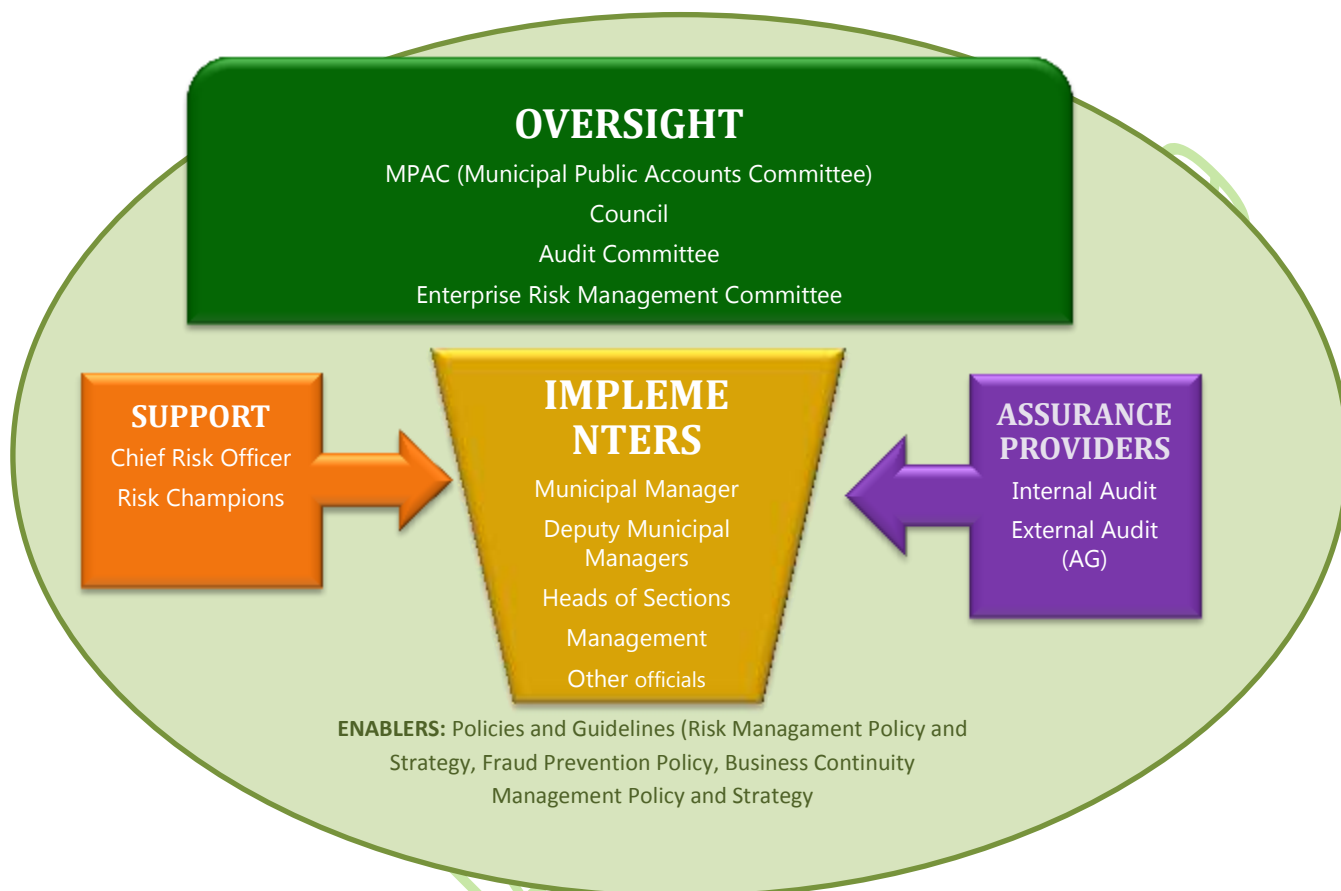
One of the main focuses of the committee is the quarterly review of the Strategic Risk Register which ensures that risk treatment plans are strategically aligned and implemented within required timeframes in order to address the mitigation of risk to acceptable levels in line with the organisational policy and strategy.

Risk Management Structure

The Chief Risk Officer is supported by Risk Champions in each business unit who are appointed by the Municipal Manager; and trained and equipped to co-ordinate risk management activities within their departments.

Risk Champions meet quarterly with the Chief Risk Officer to table activities for the quarter, challenges in the execution of duties as well as improvement measures, as well as emerging risks specifically those which are cross cutting and require a high level of collaboration between departments and business units.

The following is a depiction of the structure in which risk management activities are managed:



Risk Assessment

Our risk registers are living documents in which we record the threats and opportunities which are present or may arise in the fulfilling of our mandate.

Risk Identification, Assessment and Analysis takes place on three different levels:

Operational: Each business unit maintains a register of its risks which is used as a tool to monitor and manage threats to the achievement of the objectives of the business unit. Such registers are updated monthly and are used as the basis for sectional meeting discussions as well as for tracking of mitigations.

Strategic: The municipality has in place a register which contains an assessment of the risks related to organisational objectives as set out in the Integrated Development Plan. Risk

assessment is done annually and the document is reviewed quarterly and when necessary in order to ensure that changes in the various environments are taken into account.

Project: All projects with a value of R10million and above are required to have in place project risk registers, which assists management to proactively manage any risks which may threaten the successful completion of projects.

Achievements

The City of uMhlathuze was recognized in the fields of Enterprise Risk Management and Business Continuity Management as follows:

Business Continuity Institute of Africa (BCI) Annual Awards: Nomination and shortlisting into the top 3 in the category Public Sector Professional of the Year

Institute of Risk Management of South Africa (IRMSA) Annual Awards: Nomination and Runner Up award in the category Up and Coming Risk Manager of the Year

Communications, Marketing and Outdoor Advertising

Business Function

Communications plays a critical strategic central role to disseminate and cascade council resolutions and programmes to relevant internal and external audiences through proper and formal mediums of communication in a timeously.

The vision and the mission of the City of uMhlathuze ought to be carried to greater heights through robust marketing and promotions in order to achieve its objectives of being a port city offering a high quality of life for all its citizens through sustainable development and inclusive economic growth.

Key Deliverables

Communications and Marketing therefore plays a central role in packaging all these products and services then sell them to different markets to solicit strategic partnerships for investments. The Communications Unit is the custodian of the brand: City of uMhlathuze. This unit has a responsibility to promote, protect and develop the brand through different creative programmes and awareness activations. The City of uMhlathuze's demographics dictates massive effective

public relations and media campaigns in order to meet expectations, communicate services and product offering, facilitate feedback from stakeholders, sector groups, companies and multilingual and multi-racial communities living side by side.

Outdoor advertising By-laws provide for the regulation of all outdoor advertising on municipal property to ensure the health and safety of the public and to protect the environment. Outdoor advertising is one of the most cost-effective forms of advertising on the market. Billboards and other signs as well as banner programs are a great way to reach the masses where they live, commute, work and socialize and costs far less and are more environmentally friendly than other mediums of advertising.

Outdoor advertising offers the perfect solution to reach these busy audiences while they are on the move. Council's Outdoor Advertising By-laws are aligned with the South African Manual for Outdoor Advertising Control (SAMOAC). They are designed to create opportunities for the private sector to participate in a process whereby various types of advertising media can be applied for in order to advertise, which also affords service providers an opportunity to benefit financially. The By-laws make provision for organisations to advertise their activities and to make the community aware of social, religious and sport fund raising events. This gives Council the opportunity to gain funds from the community, but to also allow advertising in a formal way, whereby the public can be informed of opportunities and events.

Achievements

The key highlights of Communications initiatives for the financial year include the following:

Growth in the use of social media platforms: Facebook: 31 825; Twitter: 5 202; Instagram: 669 and Organisational Website internet hits: *****

Use of strategic events to market Brand uMhlathuze such as: Provincial Tourism and Investment Committee welcoming dinner; Media Tours to strategic sites such as Thula-Thula Game Reserve, townships and boat cruise; Music Festivals such as Maskandi, Last Dance, Madiba Jive, Pre-Vodacom Durban July Party; Tourism Trade "Meeting Africa 2018"; Tourism Indaba; Beach Festival; etc.

Publications featured in: Municipal Focus Magazine; Leadership Magazine; Government Directory; KZN Top Business Portfolio; etc.

Events hosting dignitaries such as: MEC of EDTEA; Transnet Group COO; His Majesty the King; Deputy Ministers; the US Consulate General; etc

City featured on television networks such as SABC, ENCA, CNBC News and 1KZN

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CORPORATE SERVICES



SS MASONDO
DEPUTY MUNICIPAL MANAGER CORPORATE SERVICES

Introduction

The Corporate Services Department is made of 3 divisions which are:

Administration

Human Resources; and

Information and Communication Technology

The Department of Corporate Services exists to render a comprehensive, integrated human resource and administration function, to enhance service delivery and the welfare of all employees. This Department is regarded as a lifeline within the Municipality as it services the entire organisation. It provides administrative support services to each and every department, as well as Council's structures/committees. With the overall objective being to provide good governance and public participation, ensuring an effective and efficient administration that complies with its legal mandates. The Department also promotes and fosters sound internal and external communication and creates an appropriate organisational climate that will attract and ensure retention of staff.

ADMINISTRATION SECTION

The Administration Section provides strategic administrative support to both Council and the administration of the municipality. The Section is made of four Units:

Diverse Administration;

Legal Services;

Public Participation and Councillor Support and;

Records Management.

Diverse Administration

Customer Service Desk, Call Centre and Switchboard

The Customer Service Desk attends to walk-in customers, applications for water and electricity connections; distribution of tender documents, registration of new electricity meters and directing customers to relevant officials. The Customer Service Desk also provides information to the community relating to any interruption of service delivery matters, for example. Power outages, water cuts and whereabouts of Government Departments.

Customer Service Desk

Table *** Issues attended by the Customer Service Desk during 2018/2019:

| MONTHS | JUL 2018 | AUG 2018 | SEPT 2018 | OCT 2018 | NOV 2018 | DEC 2018 | JAN 2019 | FEB 2019 | MARCH 2019 | APR 2019 | MAY 2019 | JUNE 2019 | YEAR TOTAL |
|-----------------------------|-------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|---------------|-------------|-------------|--------------|---------------|
| New water connections | 26 | 24 | 21 | 28 | 56 | 14 | 33 | 29 | 13 | 14 | 18 | 61 | 337 |
| New electricity connections | 6 | 8 | 14 | 3 | 8 | 2 | 7 | 5 | 5 | 7 | 5 | 30 | 100 |
| Tender documents issued | 362 | 161 | 96 | 91 | 142 | 84 | 201 | 58 | 27 | 68 | 116 | 34 | 1 440 |
| Water faults | 62 | 58 | 48 | 70 | 57 | 54 | 55 | 56 | 75 | 47 | 42 | 14 | 638 |
| Electricity faulty | 39 | 36 | 29 | 48 | 39 | 32 | 32 | 28 | 28 | 26 | 38 | 10 | 385 |
| General Queries Reports | 33 | 33 | 24 | 25 | 36 | 19 | 23 | 19 | 16 | 19 | 25 | 30 | 302 |

Call Centre

The Call Centre operates 24 hours through a toll-free line, 0800 222 827 and deals mainly with service delivery enquiries

Table ***Incidents processed for the reporting period:

| MONTHS | JUL 2018 | AUG 2018 | SEPT 2018 | OCT 2018 | NOV 2018 | DEC 2018 | JAN 2019 | FEB 2019 | MARCH 2019 | APRIL 2019 | MAY 2019 | JUN 2019 | YEAR TOTAL |
|--|-------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|---------------|---------------|-------------|-------------|---------------|
| Incidents logged through Call Centre | 933 | 1 213 | 1 032 | 874 | 1 255 | 1 221 | 921 | 365 | 110 | 1 253 | 383 | 775 | 10 335 |

Switchboard

The Switchboard screens calls and transfer them to the various Departments/Sections. The hours of operations for Switchboard are from 07h20 to 16h00.

Table *** Calls processed through Switchboard for the reporting period:

| MON THS | JUL 2018 | AUG 2018 | SEPT 2018 | OCT 2018 | NOV 2018 | DEC 2018 | JAN 2019 | FEB 2019 | MAR CH 2019 | AP R 20 19 | MA Y 2019 | JU N 201 9 | YEA R TOTA L |
|-----------------------|-------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------------|---------------------|-----------------|---------------------|-----------------------|
| Incomi ng Calls | 93 504 | 96 026 | 83 84 1 | 101 623 | 95 460 | 60 840 | 85 452 | 88 173 | 86 041 | 87 54 4 | 87 029 | 76 769 | 1 042 302 |
| Outgoi ng Calls | 139 932 | 144 143 | 129 714 | 149 271 | 147 898 | 96 449 | 137 099 | 137 936 | 133 091 | 13 2 6 53 | 136 915 | 123 246 | 1 608 347 |

The following activities were conducted during the reporting period:

One on One meeting with the Office of the Premier was held on 03 and 04 June 2019 to deal with Presidential Hotline incidents;

Provincial Batho Pele and Complaints Officers Forum Meeting was held on 21 June 2019 in Durban at Ethekweni Municipality Florida Road;

Ninety seven (97) newly appointed employees were trained on Batho Pele Principle

Secretariat Services

Secretariat Services ensures production and presentation of properly structured reports for consideration by Councillors on matters of community concern.

During the period under review, Council bade farewell to Councillor T P Mfeka who was replaced by Councillor D E Mngomezulu. Following the National Elections in May 2019, Councillor R Mohlala of the Economic Freedom Fighters resigned from Council to take up a position in National Parliament. Councillor S Mabaso was appointed as Chairperson of the Municipal Public Accounts Committee during this period.

During this period July 2018 to June 2019 345 Council, Executive Committee, Portfolio Committee, Bid Committee and other ad hoc meetings were held with a phenomenal total of 3 252 reports being considered by Council after having been scrutinised by the relevant portfolio and other committees resulting in resolutions being taken by the Executive Committee and Council. The following tables refer:

Table ***Schedule of meetings for 2018/2019

| | COUNCIL | | EXCO | | BID | | PORTFOLIOS | | OTHER | | TOTAL | |
|--------------------|--------------------|-----|------|-----|-----|-----|------------|-----|-------|-----|-------|-------|
| | Ordinary & Special | | | | | | | | | | | |
| JUL 18 - SEP 18 | | | | | | | | | | | | |
| Meetings held | 3 | | 5 | | 40 | | 16 | | 18 | | 82 | |
| Agenda items | | 207 | | 204 | | 137 | | 166 | | 162 | | 876 |
| OCT 18 - DEC 18 | | | | | | | | | | | | |
| Meetings held | 4 | | 6 | | 46 | | 11 | | 14 | | 81 | |
| Agenda items | | 266 | | 218 | | 206 | | 151 | | 105 | | 946 |
| JAN 19 - MAR 19 | | | | | | | | | | | | |
| Meetings held | 3 | | 3 | | 54 | | 13 | | 16 | | 89 | |
| Agenda items | | 134 | | 176 | | 174 | | 141 | | 116 | | 741 |
| APR 19 - JUN 19 | | | | | | | | | | | | |
| Meetings held | 3 | 1 | 4 | | 52 | | 12 | | 21 | | 93 | |
| Agenda items | 125 | 1 | | 83 | | 175 | | 165 | | 140 | | 689 |
| Total for the year | | | | | | | | | | | | |
| Meetings held | 14 | | 18 | | 192 | | 52 | | 69 | | 345 | |
| Agenda items | | 733 | | 681 | | 692 | | 623 | | 523 | | 3 252 |

To this end 337 Paid and 451 Unpaid overtime hours were worked and 41 110 kilometres travelled during the course of delivering agendas.

This Unit is also responsible for the control of the Council Chamber Complex meeting venues and Auditorium and Restaurant. During 2018/2019 2 471 meetings were accommodated in these venues.

Figure **** One of the Council meetings at the Bay Council Chambers



Table ***Activities of Council Chamber Complex meeting venues for 2018/2019:

| VENUE | JULY - SEPT 18 | OCT - DEC 18 | JAN - MAR 19 | APRIL - JUNE 19 | TOTAL |
|--------------------------------------|-------------------|--------------|--------------|--------------------|--------------|
| Committee room 1 | 53 | 75 | 46 | 73 | 247 |
| Committee room 2 | 65 | 67 | 38 | 61 | 231 |
| Committee room 3 | 80 | 94 | 88 | 96 | 358 |
| Executive Committee room | 87 | 89 | 81 | 95 | 352 |
| Council Chambers | 87 | 89 | 73 | 89 | 338 |
| Auditorium | 98 | 96 | 98 | 119 | 411 |
| Restaurant | 45 | 51 | 45 | 65 | 206 |
| Lounge | 28 | 19 | 19 | 25 | 91 |
| Banquet Hall | 65 | 55 | 58 | 59 | 237 |
| TOTAL OF BOOKINGS MANAGED | 608 | 635 | 546 | 682 | 2 481 |

Legal Services

The Legal Services Section is structured around two areas of specialisation/expertise, namely (1) Contracts, Conveyance and Business Licensing; and (2) Legislation, Litigation and Opinion, as follows:

Contracts, Conveyancing and Business Licensing

CONTRACTS (Drafting and vetting)

Contracts typically include a negotiation process in which various terms to which each party must abide, are stipulated. The negotiating process may take days, weeks or even months, depending on the contract and the contractual responsibility of each party. Contracts can also include a process of making changes or addendums to the agreement, should the obligations of the parties require same.

The table below illustrates the agreements that were drafted and/or vetted for the period under review.

Table ***Drafted Agreements 2018/2019

| | First Quarter 2019 | Second Quarter | Third Quarter | Fourth Quarter | Total |
|---|--------------------------|-------------------|------------------|-------------------|-------|
| Lease Agreements | 2 | 2 | 5 | 6 | 15 |
| Lease agreements: Public Open Spaces | 0 | 0 | 0 | 0 | 0 |
| Encroachments | 0 | 0 | 2 | 0 | 2 |
| Sale Agreements | 4 | 3 | 3 | 4 | 14 |
| Service Level Agreements | 55 | 57 | 25 | 50 | 187 |
| Sale Agreements: Public Open Spaces | 0 | 0 | 0 | 0 | 0 |
| Memorandums of Understanding, Railway Facility Agreements, Grant Funding Agreements, Servitude Agreements, etc. | 19 | 12 | 14 | 19 | 64 |
| EEDBS Agreements | 80 | 21 | 0 | 0 | 101 |
| TOTAL | 160 | 95 | 49 | 79 | 383 |

1.3 Business Licenses

The Business Licences issued for the period under review is as follows:

Table ***

| | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | Total |
|--|----------------|----------------|----------------|----------------|-------|
| Licences issued Item 1 (Foodstuff) | 25 | 10 | 14 | 11 | 60 |
| Licences issued Item 2 (Entertainment) | 2 | 1 | 0 | 3 | 6 |
| Total New Business Licenses Issued | 27 | 11 | 14 | 14 | 66 |
| Duplicate Licenses Issued | 0 | 1 | 0 | 0 | 1 |
| Renewals | 0 | 46 | 318 | 14 | 378 |

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Councillor Support and Public Participation

Councillor Support and Public Participation Unit is charged with ensuring that there is an organised and structured manner in which the municipality communicates and/or consults the community on their developmental needs, so that intervention programmes can target real community needs. The municipality has 34 Wards with 340 Ward Committee Members aimed at maximising and strengthening public participation. The same unit ensures that ward committee vacancies are filled by means of a bi-elections.

As part of Council commitment to motivate Ward Committee members, Council has a budget of R4 million for the ward committee out of pocket expense or stipend. Ward Committees receive a stipend of R1 344 per month with an increase of 7% every financial year.

Councillor Support

This unit focuses on the capacitation of Councillors. Various training, seminars/ workshops have been conducted to equip the Councillors on better service delivery. Furniture was distributed to Councillors with offices during May 2019. Councillors who do not have office space in their respective wards arrangements are on hand to find alternative accommodation. The installation of the ICT network connectivity in the form of fibre cable and wireless radios to Ward Councillor offices was also completed thereby allowing Councillors to connect to the municipal systems and internet.

Table *** Training, Workshops and Conferences attended by Councillors

| Date | Training/workshop/ Conference | Venue | Attendee |
|--------------------------------|--|--------------------|-----------------------|
| 02-05 October 2018 | IRMS Master Class | Johannesburg | Councillor Thusi |
| 05 December 2018 | Economic Development and Planning working group | Durban | Councillor Sookroo |
| 07-10 October 2018 | AMEU Technical Convention 2018 | Pretoria | Councillor M. Lourens |
| 13,14, October 2018 | Women in Leadership Dialog | Durban ICC | All women Councillors |
| 30 October-02 November 2018 | IMPSA Conference | Cape Town | Councillor Cebekhulu |
| 05 and 06 November 2018 | SALGA KZN Symposium | Umhlanga Durban | Councillor M. Lourens |

| | | | |
|---------------------|---|------------------------------|---|
| | | | |
| 5-6 November 2018 | Job Evaluation and Remuneration Symposium | Cape Town | Councillor Mbonambi |
| 06-11 November 2018 | AIVP Regional Meeting Indian Ocean | Reunion Island International | Councillor S.B. Mabaso |
| 22-23 November | ILGM 2018 Conference | Port Elizabeth | Councillor M. Lourens |
| 29 November 2018 | MPAC and Finance Workshop | Richards Bay Auditorium | All MPAC and Finance Portfolio Committee Members |
| 29 November 2018 | Secondary Cities Symposium | Durban | Councillor Sookroo |
| 30 November 2018 | NUMPAC | Richards Bay Auditorium | Councillor S.B. Mabaso |
| 06-10 December 2018 | SALGA Games | PMB | Councillor S.B. Mabaso Councillor D.F. Ntuli Councillor D.J. Ndimande Councillor K. Naidoo Councillor S.P.Mthembu |

Ward Committees

There are three-hundred and forty (340) Ward Committee members elected on the geographical spread of the wards. Siyabonga Mdluli provide the number of Ward Committee meetings held .

Office of the Speaker

Handing over of photocopying machines to schools

On 25 October 2018, The Road Accident Fund (RAF), as part of its Corporate Social Investment (CSI) in collaboration with the Municipality donated fifteen (15) second hand photocopying and printing

machines to various schools within the municipal area of jurisdiction. The official hand over event was attended by school principals and Governing bodies to receive the machines. With the assistance of Ward Councillors, various schools that were in need of facilities were identified, also prioritising Councillors within the rural areas.

Figure **** Handing over of photocopying machines to schools at eSikhaleni New Hall



Cleaning up Campaign

The Municipal political leadership led a clean up campaign on 01 October 2018 with various municipal Departments taking part to perform different tasks.

Figure **** Clean up Campaign in Ward 2, Richards Bay CBD and surroundings



Offical opening of Mzuvele Shopping Centre

The Shopping Centre was officially opened on 31 November 2018 and it is named after the late Inkosi Mzuvele Khoza of KwaBhejane. This is an initiative to grow the economy and to contribute to the spatial transformation of eNseleni township.

Figure **** Official opening of Mzuvel Shopping Centre at eNseleni



Taking Council to the Community THE COMMUNITY

Council sitting of 24 April 20019 took place at eSikhaleni TVET Sports Grounds aimed at affording members of the community an opportunity to observe how Council conducts its business.

Figure **** Taking Council to the Community at eSikhaleni TVET Sport Ground



Traditional Leadership and Councillor Engagement

The Speaker led an engagement of Councillors from Traditional areas with Traditional Leadership on 22 February 2019 at Richards Bay Civic Centre. The session was aimed at assisting AmaKhosi, Izinduna and Councillors to devise better mechanisms of working together in bringing the service delivery to the community. The session was a success the attendance was very good.

Operation Sukuma Sakhe

Operation Sukuma Sakhe is a service delivery model for government that seeks to fast track and intervene on issues identified at war room level in all wards. These cases may be either newly reported or those that have been reported and unattended. Cases reported range from service delivery, HIV/Aids, Tuberculosis (TB), Sexually Transmitted Illnesses (STIs) and social ills.

uMhlathuze Municipality has 34 War Rooms that seeks to address all social discourse. This can only be done by ensuring that Council's war rooms are fully functional and respond to reported cases timeously by coordinating and reporting to relevant stakeholders. Mentors have been allocated to all War rooms to support and strengthen functionality and address service delivery issues. The Mentors have received initial training and plan to have on-going development to assist them in playing a correct role of supporting War Rooms in uMhlathuze Municipality.

The Local Task Team and Local Aids Council had a full complement of meetings for the 2018/2019, 12 Local Task Team meetings and 4 Local Aids Council meetings and the following programmes form part of strategies and partnerships seeking to address social ills, HIV/Aids, TB, STIs and related illnesses.

Public Service Volunteer Week:

This program was held on the week of 23 to 27 July 2018 where All Provincial Departments took part not only in evaluating war room's functionality but also in the 67 minutes program that celebrates Nelson Mandela's contribution in bettering the lives of all.

The following households were visited and the municipality came bearing gifts and provided services that would improve the families' lives.

Figure **** Ward 7, Mkhize family receiving blankets and food parcels as well as painting of the house



Training :

2.1 Traditional Health Practitioners (THP)

On 24 August 2018 KZN Wild Life conducted the training on plants to bring the awareness to the community and procedures to obtain permits.

On 15 March 2019 the THP forum held a planning session for the development of their own nursery. In the spirit of sustainable development KZN wildlife has partnered with uMhlathuze and Umfolozi Traditional Healers Practitioners in developing a nursery for critical plants used by the THP in their healing practice. This Nursery is located within uMhlathuze Municipality in the eNseleni Nature Reserve. The nursery will serve as the pilot garden for planting and sustain needed plants by the practice. The nursery was later visited.

Figure **** Plant Awareness Training conducted by KZN Wildlife officials



2.2 Cancer

Training was conducted by health practitioners on 17 September 2018 to create awareness of different types of cancer, their symptoms and treatment thereof.

2.3 Financial Management

The training was conducted by Old Mutual on 26 April 2019 whereby financial Advisers trained the community on household financial management.

Ward 34 Job Preparedness Seminar

The War Room in Ward 34 hosted a 3 days seminar targeting final year students and unemployed graduates (youth). The campaign responded to the Public Service week which identified that the war room is poorly functional. Stakeholders participated: Department of Labour, Department of Health, Red Cross, Old Mutual, Lifeline and Cancer Association. The Youth was addressed by the Mayoress.

Figure ***Team building activities



Figure **** Prostate Cancer screening



Figure **** Community engagements on service delivery



Focus on Impact.

The 2-day programme was held at eNseleni Community Hall on 7 and 8 August 2019. The purpose of the programme was to engage the affected communities in identifying the causes of high infection rate in the cluster of eNseleni and develop local solutions that will be effective in the reduction of new infections. This programme was conducted in partnership with OTP and GCIS.

Figure **** Participants from all sectors of Society in eNseleni Cluster



Phila Mama Campaign:

The Mayoress's Annual Campaign normally focuses on issues of women's health and wellbeing. Women face a number of health issues that are known and are discussed openly in all platforms such as HIV, Cancer and Abuse. However, for the year under review the focus was on those issues not commonly discussed, which have a big impact on women's health and life in general such as Miscarriage, Termination of pregnancy (Abortion), Traditional sexual enhancers (Qo), the use of Traditional medicine during pregnancy and labour (Isihlambezo and incweba). All these issues necessitated community engagement.

Figure **** Audience being addressed by the Mayoress



uMhlathuze Civil Society Care Givers Kits Handover

Theme:

“City of uMhlathuze working together with Civil Society to track HIV patients that were excluded by science”.

This is an Annual programme, held on 13 December 2018 Empangeni Civil Hall, whereby the honourable Mayor as the Chairperson of the Local Aids Council, meets with Civil Society Forums who work with communities who are affected and infected by HIV/AIDS to discuss their working conditions and challenges. This is done so that the Office of the Mayor can be able to devise possible and effective interventions.

By giving uMhlathuze civic society the Care Givers Kits that would assist in approximately 5 000 treatments in their fieldwork, shows not only compassion but commitment from uMhlathuze Municipality.

Figure ****Civil Society NGOs representatives receiving Caregivers Kits



“Women in Business”

This program was held on 22 November 2018 at eSikhaleni SAGM Church aimed at empowering young, old and disabled women. The focus was on those that are willing to start their own business or partnerships and those that are still looking for employment.

Phelophepha Health Train

The train visited Empangeni station for two weeks (Week 1-18 to 22 March 2019, Week 2-25 to 29 March 2019). This is an annual programme of Council in collaboration with Transnet which is aimed at assisting the poorest of the poor by providing quick and efficient specialised medical services whilst conducting outreach programmes that are a platform for skills development and health screening of various sectors of the community inclusive of learners in schools, the young and senior citizens.

The train provided the following services :

- Health clinic
- Eye clinic
- Dental clinic

Male Sexual Partners - Private/Public Mix: Initiation engagements

On 21 June 2019 a sectoral session was held at Brackenham, Richards Bay Hall. This is a Global Fund programme, which forms part of the KZN Implementation Plan on HIV (2017-2022). The programme is specially designed for men from age 25 and upwards. Research shows that these men have relationships with Adolescent Girls and Young Women (AGYW).

Figure **** Engagements between uMhlathuze Stakeholders Global Fund and Zululand and Abaqulusi representatives



Youth Day Drug Awareness Campaign

On 28 June 2019 the Local Aids Council (LAC), Lungelo Youth Development, The Abundant Life Church (TALC) and Dr Yangarum went to the Richards Bay Taxi Rank to create awareness. The event targeted all the youth that are homeless due to drug addiction. The main aim of the event was to show the youth that there is life after drugs and to remind them that despite all the challenges faced, society still cares for them. Health care services were provided by Life Line, SANCA and the Department of Health and Dr Yangarum provided detox medication for free.

Figure **** Youth Day, Drug Awareness Campaign



Special Programmes

1. Children

School Visits and Maths and Science Promotion Programme

The Maths and Science Promotion packages handed over to students included two hundred (200) Scientific Calculators, Maths Sets and Oxford English Dictionaries. A total of ten (10) schools benefited with each receiving twenty (20) Scientific Calculators, Maths Sets and Oxford English Dictionaries.

2. Senior Citizens

i) Senior Citizens Conference

A conference was held on 31 July 2018 at Richards Bay Civic Centre in the Auditorium. The main task of the Conference was to adopt Terms of Reference, make resolutions to contribute to the formulation of the programme of action and elect new Senior Citizens Forum.

Programme of Action of the Forum include the following:

Leading campaigns against Abuse of Senior Citizens

Senior Citizens Christmas Party

Crafts Promotion Programme

Active Living (Sports)

ii) Golden Games and other programmes

The Forum also participates in the District and Provincial programmes.

iii) Senior Citizens Christmas Party

This programme provides beneficiaries with an opportunity to sit together and reflect on their parenting responsibilities as well as relieve them from their usual responsibilities and assist them save any social grant money that they may be receiving for school opening period. In addition to lunch, groceries packs are handed over to the beneficiaries. .

Figure **** Handing over of Christmas food pack at Kwa-Hlanganani Hall on the 19 December 2018



3. People with Disabilities

The municipality has a functional Disability Forum.

i) DISSA Games

The Municipality continues to successfully participate in the DISSA Games. Sports codes played included football, chess, morabaraba, netball, athletics 100 metres, wheelchair basketball, goal Ball (mixed team or 1 gender) and table tennis. Local Games were held on 30 August 2018 at Velden vlei Sports Complex whilst the District Games were held on 20 September 2018 at the Veldenvlei Sports Complex and the Provincial Games were held on 9 to 11 November 2018 at KwaDukuza

ii) Business Workshop for People with Disabilities

The Business Workshop for People with Disabilities was held at the New Hall, eSikhaleni on Tuesday 16 October 2018 from 9:00 to 15:30. The motive behind this programme was to boost the existing entrepreneurship owned and managed by the disability sector through creating relations between the sector and business development service providers. Based on the information presented, the Council resolved that a consideration be given to establishing cluster based Business Workshops for People with Disabilities in all clusters in order to maximise the number of beneficiaries.

4. Religious Sector and Moral Regeneration Programmes

i) Religious Sector Conference

Religious Sector Conference was convened on 24 July 2018 at Ngwelezane Community Hall with the intention of re-launching uMhlathuze Municipality Religious Sector Forum. A forum comprising of leaders from various religious formations was elected to guide the municipality on matters relating to religious sector and Moral Regeneration Programmes.

ii) Matric Exam Prayer

As part of their programme of action, a matric examination prayer was held at Kwa-Hlanganani Hall on 11 October 2018. The aim of the prayer was to encourage learners to perform well during their examination and be able to obtain entry requirements for tertiary education level. The prayer was aimed at preparing learners, spiritually, mentally and physically to help them overcome examination fever. Schools that participated included Amabuyeni, Sikhulangemfundo, Esikhaleisenkosi, Thambolini, Khandleleni, Tisand, Matamzana, Mjabuliseni and Nqantayi High School.

5. Community Outreach Programmes

Mandela Month Celebration

The Nelson Mandela Foundation at the launch of Mandela Day 2018 at the Constitutional Hill on 23 April 2018 reinforced that in honour of the legacy of the Father of the Nation, emphasis should be placed on the culture of volunteerism. Each citizen globally was encouraged to take action against poverty, inspire change and make every day a Mandela Day. Thus the whole world celebrates 2018 Nelson Mandela Centenary under the slogan #ACTIONAGAINSTPOVERTY.

It was therefore deemed fit for the City of uMhlathuze to join the whole world in the efforts to change the lives of the disadvantaged communities and the vulnerable groups.

House Handover to Khoza Family, Ward 34

The house was built with the assistance of Conrite through lobbying done by Ward Councillor and Department of Infrastructure. Mama Khoza, an unemployed single parent stayed with eight (8) children in a one-room house. The family is dependent on Social Grants for survival. The house donated has four (4) rooms (2 beds, 1 kitchen and 1 dining room).

Figure **** The handover done on 18 July 2018, old structure and the new structure:



Old House



New House



Handover by the Mayor

Visit to Mdletshe Family, Ward 15

Destitute Mdletshe family was identified in Ward 16 but building site was only found in Ward 15. The family is headed by an elderly male who resides with his daughter and six other young children. No one is employed and the family was assisted through donations lobbied for by the Ward Councillor. The family also received groceries as part of poverty relief programme.

Figure **** The new home for the Mdletshe Family:



Masibonisane Senior Citizens Club

The club started few years back under the leadership of Gogo Langa and operates from her premises at House No 11742, Dumisani Makhaye Village at Ward 9. The group has fifteen (15) members and they meet on Tuesdays and Thursdays to do craftwork. Ward Councillor had already donated a sewing machine but the club was still short of fabric, beads, crochet thread and needles and shoe soles. The intention was to assist the group establish and sustain this poverty alleviation initiative.

Figure ****Craft samples



Figure ****Handing over of equipment 18 July 2018



Handover of a House to Mkhize Family, Ward 6 at Mazimazana

Children aged 17 years, 14 years and 13 years lost their parents. A donation of a fully furnished house with 2 bedrooms, 1 kitchen and 1 dining room and a bathroom was handed over to the children on the site of their original home. They also received groceries donated by the funders and this project was handed over on 18 July 2018.

Figure **** Ward 6, Mazimazana handing over of house to Mkhize family:



HIV/AIDS Sector- Makhumbuzi Care Centre

Makhumbuzi Care Centre located at Matshana, Ward 24 in Ngwelezane was identified. Their services included the following:

Providing assistance and/or advice to those infected and affected by TB and HIV/ AIDS across Ngwelezane community.

Assisting the extremely sick out-patients with taking their medications.

Providing free screening for those staying in the same house together with the infected person to check if they have not acquired the bacteria by taking samples of body fluids to the clinics for TB tests.

The Centre also provides services such as HIV Counselling and Testing (HCT) as well as Centralised Chronic Medicines Dispensing and Distribution (CCMDD) to about approximately 600 people.

Lastly, they monitor their assigned group of patients to try and avoid defaulting on medication consumption and in case there are defaults, the centre becomes responsible for tracking and locating such and assist by ensuring that each case accordingly takes medication to completion.

As Makhumbuzi is a Non-Government Organisation they did not have enough funding to assist them with basic requirements and building renovations

Figure **** Below are before and after renovations photos:



Visit to Phathisanani Crèche- Project assigned to the Office of the Municipal Manager

Phathisanani Crèche at Bhucanana, Ward 33, Ntambanana cluster was identified with assistance of the Manager responsible for service delivery at Ntambanana Office and Clr Xulu. The crèche was donated to the community by Devine Life Organisation and it services seventy six (76) children

Figure ****Below are before and after pictures of the facility:





Handover of a house to Gogo MaMthiyane at Ward 5, KwaMampolwane

A message was given to the Office of the Speaker beginning of July 2018 regarding the appalling situation of the old woman and means were made to get donations from Liwa Trading but needed further financial assistance in order to ensure proper execution of this project. The Road Accident Fund also donated funds amounting to R20 000 towards finishing the house and getting furniture and other items for Mama MaMthiyane to have a new start and dignified golden years.

Figure **** Below is the picture of the shack that Mama MaMthiyane stayed in and on the right is the new house built by Liwa Trading in partnership with the Road Accident Fund.



Human Rights and Awareness Campaign on Abuse of Children and People with Disabilities

The month of March is considered as a month to commemorate and acknowledge the rights every person is entitled to as stipulated in the Constitution. Human Rights and Awareness Campaign on Abuse of Children and People with Disabilities was held on 28 March 2019 at Ngwelezane New Field, the target age group being from children aged 7 years to the elderly groups. Ngwelezane had been reported to be one of the hot spots of rape cases relating to young children and was contributing to the high statistics of children that were reported to be sexually abused in the municipal area of jurisdiction, thus the continuation of the theme, "Abuse Children is Abuse of Human Rights, My Body is My Body".

The programme was well received with approximately 1 500 people attending. Stakeholders that shared the platform included War-room representatives, IEC, Department of Social Development, Department of Health, National Prosecuting Authority and South African Police Service. The programme was also graced by the presence of municipal leadership and the keynote address delivered by the Deputy Mayor. Fifteen (15) beneficiaries received wheelchairs and ten (10) were given white canes as part of acknowledging the right to mobility for People with Disabilities.

Youth Development

1. Youth Summit

The Annual Youth Summit was convened on 12 October 2018 at the Richards Bay Civic Centre Auditorium. The Honourable Mayor delivered the key note address. The Chairperson of the Youth Council highlighted in his report the achievements since the last Youth Conference held on 18 and 19 October 2016.

2. Youth Council Executive Committee Strategic Session

The purpose of the strategic session was for the Youth Council to understand all internal departments core functions. All presentations from internal departments were discussed through a questions and answer session. The Youth Council also discussed the road-map for the launch of Ward based Youth Council structures across the Municipality that will assist in dissemination of municipal information designated for Young people.

3. Tertiary Education Financial Assistance for Members of the Community

The first phase of receiving applications ended on 25 January 2019 as mentioned in the advertisement, checking if all needed documents are attached by applicants ended on 28 January 2019.

Table ***Tertiary Institutions Registration Grant

GRANTS IN AID

TERTIARY INSTITUTION REGISTRATION GRANTS

| COURSES | FUNDER | NUMBER OF STUDENTS 18/19 | AMOUNT | DURATION |
|---------|--------------|--------------------------|-------------|----------|
| All | Municipality | 30 | R6 000 each | Once Off |

4. Youth in School Career Expo

The municipality hosted a Youth in School Career Expo at Kwa-Hlanganani Hall. The objective of the career expo was to assist learners to make informed decisions about their career choice at an intermediate phase of their schooling. The targeted group of Learners were Grade 9 studying and residing with the City of uMhlathuze.

The total participants were 700 learners from twenty five (25) Secondary Schools within the jurisdiction of the uMhlathuze Municipality. Presentations were done by the following Institutions / Departments i.e. Owen Sithole College, Umfolozi TVET College, University of Zululand and the Department of Education (King Cetshwayo District).

5. Youth month celebration

The Youth Month Celebration was held on 22 June 2019, Umzuvukile Sports Ground (Nseleni). The event purpose was to celebrate the commemoration of the Youth Month. This year month coincides with the commemoration of 25 years of Freedom and Democracy. The day also provided the opportunity to take stock of the strides that have been made in addressing issues facing young people.

Figure **** Youth Day celebrations at eNseleni Umzuvukile Sports Ground



Youth Month Celebration Games

The Youth month celebration games were held on 21 June 2019 at eSikhaleni TVET Sport Grounds, as part of commemoration of the Youth month.

The u/20 players from Clusters 5 and 6 participated in the following games :

Netball : 203 players

Football : 198 players

Basketball : 10 players

Ingqathu : 07 players

Youth Month Street Dancers Competition

The aim of the event was to promote competitive competition within the local street dancers' groups and unite the Youth through street dancing art. Street dance culture permeates in the streets of urban, township, rural or on stages. Street dancers have always displayed the kind of skill that leaves audiences amazed.

The event was held at Empangeni Town Hall 23 June 2019 with more than 20 groups participating.

6. Training

Table ***Candidates recruited and trained

CANDIDATES RECRUITED BY YOUTH OFFICE AND RECEIVED TRAINING

| COURSE | FUNDER | NUMBER OF CANDIDATES TRAINED | STIPEND | TRAINING DATE |
|------------------|--|------------------------------|---------|----------------------|
| Driving Learners | Discretionary Grant Funding from the Chemical Industries Education & Training Authority (CHIETA) | 102 | No | July - December 2018 |
| Driving License | Discretionary Grant Funding from the Chemical Industries Education & Training Authority(CHIETA) | 40 | No | January - June 2019 |
| TOTAL | | 142 | | |

Table *** Candidates recruited and still to be trained

LIST OF CANDIDATES RECRUITED BY YOUTH OFFICE STILL TO RECEIVE TRAINING

| COURSE | FUNDER | NUMBER OF CANDIDATES RECRUITED | STIPEND | ANTICIPATED TRAINING DATE |
|---------------------------------|--|--------------------------------|---------|---------------------------|
| Stick Welding Skill NQF level 2 | Discretionary Grant Funding from the Chemical Industries Education & Training Authority (CHIETA) | 2 | R2 500 | July - September 2019 |
| Computer Skill & Security Skill | Department of Labour ,South African Council of Churches and Private Security Industry Regulatory Authority | 84 | R1 050 | July - September 2019 |
| TOTAL | | 86 | | |

Records Management

Records Management adheres to the requirements contained in the National Archives and Records Service Act 1996. Mail is received through various means, i.e. daily postal collections, via email or facsimile and hand delivered. Before any of the mail can be attended to it is circulated to the Deputy Municipal Manager: Corporate Services for allocation to various departments and also circulated to the Municipal Manager to note and comment on.

The statistical information is reflected below :

Table ***

| Record | 1st quarter | 2nd quarter | 3rd quarter | 4th quarter | Total |
|---------------------|-------------|-------------|-------------|-------------|--------|
| Incoming mail | 861 | 800 | 728 | 735 | 3 124 |
| Cheques received | 5 | 6 | 9 | 10 | 30 |
| Outgoing mail | 3 776 | 4 484 | 4 244 | 6 534 | 1 9038 |
| Faxes | 584 | 521 | 369 | 373 | 1 847 |
| E-mail | 13 683 | 13 539 | 13 142 | 13 437 | 53 801 |
| Total items handles | 18 909 | 19 350 | 18 492 | 21 089 | 77 840 |

Access to Information

The following is the statistical information of Access to Information applications received in terms of the Promotion of Access to Information Act 2 of 2000 (PAIA) for the reporting period 1 April 2018 to 31 March 2019 as per legislative requirement.

Report in terms of Section 32 of PAIA

Table ***

| | | |
|--|--------------|---------------------------------|
| Reporting period : 1 April 2018 to 31 March 2019 | Total Number | Comments |
| (a) number of PAIA requests received | 23 | Of the 23 applications received |

| | | |
|--|-----|--|
| | | 19 were standard applications |
| (b) number of requests granted in full | 19 | 19 applications granted in full. |
| (b) (1) number of applications not finalised | 2 | Applicant has not paid required copy costs and the other application still being processed |
| (c) number of requests granted despite there being a ground for refusal | nil | nil |
| (d) number of requests: (1) refused in full | nil | nil |
| (2) refused partially | nil | nil |
| (3) number of times a provision of PAIA was relied on to refuse a request in full/partially | 1 | Section 40 was invoked |
| (4) number of requests not granted due to their being no record | 1 | Application transferred to Department of Transport |
| (e) number of instances where the 30 day period to deal with a request was extended | nil | nil |
| (f) number of internal appeals: (1) lodged with the relevant authority | nil | nil |
| (2) number of cases where the requests were granted as a result of an internal appeal | nil | nil |
| (g) number of internal appeals lodged on account of a deemed refusal | nil | nil |
| (h) number of applications to court on the grounds that the internal appeal was dismissed by the relevant authority failing to give advice of its decision during the timeframes stated in section | nil | nil |

| | | |
|---|-----|-----|
| 77(3) | | |
| Comments including those relating to implementation, application, requests, or areas of the Act for which reforms are recommended | nil | nil |

HUMAN RESOURCES MANAGEMENT SECTION

Human Resources Administration

The main function of the Human Resources Administration Unit is to develop policies, processes and procedure guidelines regarding the uMhlathuze's employee benefits, recruitment and selection functions; Employee Records Management, Leave Management and Employment Equity and ensure the correct implementation thereof. The division ensures compliance with the Bargaining Council directives, Conditions of Service issues and the implementation of Council Resolutions and application of legislative imperatives. HR Administration unit is further responsible for facilitating, directing and maintaining the organisational recruitment and appointment of employees.

Activities and main function of the unit

Render provision and support to departments and employees;
 Implementation of legislative imperatives;
 Implementation of Collective Agreements on Conditions of Service;
 Implementation of legislative imperatives;
 Implement an intergraded recruitment and selection process;
 Development of policies, procedures and guideline;
 Ensure the uMhlathuze Municipality's compliance with Employment Equity Act (EEA)
 Create an enabling environment through various sensitisation programmes (i.e. Diversity Management programmes);
 Develop a workplace strategy in order to mainstream issues relating to gender, youth and employees living with disabilities;
 Exit Management;
 Diversity Management;
 Statutory reporting.

Achievements

Institutionalisation of Talent Management Strategy;
 Employment of youth; a total number of 87 youth employed for the period 1 July 2018-30 June 2019;
 127 new appointments were made;
 65 internal promotions were made;
 Diversity Management;
 Long Service Awards Ceremony;
 Women's day
 Heritage Day

Medical Aid Expo
Submission of annual compliance reports to the department of Labour;
Conducted HR administration road shows for Council employees;

AWARENESS CAMPAIGNS

Figure ***: Diversity Programmes - Heritage day



Figure ***: Woman's day Celebration;



Figure ***: People with disabilities workshop



Figure ***: Long Service Awards



Employee Assistance Programme (EAP)

EAP section is aims at early identification and intervention to assist employees with their personal and work related concerns

EAP Awareness Programs and Campaigns

Employee Wellness Section (EAP) organized the TB Awareness and STI/ condom week Campaigns in all depots jointly with the Occupational clinic and Peer Educators.

Spiritual Uplifting Programme (Prayer Day)

EAP (Employee wellness) section organized a successful prayer day where different pastors and motivational speaker (pastor Zondo) were invited to motivate and pray for our organization/ employees before Easter holidays. The main objective was to revive hope and individual's spiritual connection with the super power and to request God's protection for employees and their families.

Figures ***: Wellness Day Event held on 25 October 2018 in eSikhaleni



Employee Wellness Day/s Event

This event is now an organisation's milestone; employees are always looking forward to it yearly. Employee wellness section (EAP) has conducted two successful sessions of the Health and Wellness day/s, the program has proven to boost employees' morale and encourage them to live a healthy Life. These were two sessions were conducted at eSikhaleni College and at Richards Bay Sports Field.

Figures ***: Wellness Day Event held on 25th (eSikhaleni) and 26th of October 2018 in Richards Bay



Continuous Trauma Management

The EAP section has conducted four (4) successful Continuous trauma management training programmes (Dates: 27 September 2019, 29 November 2018, 29 April 2019 and 21 June 2019) for all council's firefighters and lifeguards. The training taught attendees about symptoms of stress and its management, trauma reactions and coping skills

Financial Education and Future Planning Sessions

EAP section has together with Standard bank conducted financial literacy workshops to all depots from 1 July to 31 of August 2018 the main aim was to equip employees on financial management and future planning. These sessions were very informative and well received by employees.

Figures ***: Wellness Day Event held on 25 (eSikhaleni) and 26 October 2018 in Richards Bay



Occupational Health and Safety (OHS)

To assist City of uMhlathuze employees, employee's representatives, supervisors and management to manage the occupational risk exposure, as effectively as possible to prevent and control occupational health and safety related incidents.

Strategic Priorities / Aims

The strategy for the Occupational Health and Safety (OHS) section will be to:

Identification of Occupational Risk exposures.

Develop a management system that is OHSAS18001 compliant to manage the occupational risk.

Communicate the system and standards to all.

Evaluate the effectiveness of the Occupational Health and Safety management system.

Table ***: In-House Safety Inductions, Workshops / Training during the 2018/2019 Financial Year

| In House Safety Induction | Number of Sessions | Number of Employees |
|--|--------------------|---------------------|
| Contractors Safety Inductions | 102 | 728 |
| Permanent employee/ Temporary employee /Interns/EPWP Safety Inductions | 12 | 114 |
| TOTALS | 114 | 842 |

| In House Safety Workshops or Trainings | Number of Sessions | Number of Employees |
|--|--------------------|---------------------|
| Contractor Management | 2 | 19 |
| OHS KPA for Management | 1 | 10 |
| Incident Management Process flow | 2 | 14 |
| Random Alcohol Testing | 1 | 7 |
| Investigation of Public Member Threaten employees at work | 1 | 9 |
| Complaint (Investigation) | 1 | 6 |
| Intoxication Policy workshop for Councillors | 1 | 37 |
| OHS Incident Management Session | 1 | 26 |
| Intoxication/PPE/ IOD Procedure | 1 | 109 |
| PPE requirement s for Parks section | 1 | 13 |
| PPE Meeting | 1 | 19 |
| Risk Assessment Workshop | 1 | 9 |
| HR Roadshows Importance of wearing PPE and budget Random Alcohol testing | 4 | 476 |

| | | |
|--|----|-----|
| Functions of SHE Reps in the workplace | | |
| TOTALS | 18 | 754 |

Table ***: OHS Compliance Training during the 2018/2019 Financial Year

| Safety Trainings | Number of Sessions | Number of Employees |
|-------------------------|--------------------|---------------------|
| SHE Rep Training | 2 | 62 |
| OHS Act Legal Liability | 3 | 75 |
| TOTALS | 5 | 137 |

OHS Compliance Inspections during the 2018/2019 Financial Year

Total number of OHS Compliance Inspections including contractors = 79 OHS inspections conducted.

Table ***: SHE Committee meetings held during the 2018/2019 Financial Year

| Department | Number Meetings held | Target |
|--------------------------------------|----------------------|--------|
| OHS Management Review | 2 | 2 |
| City Development | 2 | 4 |
| Corporate Services | 4 | 4 |
| COMS - Waste Management | 3 | 4 |
| COMS - Emergency Services | 2 | 4 |
| COMS - Public Safety and Security | 0 | 4 |
| COMS - Horticulture and Cemetery | 4 | 4 |
| COMS - Arts and Culture | 3 | 4 |
| COMS - Sports and Recreation | 1 | 4 |
| Financial Services | 2 | 4 |
| Electrical and Energy Services | 4 | 4 |
| IS - Transport, Roads and Stormwater | 3 | 4 |

| | | |
|-----------------------------------|----|----|
| IS - Engineering Support Services | 0 | 4 |
| IS - Water and Sanitation | 4 | 4 |
| TOTAL | 34 | 54 |

Table ***: Occupational Hygiene Surveys conducted in 2018/2019

| No | Document | Act Ref |
|----|--|--|
| 1. | Occupational Hygiene Risk Assessments for Water and Sanitation (Plumbing Section). | section 8 of OHS Act |
| 2. | Ergonomic (Including employees with disabilities) Survey 2018. | Facilities Regulations |
| 3. | Hazardous Chemical Substances Survey 2018. | Hazardous CHEMICAL SUBSTANCE REGULATIONS |
| 4. | Indoor Air Quality and Ventilation Survey (Richards Bay Civic Centre) 2018. | eNVIRONMENTAL rEGULATIONS FOR WORKPLACES |
| 5. | Illumination (Lighting) Survey 2018. | eNVIRONMENTAL rEGULATIONS FOR WORKPLACES |
| 6. | Hazardous Biological Agents (Richards Bay Civic Centre) Survey 2018. | HAZARDOUS BIOLOGICAL AGENTS REGULATIONS |

Figures ***: Random Alcohol Testing



Figures ***: OHS Presentation at HR Road Shows



Training and Development

The vision of the Training and Development Unit is to ensure that Council has a skilled and capable workforce to support inclusive growth and development of skills within the City.

This is achieved through the co-ordination and provision of quality assured skills development interventions for Council employees to ensure that they function at an optimal level thus contributing to effective and efficient service delivery.

Skilling of Council employees, Interns and Councillors is achieved through relevant training interventions and sustainable development initiatives that cascade skills to all disciplines on all levels within the organisation.

The Workplace Skills Plan (WSP) serves as the strategic document that gives direction to training and development within the Municipality. The WSP is aligned to the National Skills Development Strategy, the Skills Development Act No. 97 of 1998 as well as the Skills Levies Act No. 09 of 1999. The WSP and Annual Training Report are submitted annually to the LGSETA. Submission of these reports ensures that the Municipality receives its Mandatory Grant.

Council also has a Bursary Scheme which provides for bursaries for its employees and their children.

Training Committee meetings

Council has a functional Training Committee that meets at least once on a quarterly basis. The Training Committee is a permanent sub-committee of the Local Labour Forum (LLF). The Training Committee meetings for the 2018/2019 financial year were held on; 26 September 2018, 03 December 2018, 29 March 2019 and 26 June 2019.

Project Management Training for the Training Committee members

The Training Committee members attended Project Management training that was conducted from 20 February 2019 to 21 February 2019.

Table ***: 2018/2019 financial year Council employees training

| Training Interventions for Employees | Number of Sessions | Number of Employees |
|--|--------------------|---------------------|
| Induction for new employees | 8 | 90 |
| Computer Induction | 11 | 61 |
| Emerging Managers Training | 1 | 1 |
| Drivers' License Examiners Training | 1 | 2 |
| Introduction to Computers | 1 | 1 |
| Drivers Instructors Course | 1 | 1 |
| Health and Safety Induction Training | 4 | 18 |
| Customer Services Training | 4 | 44 |
| OHS Legal Liability Training | 5 | 74 |
| Call Centre Training | 3 | 18 |
| Audiometry Training | 1 | 2 |
| MS Excel Intermediate Training | 1 | 12 |
| Operate a Quad Bike Training for Lifeguards | 1 | 7 |
| Operate a Jet Ski Training for Lifeguards | 1 | 6 |
| HR Roadshow | 4 | 476 |
| Point Duty Practical Training | 1 | 1 |
| Operate a 10 Ton Roller Training | 2 | 10 |
| Bricklaying skills Programme Training | 1 | 20 |
| Spirometry Training | 1 | 2 |
| Operate a TLB Training (Novice) | 1 | 4 |
| Operate a Cherry Picker (Novice) | 6 | 37 |
| Operate a Compactor Truck Training | 1 | 14 |
| Conflict Management Training (for employees with disabilities) | 1 | 21 |
| War Room training for Mentors | 1 | 38 |

| | | |
|---|----|-----|
| Operate a Tree / Pole Pruner / Chainsaw Training | 2 | 21 |
| Batho Pele Workshop | 2 | 40 |
| Conflict Management Training | 1 | 26 |
| Plumbers Trade Test Preparation Training | 1 | 6 |
| Plumbing Trade Test | 3 | 10 |
| Communication Skills Training | 2 | 13 |
| SAP Navigation Training | 19 | 251 |
| MSCOA Training | 2 | 14 |
| MFMP Training | 7 | 8 |
| Total Quality Management Training (TQM) | 1 | 15 |
| LLF Training for the Council Management Component (SALGA) | 1 | 18 |
| Customer Care for Waste Management | 5 | 91 |
| HR Policies Workshop | 1 | 10 |
| GAPSKILL Training (CoGTA) | 1 | 2 |
| Operate a Lawnmower / Push mower Training | 3 | 25 |
| Swimming pool Award Training for Lifeguards | 1 | 10 |
| Beaches Lifeguard Training for Lifeguards | 1 | 10 |
| Municipal Leaders Liaison and Stakeholder Management Training (SALGA) | 1 | 1 |
| Continuous Trauma Management Training | 3 | 66 |
| Business Administration Skills Training | 4 | 39 |
| Safety Representative Training | 2 | 62 |
| Combined Assurance Workshop | 1 | 20 |
| Policy Workshop | 2 | 23 |
| Project Management Skills Programme | 1 | 10 |
| Project Management Learnership (Funded by LGSETA) | 2 | 10 |

| | | |
|---|-----|------|
| Asset Management Training | 11 | 155 |
| Training for Traffic Wardens | 1 | 14 |
| Financial Literacy Training | 4 | 199 |
| Supervisory Training | 1 | 23 |
| First Aid Training (Level 2) | 2 | 25 |
| SAP Training (Various Modules) | 65 | 708 |
| TOTAL NUMBER OF SESSIONS | 215 | |
| TOTAL NUMBER OF EMPLOYEES TRAINED IN ALL SESSIONS | | 2885 |

Table ***: 2018/2019 financial year Councillors training

| Training Interventions for Councillors | Number of Sessions | Number of Councillors |
|--|--------------------|-----------------------|
| Policy Workshop for Councillors | 2 | 80 |
| Certificate in Public Administration (UKZN) | 5 | 19 |
| War Room Mentors Training | 1 | 8 |
| LLF Training for Council Management Component (SALGA) | 1 | 2 |
| MFMP Training | 7 | 1 |
| Assessor Training | 1 | 1 |
| Risk Management Capacity Building (CoGTA) (MPAC Chair) | 1 | 1 |
| TOTAL NUMBER OF SESSIONS | | |
| TOTAL NUMBER OF COUNCILLORS TRAINED IN ALL SESSIONS | 18 | 112 |

Work Integrated Learning (WIL) (In-Service Training / Internships)

During the 2018/2019 financial year, seventy - five (75) learners were placed on the WIL Programme at Council.

A Memorandum of Agreement (MOA) was signed between the City of uMhlathuze and the Umfolozi TVET College wherein Umfolozi TVET College provided off-the-job training and Council provided in-service

training for learners to be able to graduate. Council offered in-service training to learners from various tertiary Institutions.

Graduate Development Programme

Council hosted a Graduate Development Programme that was funded by National Treasury through the Infrastructure and Skills Development Grant (ISDG). Graduates were placed in the various Departments at the Municipality. These graduates were paid a salary that was funded by National Treasury. The objective of this programme was to enable the graduates to work towards registration with their relevant Statutory Professional bodies by providing them with the relevant training as well as workplace experience required for registration.

Further achievements of the Training and Development Unit

Council's Skills Development Facilitator (SDF) is a member of the Provincial Skills Development Forum (PSDF), a member of the Provincial Leadership of the LGSETA SDF Forum and the District Human Resource Development Forum.

Twenty municipal officials were trained on a Bricklaying Skills Programme. The training was funded by the Construction SETA (CETA) through Discretionary Grant Funding. The aim of this artisan training was to enhance the bricklaying skills of Council employees to improve service delivery for all wards within the City of uMhlatuze.

Ten municipal officials were trained on a Project Management Learnership Programme. The training was funded by the Local Government SETA (LGSETA) through Discretionary Grant Funding. The aim of this Programme was to enhance the project management skills of Council employees to improve service delivery for all wards within the City of uMhlatuze.

Municipal officials were trained on a Business Administration Skills Programme. The training was funded by the Services SETA through Discretionary Grant Funding. The aim of this training was to enhance the administration skills of Council employees to improve service delivery for all wards within the City of uMhlatuze.

Council was awarded Discretionary Grant (DG) Funding from the Chemical SETA (CHIETA) to train unemployed members of the Community and Municipal officials on artisan development programmes. The Grant shall be paid to the Municipality in tranches as per the CHIETA DG Policy.

Figure ***



Above: Municipal official (Ms MV Mobeng) from the Department: City Development graduated in June 2019 at the Durban International Convention Centre as she completed her Bachelor of Science Honours Degree in Environmental Management from UNISA. Ms Mobeng was a recipient of a Council Bursary.

Figure***



Above: Twenty - one (21) Municipal officials attended a Conflict Management Training Programme which took place on 22 May 2019. This training was specifically for employees with disabilities, as recommended by Council's Employment Equity Forum.

Labour Relations

The core function of the section is to maintain and control the application of specific procedures associated with sound industrial relations climate by attending to and guiding disciplinary and grievance

processes, reporting to specific Committees on the status of the function, capacitating Management Representatives on the application and interpretation of policies and agreements, in the long run thus ensuring proper function of Council.

All disciplinary processes and grievances are dealt with in terms of the Collective Agreement agreed upon by SALGA and organised labour, therefore ensure that the organisation complies with same.

Labour Relations co-ordinates frequent meetings with Organised Labour to keep abreast with internal labour related developments within the sector and in particular the Municipality and facilitate LLF meetings.

Disciplinary matters

There were 43 disciplinary hearings that took place during this financial year. The following schedule indicates the type of misconduct committed, incidents of such misconducts and sanctions emitted. Cases that were postponed and or pending do not feature in the table below.

Table ***: 2018/2019 Disciplinary Hearings

| Type Of misconduct | No of cases | No of withdrawals | Written warning | Final written warning | Dismissal |
|--|-------------|----------------------------------|-----------------|-----------------------|-----------|
| Absenteeism | 15 | | 1 | 3 | 5 |
| Abscondment | 0 | 0 | | 1 | 2 |
| Dishonesty/FRAUD | 3 | 0 | | 3 | 4 |
| Insubordination | 8 | 0 | 1 | 2 | |
| Negligence | 2 | 0 | 0 | 2 | 0 |
| Sexual Harassment | 0 | 0 | 0 | 0 | 0 |
| Intoxication On Duty | 1 | 0 | | | |
| Driving Council's M/V under the influence of Alcohol | 1 | 0 | | | |
| Poor Performance | 2 | 0 | | | |
| Theft | 1 | 0 | | | |
| Use Of Council Property Without Authorization | 5 | | | | |
| Incapacity | 2 | 1 referred to back to the clinic | | | |
| Assault | 1 | 0 | | | |

| | | | | | |
|--------------------|---|---|---|---|---|
| Damage to Property | 1 | 0 | 0 | 0 | 0 |
|--------------------|---|---|---|---|---|

Disputes referred to the SALGBC and CCMA cases

CCMA Four (4)

Bargaining Council eighteen (19)

Table ***: 2018/2019 Dispute Referrals

| NATURE OF DISPUTE | NUMBERS | SETTLED | DISMISSED | OUTCOME | PENDING | REFERRED TO LABOUR COURT |
|--|---------|---------|-----------|---------|---------|--------------------------|
| Interpretation and application of a collective agreement | 2 | 0 | 1 | 0 | 1 | 0 |
| Unfair Labour Practice | 8 | 3 | 0 | 0 | 5 | 0 |
| Unfair Dismissal | 9 | 0 | 0 | 0 | 7 | 3 |
| Section 198B of LRA (Temp Workers) | 2 | 2 | 0 | 0 | 0 | 0 |
| Section 198B of LRA (EPWP) | 03 | | 1 | 0 | 2 | 0 |

TRAINING:

Four (4) trainings were conducted this year.

25 September 2018 LLF members

04 December 2018 Training for Supervisor

07 March 2019 Shop Steward training

6.4 28 June 2019 Conflict Management Training

Figure: *** Conflict Management Training for Supervisors



Organisational Development and Change Management

This unit aims at improving the overall effectiveness of the organisation through planned, comprehensive and systematic processes. It involves intervening in the processes, structure and culture of the organisation. There is a strong emphasis on organisational behaviour, human resource development and organisational change.

Organisational Development

Organisational design refers to the process of aligning the structure of the organisation with its objectives, with the ultimate aim of improving the efficiency and effectiveness of the organisation.

Change Management

Managing change and transition cuts across all the phases of the organisational structuring process. It includes communication and consultation with staff and key stakeholders. How effectively change and transition are managed has a major impact on the final outcome of the organisational structuring processes or any other changes the organisation have to deal with.

Other functions include:

Productivity and continuous improvement

Efficiency studies;

Utilisation studies;

Feasibility studies.

Business process re-engineering

Cause and effect studies;

Process analysis;

Process improvement and workflow analysis.

Job evaluation facilitation.

Activities

The unit focused on maintenance of the organisational structure and providing inputs into initiatives of departments to improve on productivity and work relations.

The Organisational Development Unit also focused on the finalisation of job descriptions of all the posts in the Municipality, in order to be in a state of readiness for job evaluation. uMhlathuze Municipality accepted the challenge of hosting the job evaluation of Region 4. A Job Evaluation Committee was established with uMhlathuze Municipality representation on the Job Evaluation Committee and the Provincial Audit Committee. Members of the Job Evaluation Committee were trained. The Committee has commenced with job evaluation and the uMhlathuze Municipality job descriptions have been submitted for evaluation. Job descriptions have been evaluated and submitted for auditing.

Council has appointed a Service Provider to conduct a Work Study Investigation, targeting all departments, with the aim of ensuring that the organisational structure is aligned with the Integrated Development Plan and making recommendations with regard to improving productivity. The investigation is completed and the recommendations will be studied and implemented.

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INFORMATION AND COMMUNICATION TECHNOLOGY SECTION

The Information and Communication Technology (ICT) is central to municipal operations as it cuts across various functions and processes, therefore an important strategic partner in the packaging and delivery of efficient services to the public. As a business enabler, it is paramount that the ICT evolves with the times and industry trends to ensure continuous support of business objectives in the new era of the Fourth Industrial Revolution (4IR) and beyond.

In line with the industry developments, the need to improve decision making process and the legislative requirements from the upper spheres of government, the municipality is in the final stages of implementing a SAP Enterprise Resource Planning Solution (ERP) earmarked to replace legacy, fragmented systems.

The ICT Section of the uMhlathuze Municipality is divided into three sub-sections as follows:

ICT Governance;

ICT Service Delivery; and

ICT Infrastructure

ICT Governance

ICT Governance is responsible for supporting the Head of ICT in providing strategic direction to the ICT Section, to ensure that ICT goals are aligned with business objectives, compliance with legislation, risks are managed appropriately and the ICT resources are used appropriately. It also ensures proper planning and management of all ICT related projects for the City of uMhlathuze.

As part of good governance, the ICT is required to develop and implement sound security policies to ensure that municipal information assets are adequately protected, including the systems and data.

ICT Service Delivery

The ICT Service Delivery sub-section is responsible for the establishment, management and maintenance of a functional and efficient ICT Service Desk and desktop environment, provision of ICT support services to the end-users. Planning, installation, upgrade and relocation of end-user equipment including office automation fall within the scope of this sub-section. It is also responsible for the preparation and maintenance of the ICT Asset Register

ICT Infrastructure

There are two focus areas of the ICT Infrastructure sub-section:

Network Connectivity Infrastructure that entails planning, installation, configuration, support, maintenance and management of all voice and data network devices including access control and CCTV cameras. This sub-section is also responsible for cabling including fibre and wireless radio network infrastructure.

Server Infrastructure including planning, installation, configuration, support, maintenance and management of all servers within the City of uMhlatuze, including backup, DRP (Disaster Recovery Plan) and ICT Service Continuity planning, implementation, testing, and maintenance.

ICT Performance and Achievements

ICT Section performance is continuously assessed on a monthly, quarterly and yearly basis by various structures as follows:

ICT Steering Committee: The committee meets monthly to assess the performance of the ICT Section and consider the submitted reports. In line with the approved committee terms of reference and best practice, the members of the committee are the Municipal Manager, Deputy Municipal Managers and the Head of ICT. Officials representing various departments with ICT interests sit in the committee.

Corporate Services Portfolio: The ICT Section also submits performance and progress reports to the Corporate Services Portfolio Committee.

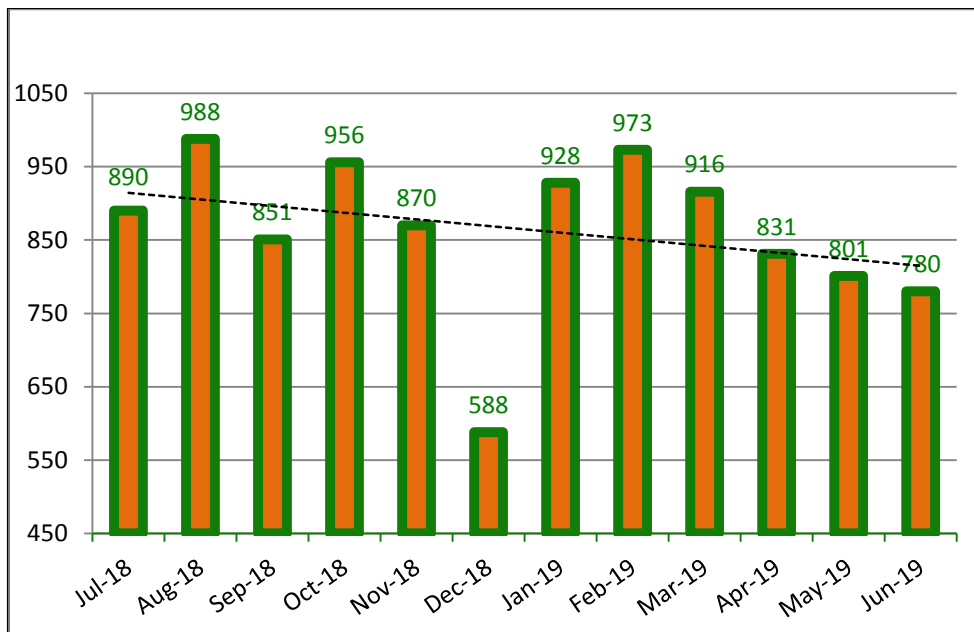
Internal Audit Services: The ICT Section is audited on a regular basis, and submits performance reports to the Internal Audit Services as and when required.

Audit Committee: On a quarterly basis, the ICT Section submits progress reports to the Audit Committee with special focus on the progress in addressing the critical issues listed the ICT Risk register.

Auditor General: The ICT Section is audited annually by the Auditor General to ensure compliance with relevant legislation, frameworks, best practice and performance targets thereof.

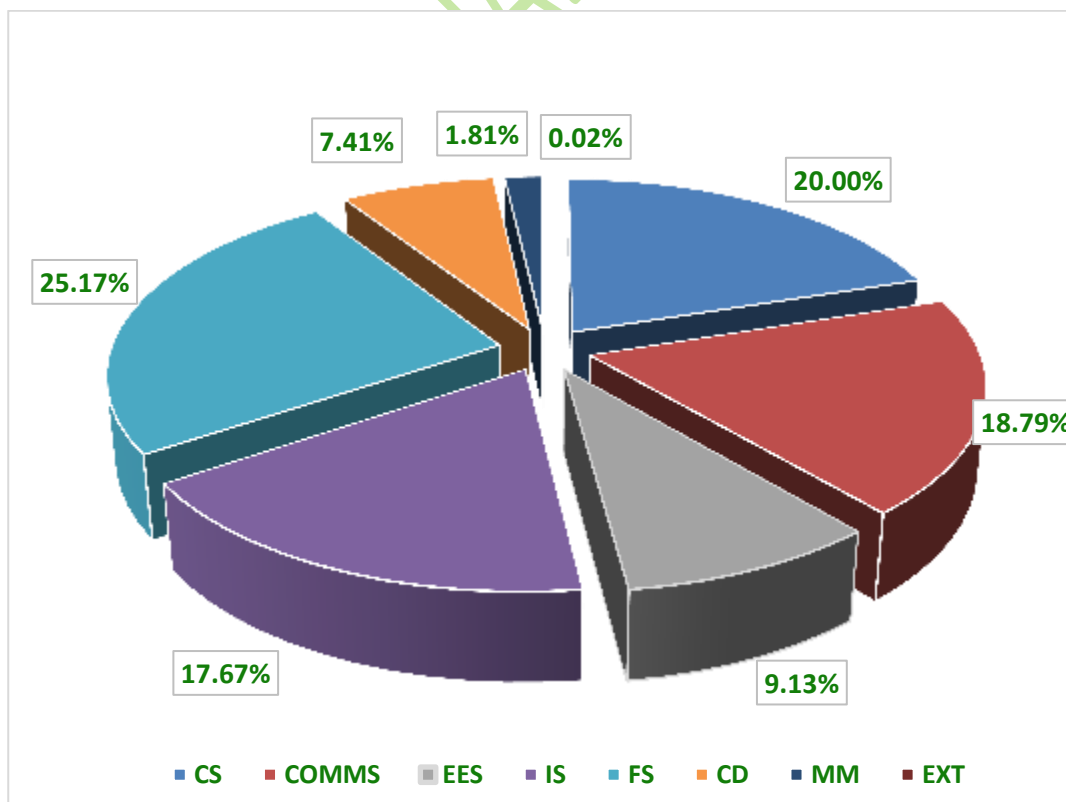
As part of ICT performance monitoring and reporting on achievements, a comprehensive report is tabled on a monthly basis at relevant Council Committees. The following graph shows the number of requests logged with the ICT Service Desk for the reporting period:

Figure ***: Total number of ICT support requests logged



The chart below shows the number of support requests per department logged with the ICT Service Desk for the reporting period:

Figure ***: Total ICT support requests per department (July 2018 to June 2019)



KEY

| | | |
|------------------------------|----------------------------|--------------------------------------|
| CS = Corporate Services | COMMS = Community Services | EES = Electrical and Energy Services |
| IS = Infrastructure Services | FS = Financial Services | CD = City Development |
| MM = Municipal Manager | EXT = External | |

Key ICT Projects completed during 2018/2019

Tender 8/2/1/UMH521-18/19: Installation and commissioning of Free Public Wifi Solution Phase Two (2)

Tender 8/2/1/UMH391: Supply and delivery of Cisco network devices;

Tender 8/2/1/UMH385-18/19: CAT6 Cable upgrade for Richards Bay Civic Centre and Alton Municipal Offices;

Tender 8/2/1/UMH397-18/19: Supply and delivery of ICT desktop equipment.

PO 30601: Online Clinic System Implementation;

Key ICT Projects in progress at the end of 2018/2019

Tender 8/2/1/UMH02-15/16: SAP Enterprise Resource Planning (ERP) implementation;

Tender 8/2/1/UMH521-18/19: Fibre Internet Link Installation and Commissioning;

Tender 8/2/1/UMH368-17/18: Internal CCTV cameras Installation for Richards Bay Civic Centre;

Integrated Proactive Fraud Detection and Network Security Solution (Phase 3).

COMMUNITY SERVICES



T MATHEBULA
DEPUTY MUNICIPAL MANAGER COMMUNITY SERVICES

Introduction

The Department of Community Services is one of the largest and dynamic Departments in the Municipality. It is divided into the following Sections:

Public Health and Emergency Services

- ❖ Waste Management Services
- ❖ Air Quality Services
- ❖ Occupational Clinic Services
- ❖ Fire and Rescue and Disaster Management

Recreational and Environmental Services

- ❖ Sport and Recreational
- ❖ Parks Services
- ❖ Arts and Culture

Public Safety and Security

- ❖ Traffic Services
- ❖ Security Service

This Department may be easily referred to its main responsibilities as environmental protection, community safety, emergency services, beatification, social cohesion, promotion of learning and sport participation.

Regarding activities linked to Environment Protection, waste management functions as expected. These are handled and addressed as expected. Coupled with this service is a steadily growing recycle programme, currently standing at 35% of total waste collected.

The cherry on top is the programme of education awareness against littering and its effect on the environment.

Pollution Control is also functioning as expected. This service involves proactive inspection of companies that are or have the potential to be heavy polluters. Preventive systems are put in place or arrangements are made to manage the times and ways of releasing potential pollutants.

The Municipality's strength lies in being able to measure a series of particular pollutants and therefore manage the levels of pollution. Air quality stations are installed in this regard.

Parks Management is functioning. Room exists for improvement of ways of functioning. This chain of work involves cleaning, pruning trees and cutting grass at community parks.

These activities are extended to road verges and municipal open spaces. Post attendance of the Salzburg Global Seminar, consideration is being made to introduce programming in parks.

Linked to parks are cemeteries. These are well-kept, as expected. A process is unfolding of exploring alternative methods of burial, while preparing the soil for extended underground burial.

With regard to Emergency Services, fire and rescue functions have gone as planned. Coupled with this function is the programme of training learner fire fighters.

Importantly also, the Department does proactive inspection of potentially hazardous industries and prescribe changes where required. There is still much work to be done in the area of *disaster* management. In the meantime, a building has been bought to be used as a disaster management centre. Also a service provider has been appointed to carry out assessments and compile a Level 2 Disaster Management Plan. Once completed, the Plan will inform future interventions.

Various mass participation and sport development programmes are being implemented. The Department is being challenged to redefine 'development' and diversify sporting codes. Processes are underway to address this.

Various arts and culture programmes are also being implemented, some in collaboration with King Cetshwayo District Municipality and the KwaZulu-Natal Department of Arts and Culture. There is an opportunity to expand on issues of heritage.

In terms of Community Safety, Traffic Law Enforcement got off to a slow start; low statistics, low income. In a quest to facilitate change, the position of Manager: Traffic and Licencing Services was filed. Concurrently, a contract was secured for camera law enforcement NB. Fourteen Wardens were sent for formal training, certification and registration..

Another major development in Traffic Law enforcement was the implementation of the programme for impounding of animals. Implementation is in line with the KwaZulu-Natal Pound Act. The impounding process was preceded by seeking authorization from the Council and two cycles of public consultation – first with the broad public then specifically with owners of animals.

Services under Motor-vehicle and driver licencing and testing are running as expected (learner licence tests, renewal of driver and motor-vehicle licences, issuing of permits).

This year also came with the appointment of Manager: Security. This has been helpful in that it has brought focused attention to matters related to Security.

The area focuses on VIP Protection and management of five external security companies. Primary challenges have been in the areas of burglaries and theft. Systems are put in place to mitigate these.

For all the discussions above, specific statistical information is shared below.

PUBLIC HEALTH AND EMERGENCY SERVICES

1.1. WASTE MANAGEMENT SERVICES

“PRESERVING HEALTHLY ENVIRONMENT”

The Constitution of South Africa Act No.108 of 1996 provides the foundation for environmental regulation and policy in South Africa. The rights to environmental protection and to live in an environment that is not harmful to health or well-being is set out in the bill of right (Section 24 of chapter 2).

The National Environment Management Waste Act, 2008 (Act No.59 of 2008) entrenches best practices in waste management into law, replacing the out dated and unsustainable “end of pipe” approach with a new, and more environmentally responsible and sustainable approach.

The Act deals with minimising the consumption of natural resources , waste generation, recycling, waste disposal, prevention of pollution, promotion of waste services, remedying land degradation, and achieving integrated waste management reporting and planning.

BACKGROUND

The Waste Management Section is divided into the following two sub-divisions:

- ❖ Waste Management: Operations
- ❖ Waste Management: Administration and Compliance

RESPONSIBILITIES

The main responsibilities of Waste Management Services are as follows,

- ❖ Collection and disposal of waste within the jurisdiction of the City of uMhlathuze.
- ❖ Waste minimization re-use and recycling of waste
- ❖ Skips management and eradication of illegal dumping and,
- ❖ Community education and awareness campaigns.

All the above objectives conform to the legal framework, through adopted Integrated Waste Management Plan (IWMP). The IWMP underwent a second review this year, in line with the Integrated Development Plan (IDP). Council adoption of the second review of the IWMP was on 29 May 2019 (RPT 166872).

Strategic goals

The eight strategic goals around which the uMhlathuze Waste Management Strategy in line with National Waste Management Strategy (NWMS), are structured as follows:

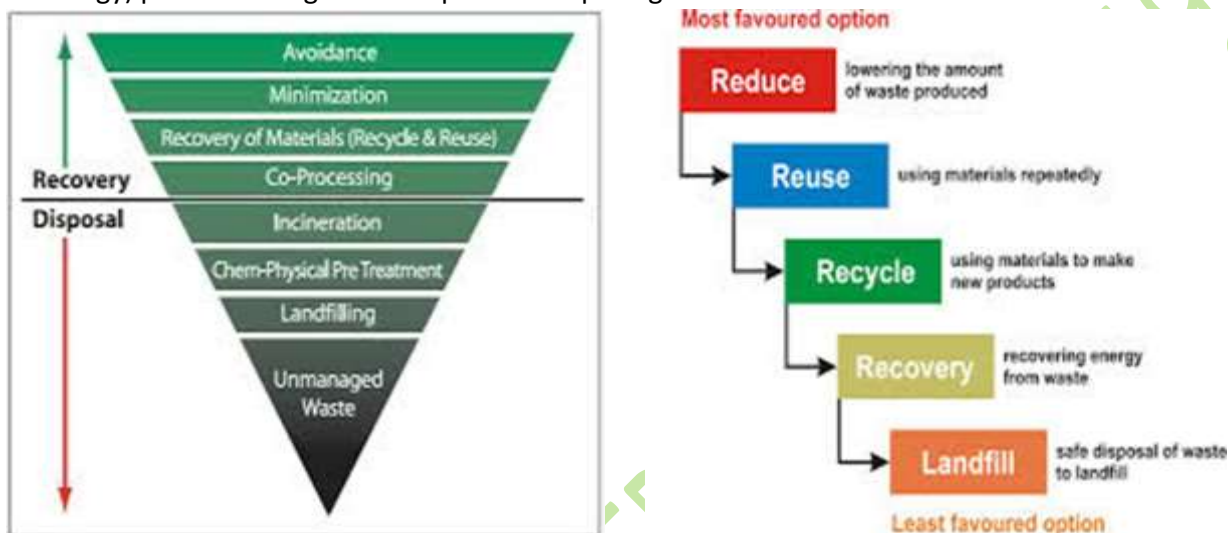
- ❖ *Goal 1: Promote waste minimisation, re-use, recycling and recovery of waste.*
- ❖ *Goal 2: Ensure the effective and efficient delivery of waste services.*
- ❖ *Goal 3: Grow the contribution of the waste sector to the green economy*
- ❖ *Goal 4: Ensure that people are aware of the impact of waste on their health, well-being and the environment.*
- ❖ *Goal 5: Achieve integrated waste management planning.*
- ❖ *Goal 6: Ensure sound budgeting and financial management for waste services.*

- ❖ Goal 7: Provide measures to remediate contaminated land.
- ❖ Goal 8: Establish effective compliance with and enforcement of the Waste Act.

In terms of City of uMhlathuze Waste Management the following has been achieved, in line with its strategic goals,

GOAL 1: PROMOTE WASTE MINIMISATION, RE-USE, RECYCLING AND RECOVERY OF WASTE

The main aim of this goal is to implement the Basic Waste Management Hierarchy as shown below, that clearly promotes that waste must either be Reduced, Re-used, Recycled or Recovered (in a form of energy) prior to taking the last option of disposing waste in the landfill.



Recycling programs are the main programs currently promoted by the City to achieve this goal, through separation of waste from source (Kerb Recycling), establishment of Material Recovery Facilities (MRFs), increasing the recycling rate through individuals and buyback centres.

Table: The following table shows breakdown of waste recycled versus waste landfilled in this year.

| QUARTER | RECYCLABLES IN TONS | % WASTE MINIMIZATION |
|---------------|---------------------|------------------------|
| Q1 Jul – Sept | 3 851 316 | 35.24 |
| Q2 Oct – Dec | 4 059 591 | 31.64 |
| Q3 Jan – Mar | 3 582 549 | 30.90 |
| Q4 Apr – June | 3 540 227 | 30.16 |
| Total | 15 033 683 | 31.99 % Average |

Currently the City is standing at a recycling rate of 32%; which is higher than the City's set annual target of 22% and 25% legislative target set from the National Waste Management Strategy (2011).

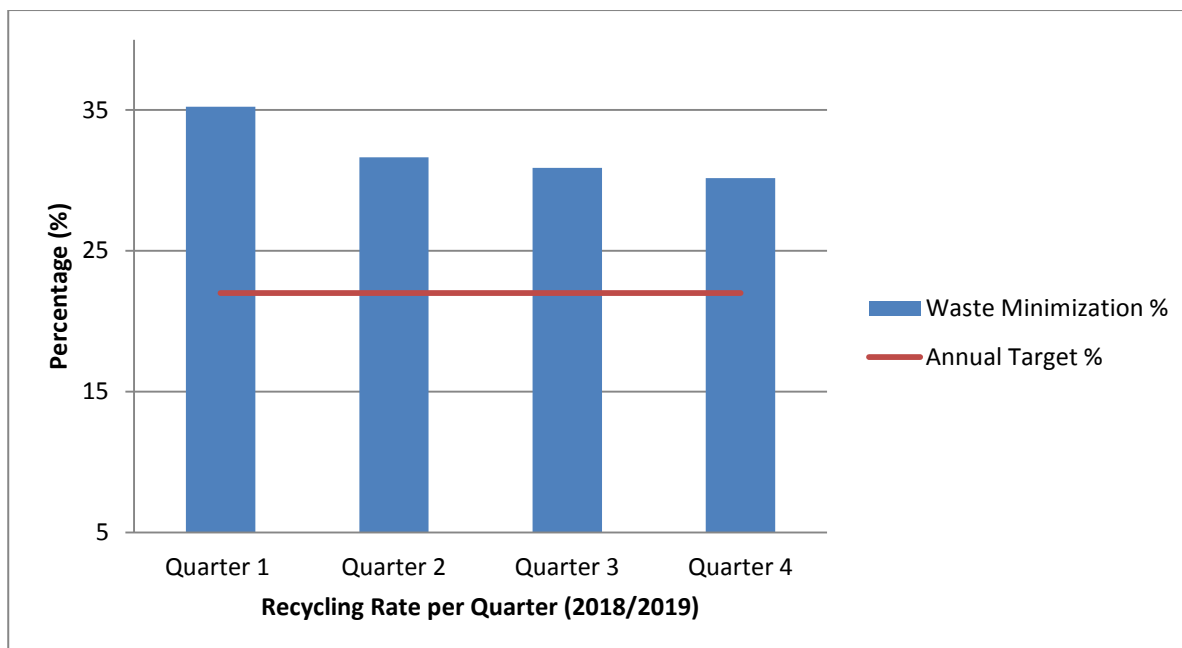


Figure: Showing the Recycling Rate achieved in 2018/2019 Financial Year

All this further contributes to Goal 3, which deals with contribution of waste sector to green economy. Under this goal, several programs have been implemented in order to minimise waste that goes to the landfill site.

The local community is benefiting in both ways, by the fact that the environmental risk has been reduced and also by taking part in green economy.

Separation at source in our Municipality (Kerb Recycling)

There are a number of Kerb Recycling initiatives that are conducted within the City in order to ensure separation of waste at source. Currently, there are five areas where kerb recycling is taking place, which are Meerensee, Birdswood, Felixton, Brackenhams and Esikhaleni J1 Section.

In these areas each household receives a yellow plastic bag, supplied by the Municipality, to separately store recyclables and utilize trolley bin for unrecyclable domestic waste. Recyclables from Meerensee and Birdswood are collected by a Municipal bush truck to Material Recovery Facilities on the day of removal for further sorting.

Recyclables from Felixton, Brackenhams and Esikhaleni J1 Section are collected by three separate waste-preneurs with their own transport, on the day of removal and sort at their recycling sites.

Establishment of Material Recovery Facilities (MRF)

This is in line with the National Waste Management Strategy, the Waste Act and the City of uMhlathuze Waste Management Strategy. The fact that waste is a resource with an unlimited potential for job creation cannot be over emphasised. It bears noting that a platform for role players in recycling is not fairly levelled. Therefore, the Municipality has constructed Material Recovery Facilities which are already operating and contributing to the community directly. These include Mzingazi Material Recovery Facility, eNseleni Material Recovery Facility and Alton Material Recovery Facility. In addition to these, Ntambanana Material Recovery Facility has been recently renovated

and will also be utilized as an establishment to sort waste and promote recycling initiatives within the area.

uMzingazi Material Recovery Facility (MRF)

Local waste-preneurs that were already recycling in the area are utilizing the site. These waste-preneurs have been on site since September 2017 and the municipality is providing them with recyclables from the kerb recycling system in addition to their own collections.

In the new financial year there are plans to install a small shelter that will assist waste-preneurs on site to work better in all weather conditions within the region.



Figure: Material Recovery Facility in Mzingazi (Ward 1) where local waste-preneurs are sorting recyclable waste

Enseleni Material Recovery Facility (MRF)

Local women waste-preneurs from the area are currently working on site. The municipality is also providing them with recyclables from the kerb recycling system in addition to their own collections.

In the new financial year there are plans to upgrade the site through the addition of a concrete ramp and a small shelter. The ramp will allow the municipality to deliver community skips to the site to sort and collect recyclable waste prior to waste being transported to the landfill. This will assist the local waste-preneurs increase their tonnages and will greatly assist the municipality in minimizing tonnages going to the landfill.



Figure: Material Recovery Facility in Nseleni (Ward 7) where local women waste-preneurs are sorting recyclable waste

Alton Material Recovery Facility (MRF) and Transfer Station

This site is used for both material recovery and also as a transfer station, and this helps to decrease the level of illegal dumping of green waste in the Richards Bay area. This transfer station only takes green waste but from time to time some community members bring general domestic waste, tyres and some building materials, which is prohibited.

Separation of waste recyclables at Alton MRF is on-going and this site is also attached to the municipality kerb recycling system that contributes to job creation.



Figure: Material Recovery Facility in Alton (Ward 2) where Wildlands Trust is sorting recyclable waste and where Green Waste is collected

Ntambanana Material Recovery Facility (MRF) and Transfer Station

The site was inherited from Ntambanana Municipality; however, it could not serve the surrounding community due to structural defects. Hence, the site has been recently renovated during this year and will be fully operational from the next year.

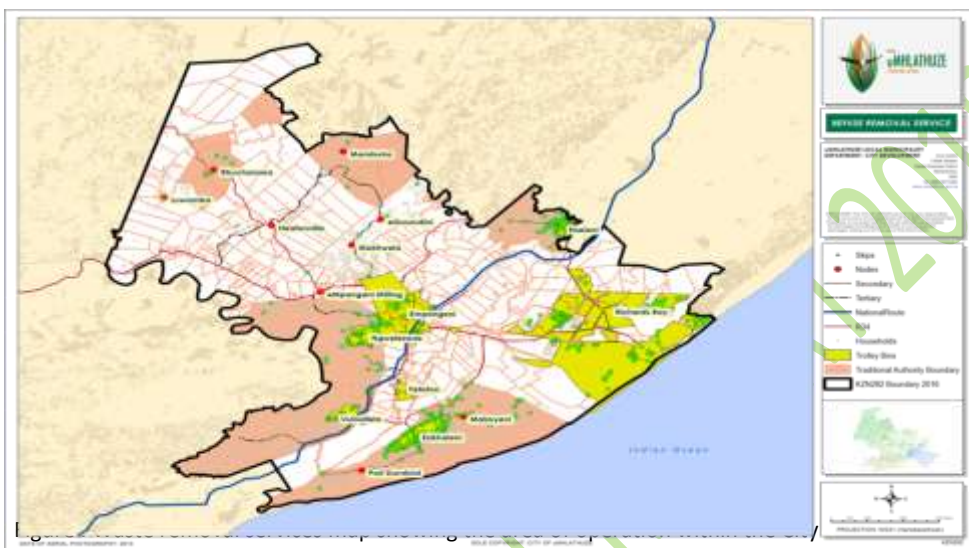


Figure: Newly renovated Material Recovery Facility in Ntambanana (Ward 33).

GOAL 2: ENSURE THE EFFECTIVE AND EFFICIENT DELIVERY OF WASTE SERVICES

In terms of the Constitution the responsibility for waste management functions is to be devolved to the lowest level of government.

It is therefore clear that the City is responsible for Waste Management within its area of jurisdiction and has to ensure proper handling of waste thus promoting a healthy environment.



Daily operations activities that are achieving this goal include the following,

- ❖ Weekly waste collection from all 34 wards, both rural and urban, and dispose thereof at King Cetshwayo Regional Landfill site;
- ❖ Street cleaning, litter picking and public ablution facilities cleaning in public convenience areas daily;
- ❖ Emptying and cleaning around community and business skips;
- ❖ Regular clearing of illegal dumping hotspots

The following are the means of refuse removal within the City ranging from urban areas, semi urban and rural areas,

- ❖ Business Skips
- ❖ Trolley Bins (households)
- ❖ Communal Skips and,
- ❖ Civil Education

This year all the operational services stated above were achieved, including the extension of services to rural areas through the distribution of skips and educational awareness campaigns. 70 % (77028) on average of the total households (110 503) had access to the basic weekly solid waste removal service at the end of June 2019. This number is considered very conservative considering that each

household is allocated a volume of 240 L of refuse per week, of which in rural areas community doesn't generate a lot of waste for disposal.

The project which was initiated for conducting door to door campaigns with the rural households continued throughout the a year without major interruptions. The objective is to improve the hygienic conditions of rural households as well as the standard of living. This rendered a tangible interaction between rural householders and the Municipality.

Solid waste removal services were provided on weekly basis to all serviced communities. The scheduled routes for each community were successfully completed during this reporting period with limited interruptions.



Figure: First Picture is a Rotopress Refuse Truck and second picture is a Compactor Refuse Truck.

The rural areas covered by the Rural Service Team as mentioned above comprises of the following:

- ❖ Community road from eSikhaleni to eMpembeni
- ❖ Mkhobosa community roads including Madukwini, behind TVET College and Zimele
- ❖ Road from UVS, Mandlankala to eSikhaleni
- ❖ Gobandlovu Road to Maholoholo
- ❖ Birdswood to Mandlazini Taxi Rank including all Mandlazini internal community roads
- ❖ Mzingazi Village community streets and Taxi Rank
- ❖ Community roads in and around eNseleni
- ❖ Community roads behind University of Zululand, Vulindlela and Kwa-Dlangezwa including Machibini.
- ❖ KwaMcebisi and Port Durnford Business Centre.
- ❖ Road from Ngwelezane to Matshana Taxi Rank including Odondolo, Ezinsimbini.
- ❖ Maguzulu to Qalakabusha including Mevamhlophe to Bingoma.
- ❖ Ntambanana areas.

All waste collected through litter picking is removed by refuse trucks for safe disposal at King Cetshwayo Regional Landfill Site.

Skips were purchased and distributed in identified rural communities. EPWP employees were also deployed to educate rural communities on proper waste management practices and cleaning the areas, in which the target of 2000 new households was achieved.

Cleansing and Washing of Public Ablution Facilities

Public conveniences include all public ablution facilities at our bus or taxi ranks, busy streets in eMpangeni, Ngwelezane, Felixton, Zidedele, Dumisani Makhaye Village, Vulindlela, eSikhaleni, eNseleni and Richards Bay. These facilities had been serviced successfully throughout the reporting financial year by the dedicated Cleansing team.

Greenest Municipality Competition

The City of uMhlathuze was pronounced as Greenest Municipality in the Province of KZN in February 2019, won the first prize and the right to represent the province of KZN at Greenest Municipality Competition at National Evaluation. The national evaluations took place on the 03rd and the 04th of June 2019 results still pending.

GOAL 3: GROW THE CONTRIBUTION OF THE WASTE SECTOR TO THE GREEN ECONOMY

Goal 1 promotes a recycling program that directly benefits a number of individuals in the green economy, who are referred to as “Waste-preneurs”.

Continuous public awareness’s further encourages individuals within the City to consider “*Waste as a Resource out of Place*” hence there is an increase in the number of Waste-preneurs. These recycling beneficiaries range from well-known recycling companies to small scale individuals, formal and informal, who would not have had any form of income without this program.

GOAL 4: ENSURE THAT PEOPLE ARE AWARE OF THE IMPACT OF WASTE ON THEIR HEALTH, WELL-BEING AND THE ENVIRONMENT.

In order to achieve this goal waste management information detailed below was spread among communities and learners through school awareness, door to door campaigns and clean-up programmes:

- ❖ Develop local awareness campaigns on the social importance of waste management;
- ❖ Promote waste minimisation and recycling through education system; and
- ❖ Establish participate in Greenest Municipality Competition.

The annual target of 20 campaigns was met and exceeded as a total of 35 campaigns were conducted. To further increase environmental awareness and protection, the unit has installed educational signboards. These signboards further educate and encourage communities on general cleanliness, recycling and reporting of illegal dumping actions.



Figure: Environmental Awareness Signboard promoting a Clean City and Recycling Initia

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Table: Environmental awareness and clean-up campaigns that were covered this year,

| QUARTER 1 JUL – SEPT 2018 | QUARTER 2 OCT – DEC 2018 | QUARTER 3 JAN – MAR 2019 | QUARTER 4 APR – JUN 2019 |
|---|--|--|---|
| <p>10 clean ups and awareness campaigns and programs were completed as follows:</p> <ul style="list-style-type: none"> Gobandlovu Primary School Nsiwa Primary School Phalane Primary School Exhaphozini Primary School Esikhawini Primary School Sinaye Primary School Muzuvukile Primary School Coca Cola Beach Clean Up Campaign Thuma Mina Clean Up Campaign City of uMhlathuze and DEA Clean Up Campaign | <p>5 clean ups and awareness campaigns and programs were completed as follows:</p> <ul style="list-style-type: none"> Dumisani Makhaye Village Door to Door Campaign Mhlanga Primary School Siyakhanyisa Primary School Hillview Door to Door Campaign Lot 63 Tax Rank Environmental Awareness Campaign | <p>8 clean ups and awareness campaigns and programs were completed as follows:</p> <ul style="list-style-type: none"> Dlamvuzo High School Clean-up Campaign Ingweni Primary School Maqhama Primary School Umkhoma and Ezikhaleni Door to Door Campaign Vondlo Primary School Umkhoma and Ezikhaleni Clean Up Campaign Mandlankala Door to Door Campaign Mandlankala Clean Up Campaign | <p>12 clean ups and awareness campaigns and programs were completed as follows:</p> <ul style="list-style-type: none"> Mzingwenya Primary School Qhakaza High School Ethakasani Primary School Mzingazi Clean Up Campaign Brackenham Clean Up Campaign Mandlazini Clean Up Campaign Ilembe Primary School Thembelihle Primary School Thanduyise High School Ingweni Primary School Pshesheya Primary School World Environmental Day Event |



campaign w



GOAL 5: ACHIEVE INTEGRATED WASTE MANAGEMENT PLANNING

In terms of the Waste Act all spheres of government are required to develop an IWMP, hence it is a legal requirement for the City to have one. The IWMP which was approved and adopted in 2017 has undergone a second review, in line with the IDP. According to the Act the IWMP must be reviewed every five (5) years, however, the City reviews annually. Continuous review of the IWMP ensures that changes, developments and implementation of the plan are achieved and well accounted for.

GOAL 6: ENSURE SOUND BUDGETING AND FINANCIAL MANAGEMENT FOR WASTE SERVICES

Within the limited budget the section has managed to expand service to rural areas, where service was never provided before. This is putting more pressure to the budget due to limited sources of revenue.

The Section has done survey in current business so as to ensure that customers receive service they pay for at all times. The Section has stabilized expenditure on overtime, and currently the section only has planned and approved overtime, but still looking at other avenues so as to ensure that more is done with limited funding.

GOAL 7: PROVIDE MEASURES TO REMEDIATE CONTAMINATED LAND

The section has developed a comprehensive eradication plan on illegal dumping which outlines the role of each and everybody who is within the jurisdiction of the City, ranging from business, contractors, garden services, law enforcement and even media so as to deal with illegal dumping and land pollution.

The composition of illegally dumped waste is normally green waste, building rubble, domestic and other forms. The quantity in terms of percentages is as follows: 70% is green waste, 22% is building rubble, 7% is household waste and the 1% is other forms of waste which includes tyres etc.

To combat illegal dumping within the City, the Section has purchased newly designed illegal dumping signboards for all identified hotspots. These signboards have Council's law-enforcement numbers for public members to report the culprits, in trying to curb the scourge of illegal dumping.



Figure: Newly designed "No Illegal Dumping" signboards installed in identified hotspots

GOAL 8: ESTABLISH EFFECTIVE COMPLIANCE WITH AND ENFORCEMENT OF THE WASTE ACT

In terms of Waste Act, all handlers of waste should be registered with Waste Management Officer. Currently there are more than 72 waste handlers who have registered with the unit, which assists in proper profiling of waste handlers within the City.

In addition to this, all our Material Recovery Facilities have been registered in terms of Section 4 of National Norms and Standards for Sorting, Shredding, Grinding, Crushing, Screening or Bailing of General Waste 2017.

1.2. AIR QUALITY MANAGEMENT UNIT

City of uMhlathuze has an obligation to ensure that Section 24 of Chapter 2 of The Constitution of the Republic of South Africa of 1996 which states that *"Everyone has the right an environment that is not harmful to their health or well-being"* is complied with.. Furthermore the organization has a mandate to adhere to pieces of legislation such as National Environmental Management Air Quality Act of 2004.

Therefore, role of AQMU is to ensure that the environment is protected by providing reasonable measures for prevention and enhancement of air quality for the sake of the Citizens within the City of uMhlathuze.

Although this Unit is called Air quality, but it has other functions that are part of its responsibility, which are,

- ❖ Ambient Air Quality Monitoring
- ❖ Schedule Trade permits
- ❖ Environmental Nuisance
- ❖ Indigent and Pauper Burial
- ❖ Ritual Slaughter

AMBIENT AIR QUALITY MONITORING

The City of uMhlathuze manages and operates three Ambient Air Monitoring Stations which include meteorological stations. The Ambient Air Quality Monitoring Stations are located at eSikhaleni Library, Arboretum Mzingazi Water Treatment Plant and Brackenham Cemetery (Figure 1).



The pollutants measured by these stations include sulphur dioxide (SO_2), nitrogen dioxide (NO_2), particulate matter with an aerodynamic diameter less than 10 microns (PM_{10}), particulate matter less than 2.5 microns ($\text{PM}_{2.5}$) and ozone (O_3). The stations also monitor meteorological data, including Wind direction (WD), Wind speed (WS), Temperature (T), Relative Humidity (RH) and Rain Fall (RF).

TABLE 1: Shows pollutants measured in each monitoring station

| Station Name | SO_2 | NO_x | PM_{10} | $\text{PM}_{2.5}$ | O_3 |
|--------------|---------------|---------------|------------------|-------------------|--------------|
| Arboretum | ✓ | ✓ | ✓ | ✓ | ✓ |
| Brackenham | ✓ | ✓ | ✓ | ✓ | ✓ |
| eSikhaleni | ✓ | ✓ | ✓ | ✓ | ✓ |

✓ Denotes pollutants measured at each station

TABLE 2: Shows meteorological station and parameters that are monitored

| Station Name | Int Temp | WD | WS | RH | SR | BP | RF |
|--------------|----------|----|----|----|----|----|----|
| Arboretum | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Brackenham | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| eSikhaleni | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

✓ Denotes meteorological data measured at each station

Ambient Air

- ❖ It is a legal requirement in terms of National Environmental Management: Air Quality Act No 39 of 2004 for the local authority to monitor ambient air.
- ❖ The information obtained from the monitoring stations can be used to determine the impacts of the air pollutants on the environment, as well as health impacts on the community.
- ❖ Analysis and verification of complaints from its sources

The stations data availability was above 90% for the period 1 July 2018 to 30 June 2019. There were two (2) PM exceedances for 24-hour average concentration experienced at eSikhaleni Station on 13 and 28 June 2019 respectively.

There were thirteen (13) exceedances for 8-hour average experienced in Brackenhams Station and fourteen (14) exceedances for 8-hour average experienced in Arboretum Station. These exceedances were experienced throughout the last quarter of the period in review.

There were no exceedances of the National Ambient Air Quality Standards for other pollutants namely SO₂, NO₂, O₃, PM₁₀, and PM_{2.5} recorded on the other three stations.

The 2018/19 Milestones

Inspections

There were one hundred and four (104) inspections conducted. These inspections include various types of industries such as smelters, pulp and paper mills, chemicals, harbour, iron steel, fertiliser, coal exporters, mineral mining, forests, blasting and sugarcane.

Complaints

There were two hundred and sixty eight (268) complaints attended. These complaints include spillages, odour, burning, industry stack emissions etc. Out of two hundred and sixty eight (268) complaints, two hundred and forty four (244) were related to overgrown private owned properties.

Awareness Programs

The awareness programs are based on bringing awareness to various stakeholders including schools, clinics, ward meeting and informal industries. The awareness focuses on:

- ❖ Sources of air pollution
- ❖ Effects of air pollution on the environment and human health
- ❖ Strategies to embark on to minimize air pollution
- ❖ Indigent Burial Assistance Policy

School Awareness Programs

There were eight (8) schools visited. These include Thembelihle Primary School, Thanduyise Primary School, Ingweni Primary School, Phesheya Primary School, Sinaye Primary School, Bajabulile Primary School, Mzuvukile Primary School.

| | |
|-------------------------------|---------------------------|
| 1. Thembelihle Primary School | 2. Thanduyise High School |
|-------------------------------|---------------------------|



3. Ingweni Primary School



4. Phesheya Primary School



5. Sinaye Primary School



6. Bajabulile Primary School



7. Mzuvukile Primary School



8. Ingweni Primary School



Community

There were five (5) communities visited. These include; Luwamba Community ward 31, Umhlanga reserve ward 27, Phesheya sport ground ward 27, Bingoma Community hall ward 31 and Port Dunford Community hall ward 18.

1. Phesheya Sport Ground ward 27



2. Umhlanga ward 27



3. Luwamba ward 31

4. Bingoma Hall ward 31



1. Port Dunford Hall ward 18



Clinics

There were three (3) clinics visited. These include; Umkhontokayise clinic, Isiboniso clinic,

1. Umkhontokayise clinic

2. Isiboniso clinic

| | |
|--|--|
|  |  |
| 3.Umkhontokayise clinic | |
|  | |

World Environment Awareness Program

On the 07 June 2019, City of uMhlathuze hosted the World Environment Day in Ngwelezane, in which the theme for 2019 was on Air Pollution.

Schools within Ngwelezane area attended this day and these were Phesheya Primary School, iNgweni Primary School, Thembelihle Primary School and Thanduyise High School.

World Environment Awareness Program



Scheduled Trade Permits

All facilities / industries conducting activities that pose a threat or are likely to cause harm to public health and the environment are required to have a Scheduled Trade Permit as stipulated in terms of the Council's Environmental Health Bylaws. There were eleven (11) Scheduled Trade Permits issued and twenty-four (24) applications received including renewals.

| New Scheduled Trade Permits issued | Renewal Permits application | New Applications in progress |
|---|------------------------------------|-------------------------------------|
| 11 | 7 | 17 |

Notices

There were one hundred and twenty-nine (129) Non-compliance notices issued during the period in review.

| Industries | Overgrown Private Property | Swimming Pools |
|-------------------|-----------------------------------|-----------------------|
| 1 | 112 | 16 |

INDIGENT AND INDIGENT BURIAL

A total number of three hundred and seventeen (317) Indigent families were assisted at a total cost of seven hundred and eighty five thousands, nine hundred and one rands for a period of July 2018 to June 2019.

The breakdown is as follows,

A total number of nineteen (19) Pauper burials at total cost of fifty two thousands, eight hundred and twenty eighty rands and sixty nine cents.

Ritual Slaughter

A total number of forty three (43) applications relating to ritual slaughter were processed and granted for the period of July 2018 to June 2019.

Overgrown privately owned properties

A total number of two hundred and forty five (245) overgrown complaints were received for the period of July 2018 to June 2019 and they were all cleared.

Swimming Pool

A total number of eight (8) swimming pool complaints were received for the period of July 2018 to June 2019.

Pesticides

A total number of twenty one (21) bees' removed, Fifteen (15) was done for the period of July 2018 to June 2019.

FIRE AND RESCUE SERVICES

The purpose of the Fire and Rescue Services is to render Community Safety against fires and rescue in emergencies.

Fire and Rescue Services Functions are aligned to Section 84(1) (j) of the Local Government: Municipal Structures Act, Act 117 of 1998

The Fire department operates in terms of the following Acts:

- ❖ Fire Brigade Services Act, Act 99 of 1987
- ❖ National Building Regulations + Building Standards Act (**SANS 0400**)
- ❖ Occupational Health and Safety Act
- ❖ South African National Standards, 10400,, 1087, 1089 and 10090
- ❖ Hazardous Substance Act

FOR DEALING WITH HARZADOUS SUBSTANCE

Mandated Acts

Ensuring compliance with the provisions of the Hazardous Substance Act,1973 (Act 15 of 1973), the Explosive Act,1956(Act 26 of 1956,the applicable regulation made under sections 15 and 16 of the Fire Brigade Services Act,1997 (Act 99 of 1987),and the Occupational Health Safety Act,1993(Act 85 of 1993)

The Fire and Rescue Services excelled once again in the effective and efficient of the service delivery that it provides to the community. Loss of life and property has been kept to a minimum due to effective fire fighting, rescue, hazardous material incident handling and fire prevention activities. This is due to the dedication and loyalty of all personnel that have gone that extra mile for the community that they serve and protect.

FIRE BRIGADE OPERATIONS

OPERATIONS

For 2018/2019 Financial Year the Fire and Rescue Service personnel attended to 1 316 emergency incidents that include the following:

- ❖ 749 - Fire related incidents
- ❖ 488 - Rescues and Medical Emergencies
- ❖ 02 - Hazardous Material incidents and
- ❖ 77 - Special Services including spillages.

These responses were in terms of SANS (South African Nations Standard) 100190 that gives guidance to render Community Safety against fire. Its scope is;

- ❖ To outline a system of determining the requirements for the operational and fire safety functions of emergency services rendered to communities, and also
- ❖ To give recommendations for water supplies for fire-fighting.



For **2018/2019** City of uMhlatuze Fire and Rescue received a new **MAJOR STRUCTURAL** Fire Engine

FIRE PREVENTION

Mandated Acts

Ensuring compliance with the National Building Regulation and Building Standard Act, 1977 (Act 103 of 1977), by analysing plans, attending building site meetings and conducting building inspections to establish whether Fire Safety requirements are being met

BUILDING PLANS

This section scrutinises and clears all building plans which are referred to it (in terms of the National Building regulations) for comment.

In the current period two hundred and seventy three plans were scrutinized for comments and approval.

The Fire Safety consists of Sub-Sections:

Fire Safety

Fire safety measures are vital in preventing, eliminating, or reducing hazards that contribute to the occurrence and spread of fire.

The City of uMhlatuze Fire & Rescue Services has a Fire Safety division to best implement these measures, which include regularly inspecting existing/new buildings and dangerous goods vehicles, ensuring fire breaks are in place and maintained, inspecting and removing

fire hazards, issuing relevant compliance certificates, responding to and acting on complaints received and other related activities.

Inspectorate

The Inspectorate deals with complaints, inspections, certification, business licence applications, special events and more.

There were two hundred and eighty four Flammable Liquids certificates issued for compliance with SANS (South African National Standards) 10087, 10089 and Municipal Flammable Liquid Bylaws.

FIRE PREVENTION STRATEGY

The Fire Prevention Strategy is a program about prevention and awareness in identifying high risk locations and putting in place action plan to reduce the risk of fire from occurring. Two thousand and sixty four Fire Prevention inspections carried out on industrial and commercial premises, schools and medical institutions within the City of uMhlathuze area of jurisdiction.

There were eighteen school awareness's conducted

TRAINING

City of uMhlathuze Fire, Rescue and Disaster Management Service received full accreditation through the following Professional Bodies:

- ❖ Southern African Emergency Services Institute
- ❖ International Fire Services Accreditation Council
- ❖ Local Government Sector Education Training
- ❖ Department of Labour

Division conducted the following training programs and generated substantial revenue:

- ❖ Fire Fighter I and II
- ❖ Hazmat Awareness/Operational
- ❖ First Aid Level I, II & III
- ❖ Industrial Fire Fighting
- ❖ Basic Fire Extinguisher

FIRE AND RESCUE SERVICES

During the **Thuma Mina** walk the State President Hon. Cyril Ramaphosa after visiting Newly Build Esikhaleni Fire Station applauded the City of uMhlathuze for being one of the best in the country. "

"Speech" code:

*"I'll still go to the offices and congratulate the City. I'm more fascinated by the **state of the art facility** we are in eSikhaleni fire station.*

More interesting is that it's in the township closer to the people and it beautifies the township, " said Ramaphosa after finishing his 5KM walk for purpose"



2018/2019 @ ESIKHALENI FIRE STATION



Fire Brigade Welcomed the President and Minister with a parade and smiles

INTERNATIONAL FIRE FIGHTERS DAY

In celebrating International Fire Fighters Day, fire fighters from uMhlathuze Fire and Rescue Services and the Industries took part in the Fire Fighting Fitness Challenge held at eSikhaleni Fire.



ABOVE: City of uMhlathuze winning Team



ABOVE: City of uMhlathuze winning Team



ABOVE: Hosting Fire hose activity



ABOVE: City of uMhlathuze Fire and Rescue Services Banner

DISASTER MANAGEMENT

INTRODUCTION

Disaster Management function is mandated by the Disaster Management Act 57 of 2002. The Act requires an integrated and effective response to disasters. Disaster Management aims at prevention, mitigation, response and recovery and finally rehabilitation and recovery. There is also the National Disaster Management Framework which gives direction and guidance on how the act should be implemented

Awareness

Disaster Management provides a culture of risk avoidance amongst communities through education and public awareness. Disaster Management has two components to it the proactive component that alerts the community to the problem, highlights practices to prevent problems and work with other departments and entities to avoid problems and to lessen the impact of disaster, the severity of disasters, plan and prepare for emerging crisis, events or disasters, respond rapidly and effectively to disasters and to implement post disasters recovery and rehabilitation by monitoring, integrating, co-ordinating the disaster risk management activities of all role-players.

Special Events

- ❖ Part of relief materials given to the community in need is cloths, during the Mandela day Zululand observer collects clothes and give it to Disaster Management for relief purposes.
- ❖ The International Jazz Festival that was hosted at Richards Bay Sport Complex
- ❖ The Last Dance events hosted at Richards Bay Sport Complex

- ❖ Kufeziwe Gospel Music event hosted in Richards Bay Sport Complex

Major incidents

- ❖ The horrific church wall collapse at the Pentecostal church along R34 where 14 people died, this incident was declared as the disaster
- ❖ Heavy rains that affected a number of wards
- ❖

Relief Distributed

Relief was distributed in the form of 194x food parcels, 83x blankets and 55x Sponges within the City of uMhlathuze area of jurisdiction whose residence were destroyed by fire and /or natural disaster.

DISASTER MANAGEMENT CENTRE

The Municipality has procured a building which will be as a Municipal Disaster Management Centre following the amendment of the Disaster Management Act which required that in consultation with the district, local municipalities must have a Disaster Management Centre.



Picture of a Disaster Management centre

DISASTER MANAGEMENT PLAN

Disaster Management Plan is an integrated document that seeks to address risk reduction programmes for the risk identified by different stakeholders. The City of uMhlathuze is in the process of formulating a level 2 disaster management plan since the current one is due for review.

The other important document adopted by the council that is already in place is the Disaster Management Framework that serves as the guide in the implementation of the plan and disaster management functions.

1.3. OCCUPATIONAL HEALTH CLINIC

The Occupational Health Service rendered by Council to its employees and is executed in accordance with the provisions of the Occupational Health and Safety Act, 1993 (Act 85 of 1993) and Council Resolution 768 of 27 November 2001. The uMhlathuze Municipality has one thousand nine hundred and thirty eight (1 938) permanent employees and three hundred and twenty (320) temporary employees including the Extended Public Works Programme workers.

Council has two Clinics, one located eMpangeni Civic and the other Alton Service Centre responsible for the health and safety of its employees. The clinics are operating with highly qualified staff.

Alton Occupational Clinic

This clinic serves as our backbone for as it caters for the entire City employees for occupational services, The Alton clinic extension project is currently under way, which will act as full house for occupational services.

This is a one of the ground breaking infrastructural development. It renders the primary health care services as well.

eMpangeni Clinic

This clinic renders primary health services, eg minor ailment. It is also used as a backup for Alton Clinic.

THE OVERVIEW OF THE CLINIC SERVICES

PURPOSE OF THE OCCUPATIONAL CLINIC

The clinic is guided by the Occupational Health and Safety Act No. 85 of 1992. Therefore annual medical surveillance are conducted which are specifically to the risk identified for the section.

The occupational clinic is rendering the following services for the promotion of health and prevention of diseases as well as promoting the injury free environment.

TABLE 1: SURVEILANCE PROGRAMME

We have conducted the following medicals.

| DEPARTMENTS | |
|---------------------------------|-------------------------|
| Traffic | July 2018 |
| Licensing | July 2018 |
| Security | July 2018 |
| Museum | July 2018 |
| PMU | July 2018 |
| Cemeteries | August 2018 |
| Parks | August 2018 |
| Sports Section | August 2018 |
| Office of the Municipal Manager | August 2018 |
| Disaster | September 2018 |
| Fire | September 2018 |
| Libraries | September 2018 |
| Electrical | October 2018 |
| Clinics | October 2018 |
| Halls | October 2018 |
| Workshop | October 2018 |
| Air Quality | January 2019 |
| Laboratory | January 2019 |
| Road and Storm Water | January – February 2019 |
| Waste Management | February to April 2019 |
| Building Maintenance | March 2019 |
| Financial services | March 2019 |
| Swimming Pools | May 2019 |
| Beaches | May 2019 |
| City Development | June 2019 |
| Water and Sanitation | June 2019 |
| Corporate services | June 2019 |

The Occupational Clinic has a year plan whereby medical surveillance is conducted.

TABLE 2: SURVEILLANCE MANAGEMENT

The following services were offered successful, under surveillance of management.

| SURVEILLANCE MANAGEMENT |
|--|
| Pre-employment medicals |
| Periodical medical exam |
| Exit medical examination |
| Drivers medicals |
| Cherry Pickers |
| Assessment for Alternative Protection ware |
| Hepatitis B Given |
| Health Evaluation following to medicals |
| Health Evaluation following sick leave |
| Health Evaluation others |

Alternative Protective wear was issued with the assistance of the Safety Section to employees with special needs. All employees who were off sick for an extended period are reviewed by the Occupational Health Practitioner.

TABLE 3: HEALTH AND SAFETY

| HEALTH AND SAFETY |
|-----------------------------|
| IOD attended in Clinic |
| Seen by Doctor |
| Been seen by outside agents |
| Injury on Duty follow up |
| Old injury IOD |
| Home Injuries |
| Chemical injuries |
| Assault at work |
| Rehabilitation |

All Injuries on Duty are monitored by the clinic. Those who were attended to by outside agents need to be monitored to ensure the employee is fit to return for duty.

TABLE 4: ANIMAL BITES

The common animal bites that we came across are:

| ANIMAL BITES IOD |
|-------------------------------------|
| Animal bites |
| Bee stings |
| Other stings |
| Bites and sting occur while on duty |

The clinic monitors all animal bites to ensure the employees are fit to work after the incident.

TABLE 5: PRIMARY HEALTH CARE

The municipality offers the following primary health services

| PHC |
|----------------------------------|
| Minor ailments |
| STI |
| Family Planning |
| Dressing done |
| New TB Cases |
| Tuberculosis visits |
| Completed Tuberculosis Treatment |
| Back pain |
| Skin conditions |

TABLE 6: CHRONIC SERVICES

The clinic offers the following chronic services

| |
|---|
| HCT |
| HIV Positive on ARV's visiting the clinic |
| Hypertension Repeat visits |
| Epileptic visits |
| Diabetic New |
| Diabetic visits |
| Asthmatic visits |

The Occupational Clinics works together with Primary Health Care (PHC) Clinics to test and initiate treatment immediately if reactive for some of chronic diseases. Therefore employees make use of this service. The Clinic is in partnership with the government clinic to be a pickup point for employee's chronic medicine, therefore employees with well controlled chronic conditions collect their treatment from the Occupational Clinics.

The clinic started an education programme for employees with chronic condition. The first three groups were started in February 2019. This was due to employees with uncontrolled chronic conditions. The employees benefitted from the group sessions and are now able to control their chronic condition.

| Clinic | Topics | Employees attending |
|-----------|---------------------|---------------------|
| Empangeni | Blood pressure | 8 |
| Alton | Blood pressure | 8 |
| Empangeni | Diabetes | 8 |
| Alton | Diabetes | 8 |
| Alton | Diabetes | 4 |
| Empangeni | Diet | 8 |
| Alton | Diet | 6 |
| Alton | Diet | 4 |
| Empangeni | Exercise and stress | 8 |
| Alton | Exercise and stress | 7 |
| Alton | Exercise and stress | 6 |
| Empangeni | Blood pressure | 8 |
| Alton | Blood pressure | 10 |
| Clinic | Topics | Employees attending |
| Empangeni | Diabetes | 8 |
| Alton | Diabetes | 10 |
| Empangeni | Diet | 7 |
| Alton | Diet | 10 |
| Empangeni | Exercise and stress | 5 |
| Alton | Exercise and stress | 8 |

TABLE 7: HEALTH AWARENESS PROGRAMME

| TOPIC |
|------------------------------|
| Sexually Transmitted Disease |
| Life style |
| Hearing Conservation |
| Tuberculosis |
| Take care of your kidneys |
| Women's Health |
| |

The Clinic participates in the Healthy Lifestyle Awareness Campaign. The following Depots were visited:

| DEPOTS | VENUE |
|---|--------------------------------------|
| Alton Depots <ul style="list-style-type: none"> • Waste Management • Roads and Storm Water • Parks and Cemetery • Plumber Section • Building Structure • Fitter's Section | Alton – Waste management depot |
| Laboratory and Supply Chain Management | Alton |
| Beaches and Swimming Pool | Lifeguard Tower |
| Richards Bay and surrounding depots | Richards Bay Civic Center Auditorium |
| eSikhaleni Depots <ul style="list-style-type: none"> • Waste Management • Roads and Storm Water • Parks • Plumber Section • eSikhaleni Swimming Pools • CFO Branch • Halls and Thusong Centres | Kwa-Hlanganani Hall |
| Mechanical Workshop | Mechanical Workshops |
| Empangeni Parks | Empangeni Parks |

In March being TB Awareness month the clinic visited three sites and a TB campaign awareness was held. The following TB screenings were conducted:

| Site | Screening | Positive |
|------------|-----------|----------|
| Alton | 67 | 2 |
| Empangeni | 67 | 0 |
| ESikhaleni | 42 | 0 |

The employees who were tested positive were initiated on Anti TB Clinic by the PHC Clinic and are being monitored by the Occupational clinic.

SPECIAL PROGRAMMES

| TOPIC |
|--------------------------------------|
| Hospital visit |
| Pregnancy follow up |
| First Aid Boxes |
| Employees follow up after sick leave |
| Employees on lighter duties |
| Employees receiving alternative PPE |

The Clinic is responsible for looking after the health of pregnant employees. The employees are visited at their place of work to identify risks which may have an impact on the mother's health. Employees with health problems are followed up monthly to ensure a healthy work force. The checking and refilling contents of the First Aid Box is also continuing from the previous quarter.

| Depots |
|----------------------------|
| Empangeni Rail |
| Empangeni Library |
| eSikhaleni Depot |
| eNseleni Depot |
| Alton Road and Storm Water |
| Empangeni Rail |
| Electrical Depot |
| Swimming pools |
| Beaches |
| Main Offices |
| Empangeni Civic centre |
| eSikhaleni Depot |

PEER EDUCATORS

The clinic is also involved in peer education programme. It provides relevant health information and topics for peer educators to present to their peers at their respective depots. They are scheduled to meet once every month to discuss topic for the month and to give reports of previous reports.

STAFF DEVELOPMENT

Health practice is a fluid and legislated environment so clinic was able to develop two personnel for Spirometry and Audiometry courses.

2. SECTION: RECREATION AND ENVIRONMENTAL SERVICES

2.1. SPORT AND RECREATION

During the 2018/2019 financial year, a number of sport and recreation programmes were presented and various sport facilities were developed. Milestones and achievements during the year under review include the following:

Senior Citizens Golden Games

These games which are played by senior citizens are aimed at promoting active ageing. Senior citizens compete in games such as ball relay, jukskei, rugby ball throw, duck walk, ring the stick, dress-up and many more. This programme starts at ward to cluster level after which athletes selected in all clusters participate at UMhlatuze Golden Games. Athletes selected at UMhlatuze Golden Games get to participate at District level after which they represent the District at the Provincial Games. Those selected at Provincial Games go further and participate at the National Golden Games. About 20 senior citizens from UMhlatuze participated at the 2018 National Golden Games in Bloemfontein



SALGA KZN Games

These games are played in all municipalities with an aim of unearthing and nurturing new talent. Athletes are selected during elimination games to represent their respective wards, clusters, local and district municipalities at provincial level. History was made when the 2018 uMhlatuze Mayoral Sport day was played at various sport facilities within eSikhaleni Suburb. This proved to be a masterstroke since community members came in large numbers to support participating athletes.

After King Cetshwayo District Game, uMhlatuze Municipality provided about 70 percent of athletes to Team King Cetshwayo that participated at the 2018 Provincial Salga Games in Pietermaritzburg



Beach Games

The 2018 Beach Games proved to be a success with many beach revellers participating in codes such as Touch Rugby, Beach Volleyball, Beach Soccer, Indigenous Games and many more. These Games were part of the annual UMhlatuze Beach Festival

Disability Sport

This programme is aimed at encouraging a healthy lifestyle in people living with disabilities to encourage them to participate in various sport codes. UMhlatuze Disability Sport Day was held where athletes competed in various activities. During these Games, some athletes were selected to represent uMhlatuze at the King Cetshwayo District Games. At the District Games, a team to represent King Cetshwayo District Municipality at the Provincial Games held in KwaDukuza was formed.

INDIGENOUS GAMES

This is one of the mass participation programmes presented annually. Activities played in the Indigenous Games include Khokho, Dibeke, Inchuva, Umlabalaba, Ingqathu and many more. Athletes selected at Local Municipality Level get to participate at the District Level. The District then forms a team to participate at the Provincial Level after which excelling athletes represent the Province at the National Indigenous Games Festival.



SPORT FACILITIES

- ❖ An outdoor gym was established with the state of the art equipment at eSikhaleni thus enabling the community to keep fit and healthy by exercising at their convenient time.
- ❖ Some facilities such as Kick-about at Ndabayakhe and Bhucanana, and irrigation at Central Sport Complex could not be finished in time due to unforeseen circumstances

AMENITIES

SWIMMING POOLS

The swimming pool opened on the 1st September 2018 for the new season and closed on 30 April 2019.

The hot conditions during this season did attract large number of visitors. Lifeguards at the swimming pools kept themselves busy by assisting schools with the Learn to Swim Program.

Council promote that utilization of swimming pools for competitive swimming

The table below shows event that took place at some of the swimming pools.

| SWIMMING POOLS | NUMBER OF GALAS |
|----------------|-----------------|
| Arboretum | 20 |
| Meerensee | 4 |
| Empangeni | 3 |
| | |



Empangeni swimming pool was the venue for the Annual 1000m swim, hosted by the local swimming club.

Councils' swimming pools are also utilized for school excursions and baptism by various churches.

Funds were allocated for the building of the new swimming pool in the Ward 30 area. The design phase is completed and ready for construction. The expected date for construction tender is 30 July 2019 and expected completion date for the construction is at the end of 2020.

Funding was made available to renovate various swimming pools.



New filters were installed at the Umfolozi swimming pool and Arboretum swimming pool for better filtration and water clarity.

BEACHES

The amazing weather all year round and the well-protected beaches did attract crowds of people throughout the year. The shark nets provided by Council, extends a few hundred meters north and south of the main beach. The safe bathing environment and good weather create an ideal destination for tourist from far and wide.

The Alkantstrand beach is the official bathing beach with lifeguards present 365 days a year and the beach is open for bathing from 08h00 to 17h00.

The highly qualified lifeguards are well trained in sea rescues and certified in using the Inshore Rescue Boat and jetski. The lifeguards respond to incident at various other beaches such as

- ❖ Palm beach, Bayhall
- ❖ Naval Island
- ❖ Five mile.

All the lifeguards are tested annually by South African lifesaving.

Alkantstrand beach has 24 hour security based at the beach to ensure the safety of all beach goers. South African Police Service does regular patrols and during the festive season security is inflated.



Security parade at Alkantstrand beach during December 2018



Police and lifeguards keeping a watchful eye on all beach goers during the festive season



Alkantstrand Beach Lifeguards receiving the 10 Malibu boards purchased by Council for assisting the lifeguards in performing rescues.



The lifeguard assisting a paraplegic visitor to gain access into the ocean via the water wheel chair, one of the services rendered at Alkantstrand beach.



Lifeguards just completed the jetski training which will help to venture out to see in the harshest conditions. During 2018 several rescues were made using this outboard craft.

BEACH EVENTS

Alkantstrand beach was the venue for the following events.

| EVENTS | NUMBER |
|---------------------|--------|
| Surfing competition | 1 |
| Boogie Boarding | 1 |
| Skate Boarding | 1 |
| Beach festival | 1 |
| Last Dance | 1 |

FESTIVE SEASON 2018/19

The festive season had an average of about 15363 bathers daily and about 80 000 on New Year's Day. The headcount include the Bayhall area, Palm beach and Newark recreational area.

The table below is the reported stats for the year 2018/19 Festive season from 15 December 2018 to 5 January 2019.

| ESTIMATE OF TOTAL VISITORS | ESTIMATE OF AVERAGE VISITORS/DAY | RESCUES | HELPOUTS | FIRST AID | NEAR DROWNING |
|----------------------------|----------------------------------|---------|----------|-----------|---------------|
| 169000 | 15363 | 5 | 31 | 49 | 4 |



Crowd in the bathing area during December 2019-Alkantstrand beach





Outsourced ambulance personnel treating injured patients.

2.2. PARKS SERVICES

Parks Services involves operations which include grass cutting, arboriculture, Technical Workshop, alien invasive plants, tree planting, horticulture, development of public open spaces and cemetery. City of uMhlathuze has developed Environmental Greening policies as mandated by the National Environmental Management: Biodiversity Act of 2004, National Forest Act of 1998 and Conservation of Agricultural Resources Act.

The purpose of the environmental Greening Policy is to standardise procedures regarding the greening of the environment, especially as far as the planting of trees, the maintenance and care thereof, the conservation and protection of existing trees within the area of jurisdiction of the City of uMhlathuze, are concerned.

The key areas of focus for the Parks Services are as follows:

- ❖ Promote the achievement of a safe environment for the benefit of residents within the area of jurisdiction of the municipality and to provide procedures, methods and practices to manage the use and utilization of cemeteries in the area of a City.
- ❖ To beautify Municipal buildings using hard and soft landscaping including floral arrangements/decorations during the municipal events.
- ❖ To develop Parks and Recreation for Citizen to connect with nature and recreate outdoors
- ❖ To plant trees in order to improve air quality, beautify the City, reduce urban heat and decrease the circulation of greenhouses gases like carbon dioxide and Ozone
- ❖ To cut grass and prune trees in order to keep the City looks aesthetics

Grass cutting and Arboriculture:

- ❖ The City of uMhlathuze is responsible for cutting grass and pruning of trees in the entire City.
- ❖ Grass cutting cycle takes about 6-8 weeks.
- ❖ Areas of responsibility include Public Open Spaces, Streets verges, Parks, Municipal Buildings and special requests
- ❖ The City of uMhlathuze is also responsible to provide floral arrangement /decoration in events and function hosted by the City.
- ❖ Due to vast areas, various contractors were employed to assist with grass cutting and functions with great success during high growing season. The contractors were tasked to cut twice a month during the period of 1 September 2018 to February 2019. New contractors appointed and were tasked to cut once a month during the period of 1 March 2019 to 30 June 2019.



Pictures for grass cutting and pruning team in Empangeni ward 9 and 23

Technical Workshop

This unit deals with procurements of new equipment's, parts, repair and maintenance of all the machinery and equipment's that are used by Parks, Sport and Recreation.

For 2018-2019 Capital Projects:

- ❖ 4 tractor drawn slasher were procured
- ❖ Passenger carrier to transport employees
- ❖ 9 Tractors procured



Pictures for tractors procured 2018/2019 budget

Alien invasive plants:

- ❖ City of uMhlathuze in partnership with Department of Economic Development, Tourism and Environmental Affairs (DEDTEA) has embarked on alien plant control program
- ❖ 3202.93 hectares of alien material including pine, eucalyptus has been cleared in 2018/2019 financial year.



Picture for clearing alien invasive in Arboretum ward 3

Trees planted in 2018/2019 budget:

| Quarter | Area Description | Name of tree planted | | Quantity | Institutions Donated |
|-------------------------|-----------------------------------|----------------------|---------|----------|--------------------------------|
| | | Genus | Species | | |
| 1 st quarter | Madlanzini area during Arbor week | Syzgium Cordutum | | 100 | Procured by City of uMhlathuze |

| | | | | |
|-------------------------|--|--|-----|--|
| | | | 270 | Widlands Trust |
| | | | 85 | Richards Bay Industrial Development Zone |
| | | | 200 | Forestry and Fisheries. |
| 2 nd quarter | Mandlanzini Community Hall, Gobandlovu Community hall, Mandlanzini Mian Road, Guldengrancht Road, Kati P. School, Aquadine S. School, Muzuvukile P. School, Tholokuhle P. School, Nguluzana P. School, Vondlo P. School, Mhlanga P. School,, Mississippi Street and lot 3818 Esikhaleni. | Syzygium Cordatum and Harperphyllum Caffrum. | 200 | City of uMhlathuze |
| 3 rd quarter | Cent Circle, Bullion Boulevard Dollar Drive, Allumina Allumina Allee, East Central Arterial, Main Road Empangeni. | Syzygium Cordatum and Harperphyllum Caffrum. | 200 | City of uMhlathuze |
| 4 th quarter | Fourth quarter: there is no target hence it's a very dry season due to poor survival rate of planted trees experience over the past years. | | | |

Horticulture:

It is further responsible for floral arrangements and display at events hosted by City of uMhlathuze. Such events included inter alia the following during the 2018/2019 financial year:

- ❖ State of the City Address
- ❖ IDP road shows, Umzuvukile Sports ground Enseleni
- ❖ Memorial Services for staff members
- ❖ Environmental day that was held in Ngwelezane Hall
- ❖ Arbor day that was held in Mzingazi
- ❖ Greenest Municipal Competition that was held at Civic Center



Decoration / floral display: Memorial Service for staff Member: Madlanzini Hall ward 4



Decoration/floral display: Environmental Day Ngwelezane hall ward 28



Decoration and Display: Greenest Municipal Competition Civic Centre ward 3



Arbor day: Mzingazi (Sitholinhlahla. P. School) ward 1

Development of Public Open Spaces

- Two Parks were developed which is Esikhaleni and Ngwelezane Park
- More than 100 trees have been planted in order to provide shade and keep the City looks green and aesthetics
- Outdoor gym and free Wi-Fi installation in Esikhaleni..



Public Open Space converted to Community Park in Esikhaleni Ward 21

Cemetery:

The provision of interment services is the integral part of our service provision to the community. Currently there are two fully operational cemeteries within the City of uMhlathuze that being in Richards Bay and eSikhaleni. There also non-operational cemeteries at Empangeni, Nseleni and Vulindlela. General maintenance was performed during the past financial year on all of the above-mentioned cemeteries. A total number of 712 burials were accommodated at a Municipal Cemeteries during the period of 1 July 2018 to 30 June 2019

It is worth noting that Council is streamlining the service delivery to the community by providing One Stop facility for cemetery services that includes the booking/reservation at the following treasury offices

- ❖ eSikhaleni Treasury Office (Hlanganani and New Hall)
- ❖ Vulindlela Treasury Office
- ❖ eNseleni Treasury Office
- ❖ Richards Bay Treasury Office (Civic Centre)
- ❖ Ngwelezane Treasury Office
- ❖ Empangeni Treasury Office

The development of cemeteries remains an important function of the municipalities. During the same financial year, the study of pre-feasibility study for the development of future cemeteries and provision of alternative burials has been investigated (crematorium). Potential land parcels were identified during the investigations, and deemed as suitable for cemetery development purposes. The municipality will engage the landowners with the intention of buying the identified land parcel for the aforementioned purpose.

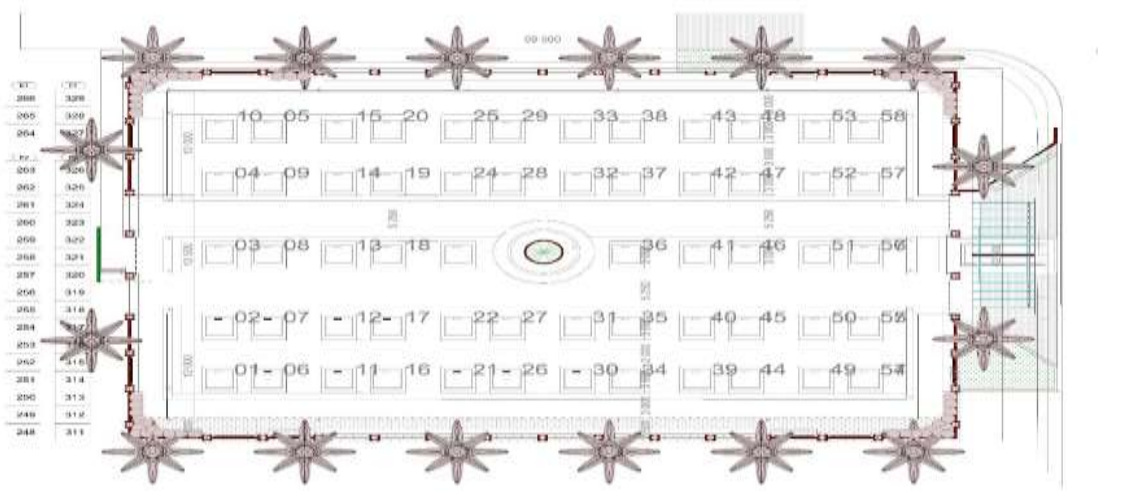
Another investigation was launched with regards unstable soil conditions at both Richards Bay and eSikhaleni cemeteries. The geotechnical investigation shows that both sites are unfavourable for its intended ground burial purpose. Council has since received the report with its recommendations, and it's expected to be implemented in the next financial year, and will provide certainty in terms provision of burial space for the foreseeable future.

A benchmarking exercise on the development of a Heroes Acre was also conducted during the current financial year, with an intention of developing a Heroes Acre at eSikhaleni cemetery. The designs for the Heroes Acre have been finalised, and plans are afoot to commence with construction in the near future when budget processes have been finalised.



DRAFT

Designs for the Heroes Acre in Esikhaleni ward 34



- ❖ Six hundred and seventy thousand, three hundred and thirty seven (670337) visited the library for different services including studying, internet access, photocopying etc.
- ❖ Three thousands three hundred and seventy one (3371) took the new library membership in different libraries.
- ❖ Number of awareness displays were displayed by different libraries to create awareness on number of different topical issues like back to school, valentine's day, human rights day, Nelson Mandela month, women's month, South African cultures, breast cancer awareness, men's health, disability month as well as AIDS awareness month.
- ❖ The following outreach programmes were undertaken to popularize the library work amongst the targeted communities in line with marketing strategy:
 - Story telling performances by schools.
 - Formation of chess clubs.
 - Reading competitions for schools.
 - Hosting of read aloud day.
 - Library orientation for different school phases.
- ❖ In order to cater for those community members who are attending tertiary institutions, libraries have the working relationships with the following institutions, University of Zululand, University of Johannesburg and University of North West amongst others.



MUSEUM:

The museum collect objects and materials of cultural, religious and historical importance preserve them, research into them and present them to the public for the purpose of education and

enjoyment. In line with these mandate the museum during the period under review managed to do the following:

- ❖ One hundred and sixty six (166) paintings and 16 sculptures were displayed for Grade 8 to Grade 12 learners from local schools during the Secondary Eisteddfod competition.
- ❖ Mobile museum visited 30 schools within the Municipality.
- ❖ Crafters displayed the items which include traditional Ukhamba, writing papers, envelopes and gift boxes made of sugar cane leaves.
- ❖ Young artists were given opportunity to display and sell their work in the gallery.
- ❖ Umhlathuze artists participated in the Provincial exhibition.
- ❖ Trainings on incubation in grass weaving, traditional bead weaving, fabric and plastic crochet, embroidery and bead weaving.
- ❖ Two Thousand five hundred and sixty five (2565) people visited the museum during the period in question.



HALLS AND THUSONG CENTRES:

HALLS:

Access to 26 halls facilities was ensured by the provision of the following services to the community during the period under review:

| Paid Bookings Made | Free Bookings Made | Total Bookings Made |
|--------------------|--------------------|---------------------|
| 1934 | 6535 | 8469 |

Note should be taken that bookings mentioned above include bookings done in all 26 halls. Bookings that were accommodated vary from funerals, weddings, community meetings, governmental functions, churches, memorial services, municipal events, schools events, private events etc.

THUSONG SERVICES CENTRES

The Municipality is operating with Two Thusong Services Centres, which assist the community with information, integrated services and programmes meant to share information.

Isaphendulwa 777 building Construction accredited by Construction Education and Training Authority (CETA) to upgrade skills for fifty (50) youth aged 18-35 in Supervision of Construction Processes SAQA NQF Level 4, Construction SAQA NQF Level 2, and Roadworks SAQA Level 3. The programme benefitted fifty (50) learners within the community of Ward 10 and 18 through the Thusong Service Centres Programme, with a stipend of R2 500 . The learnership is for 12 months, with three(3) months theory and nine (9) months Practical experience. On completion of the Learnership, students will be able to acquire an income through self – employment or within the Private Sector. The learnership has officially started from 01 February 2019.



ARTS AND CULTURE PROGRAMMES

OPERATION SIYAYA EMHLANGENI

uMhlathuze Municipality Arts and Culture hosted the operation Siyaya Emhlangeni (Pre – Reed Dance) on 18 August 2019 at Ngwelezane Community Hall. The intention of this event was to accommodate those maidens who won't be able to attend the Reed Dance Ceremony. Fifteen

(15) buses were procured to transport maidens and matrons, 1300 short sleeve t-shirts were procured for maidens, 100 long sleeve t-shirts for matrons and catering service were procured to cater for 1300 maidens and 150 VIP's (matrons and officials). People from other relevant Departments like Provincial Arts and Culture etc participated on the event.



INGOMA COMPETITION

uMhlathuze Municipality COMMS Arts and Culture organised Ingoma Competition for all community members of uMhlathuze Municipality. The competition was held at Vulindlela sport ground on 24 November 2019. Different categories of Ingoma which participated are as follows: Amahubo,

Isigekle, Isizingili girls, Isizingile boys, Isishameni, Indlamu, Umshado. In all categories the winners received the following prizes: 1st price – R500, 2nd price – R3000, 3rd price – R2000.

UMHLATHUZE STREET DANCE COMPETITION

On the Youth month we hosted the Street dance competition at Empangeni Civic Hall on 23 June 2019. Twenty four groups (24) groups from various wards of the City participated in the competition. The prizes were as follows:

- 1st price – R10 000,
- 2nd price – R5000,
- 3rd price – R3000,
- 4th price – R2000



PUBLIC SAFETY AND SECURITY

3.1. TRAFFIC SERVICES

TRAFFIC SERVICES AND OPERATIONS

This Sub-section is made up of five (5) units or segments namely, the Traffic Unit (TPU), Traffic Wardens Unit (TWU), Bylaw Enforcement Unit (B-LEU), Traffic Administration section and the Traffic Control room.

The Traffic Policing Sub-Unit (TPU)

This Unit is responsible for planning and organising for the execution of daily law enforcement plans and traffic operations. The Unit's functions range from law enforcement duties, patrol function, directing and controlling traffic (point duty), setting

up and conduct of roadblocks, vehicle checkpoint inspections (VCPs) and speed detections for purposes of road safety compliance and taking enforcement action against speeding offenders. The Unit also attends to various calls for service received from members of the community including responding to various emergencies, road incidents (road crashes, spillages and roadway obstructions), escort duties, by-law violations and related complaints. The Unit also renders assistance to mandated services of the South African Police Service relating to crime prevention, policing of gatherings, public protests and demonstrations and management of events.

The Traffic Warden Sub-Unit (TWU)

This Unit plans and executes law enforcement operations aimed at complementing the enforcement workload of the traffic officers. The Unit focuses on the provision of road safety education at various schools. This Unit's function briefly entails traffic law enforcement duties, the patrol function, directing and controlling traffic (point duty), assist with setting up and conduct of roadblocks; regulating parking through parking control and parking enforcements including issuing 'fines' or notices for parking offences.

The By-law Enforcement Sub-Unit (B-LEU)

This Unit enforces the Nuisance, Street trading and the Keeping of Animal By-laws. The Unit's functions range from law enforcement duties related to by-laws, the patrol function, road safety education and assisting traffic officers with point duty (traffic control) and roadblock activities. The Unit also attends to various calls for service including public complaints relating to violation of bylaws and nuisances from community members. The Bylaw Enforcement Unit also plans and executes police raids in conjunction with the South African Police Service and other security or armed services in order to remove illegal structures and paraphernalia used unlawfully in informal trading activities.

The Traffic Administration Sub-division (Admin Section)

The Administrative Section provides vital administrative and human resource support function to the Traffic Section as a whole. The sub-section contributes greatly to the efficiency of the Traffic Section. Its functions include dealing with offence data, conduct of vehicle data searches, traffic information retrieval and recording, personnel budget, human resource management and filing of records, control of leave and asset records, preparing the court roll for each court day, generating court processes such as summonses and warrants of arrests for authorisation by judicial officers.

The Control Centre/Room (Dispatch Centre)

The Traffic Communications Centre or Control Room is responsible for ensuring facilitation of internal and external communications, information exchanges and to deal with public queries including during and after hours. The Radio or Control Room operates a 24-hour switchboard and is central to the departmental system of communications. The Unit has a staff of operators (Control Room Operators) whose main function entails answering telephone calls from the public and from traffic personnel or other external stakeholders such as abnormal load companies, community members and construction companies. The operations are also responsible for answering and transmitting radio messages in order to collect information from personnel and dispatch a response to incidents and emergencies. The Control Room also deals with emergency calls and for that purpose a 24 hour emergency line number: 035 907 5760 / 5761 is provided for use by members of the public to access the department in reporting any emergency at any time.

BY-LAW CLEAN-UP BLITZ PROGRAMME

In February 2019, the By-law Clean-Up Blitz Campaign was launched against the backdrop of the increasing sale of vehicles displayed along the verges of various public roads (Central Park near Five Ways Mall and Gan's Motors in Empangeni to name but a few). The complaints were escalated by the Khuleka sub-forum of the Empangeni CPF and culminated in a station co-ordinated planning against crimes reported at the CPF and other forums. Operations dealt with a variety of violations including illegal advertising and trading in numerous gazebo's in Commercial Road in Empangeni were scheduled.

The joint planning forum emerged with a plan for a multi-disciplinary operation involving the SAPS, traffic officers, traffic wardens, law enforcement officers (by-law inspectors) immigration officers, CRG Security, LED officials and Second-hand Goods Officers. The targeted areas were Central park near the Zululand Observer, Gan's Motors and Commercial Road and Power Spar area in Empangeni and Midas in Richards Bay near Ritchie Ford and Midas. The operation was a huge success and from the date of the operation, there have not been any vehicles advertised for sale the Central park area that was cleared. All violators found at Gan's Motors and Central Park was served with abatement notices admonishing them to cease their operations within 24 hours. At Power Spar and Commercial Road a number of abatements were also issued to illegal traders. Five illegal immigrants were detained and released upon production of their immigration documents. Numerous abortion stickers were removed from advertising boards, power housings and street lamp poles. The mechanics at Gan's were issued with

abatement notices and cleared the area but returned a few days thereafter to re-establish their trade on the original spots.

However, before the traffic department could return to extend this campaign further, the ABM (Area Based Management) programme commenced.

With the provincial Business Regulation Campaign of EDTEA (Economic Development, Tourism, Environmental and Arts provincial department) and the ABM, numerous abatement notices were issued to by-law violators, illegal traders in particular, all over the City including Enseleni, Esikhaleni, Richards Bay CBD including next to Midas and the taxi rank, Empangeni,

At Home and Hyper, the door to the garage which had been open and leading to a shopping area in the garage was closed down during the Business Regulation Campaign of the Department (EDTEA).

PEDESTRIAN MANAGEMENT PROGRAMME

The advent of pedestrians who often use the middle of the roadway to ply their trade or beg for donations at robotised intersection, has become commonplace. The IJS (Integrated Justice Forum) was used to address the evident apathy in prosecution or adjudicating on the matters involving pedestrians who beg at intersections. After the first meeting held in this quarter, the courts began to convict these offenders accordingly. Quite a number of them who now have suspended sentences as a result realized the need to stand out of the intersection or roadway in order to beg without breaking the law.

NATIONAL ELECTIONS

From the 4th of May 2019, the Section was very busy engaged in security planning meetings in preparation for and to operationalize plans from the National Joint Operations and Intelligence Structures (Nat JOINTS) in order to assist and support the Independent Electoral Commission (IEC) to hold peaceful and successful national elections locally.

Officers assisted in escorts of ballot boxes and other election material by police. Needless to say the elections were a resounding success, thanks to the joint efforts of security services.

NONGOMA REED DANCE

During this prestigious cultural dance event, the Section examines numerous buses for roadworthiness and escorts such buses conveying Zulu maidens to eNyokeni in Nongoma for the Reed Dance ceremony. This is done to ensure safety of the maidens.

The buses are also escorted there and back as an extra measure to ensure safety. This was done in relation to the event held from the 8th – 9th of September 2019.

ROAD SAFETY EDUCATION AND SERVICES

The road safety activities conducted by Traffic wardens within the City of uMHLATHUZE are the catalyst in prevention and reduction of pedestrian related road accidents. Crime prevention in general involves public education and articulation of public values. Allied to serious road accidents is the heinous crime of culpable homicide. This crime may however be prevented and crashes may be reduced when law enforcement is augmented with public values and education and by use of the other pillars of crime prevention.

The Child-in-traffic programme serves to educate the local community and makes the public aware of the risks and threats to their safety that may be occasioned by incautious usage of the road network. The programme has targeted vulnerable road users, school children in particular, and educated them on safe usage of public roads, alertness when traversing such roadways and making oneself more visible as a pedestrian upon any section of a public road. The programme has also organised scholars into scholar patrols in order to enable them to become competent in conducting school-based scholar patrols. Scholar patrols enable learners to cross busy roadways, crossings and entrances that may be potential red zones (high accident areas) to road users school children in particular. Learners in Early Childhood Development Centres (ECDs) and primary schools have thus benefited from the programme. Traffic Wardens have been used as road safety officers.

| Programme Details | 1st Quarter 2018/2019 | 2nd Quarter 2018/2019 | 3rd Quarter 2018/2019 | 4th Quarter 2018/2019 |
|------------------------------------|---|---|---|---|
| Number of Primary Schools Attended | 26 | 17 | 24 | 0 |
| Number of Scholars Attended | 3475 | 2748 | 11229 | 0 |

THE SAFE-TO-SCHOOL SAFE-TO-HOME (S2S-S2H) SCHOOL SAFETY PROGRAMME

The S2S-S2H Programme is conducted by the municipality through the medium of the traffic section in partnership with Global Road Safety Partnership South Africa (GRSP-ZA)

The Mayor from uMfolozi municipality, Mrs Moloi from the KZN Department of Transport and a representative of the Mayor or the Manager: Public Safety for the City of uMHLATHUZE Municipality were invited to speak and attended the official launch of the programme in Mzingazi in March 2019. The engineering assessments of the programme have confirmed presence of safety issues around local schools namely Floraton Primary School (Aquadene), uVondlo Primary School (eNseleni) and Mzingazi Primary School (uMfolozi municipality). The programme is poised to commence implementation of project assessment results.

7. ROAD ACCIDENT STATISTICS

| | 1st Quarter 2018/2019 | 2nd Quarter 2018/2019 | 3rd Quarter 2018/2019 | 4th Quarter 2018/2019 |
|------------------------------|---|---|---|---|
| Fatal | 20 | 20 | 3 | 12 |
| Serious Injuries | 18 | 39 | 21 | 11 |
| Slight/Minor Injuries | 117 | 117 | 75 | 88 |
| TOTAL | 155 | 176 | 99 | 111 |

ROAD ACCIDENT STATISTICS

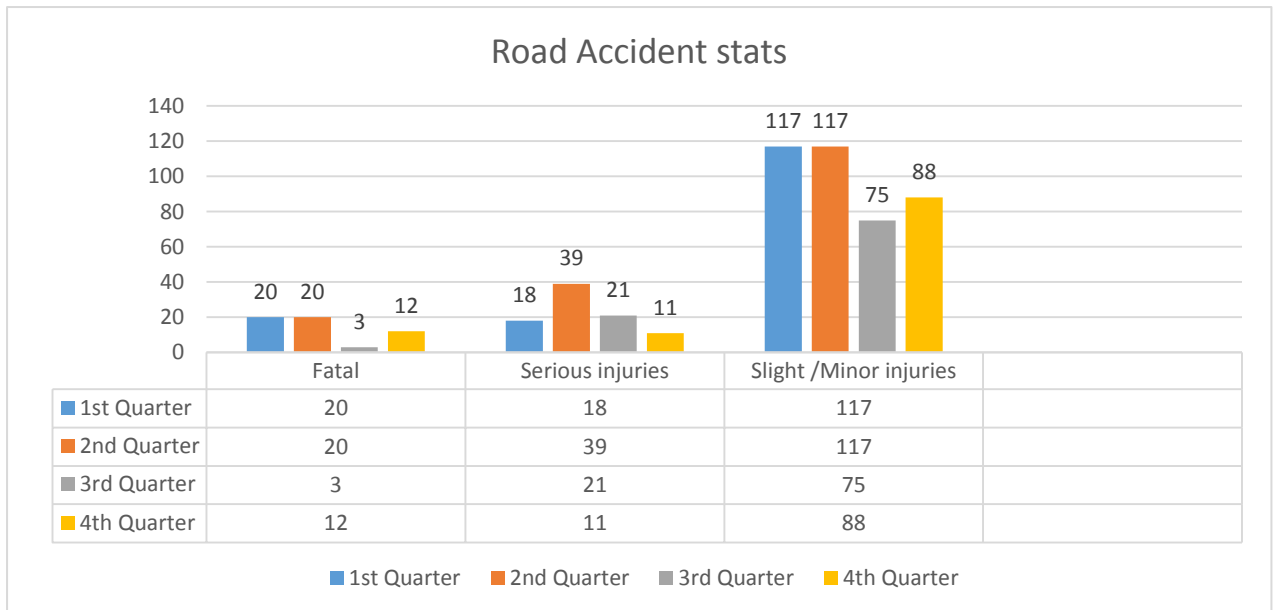


Fig. 1



Fig.2

REVENUE STATISTICS AND SERVING OF PROCESS OF NOTICES

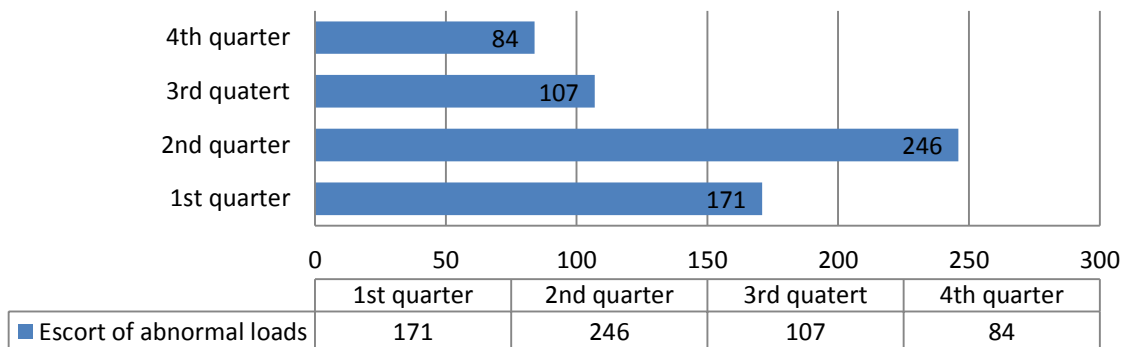
From Notices Issued By Law Enforcement Personnel

| NOTICES ("Tickets") | 1 st Quarter 2018/2019 | 2 nd Quarter 2018/2019 | 3 rd Quarter 2018/2019 | 4 th Quarter 2018/2019 |
|---------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Sec 56 (In Hand) | 800 | 583 | 606 | 777 |
| Sec 341 (On Vehicle/Windscreen) | 1116 | 522 | 957 | 1579 |
| TOTAL | 1916 | 1105 | 1563 | 2356 |
| | | | | |

B. From Escort of Abnormal Loads

| TARRIF | 1 st Quarter 2018/2019 | 2 nd Quarter 2018/2019 | 3 rd Quarter 2018/2019 | 4 th Quarter 2018/2019 |
|--|---|---|---|---|
| @ R556,52 Per Vehicle Per Officer and Per Hour excl. VAT | 171 | 246 | 107 | 84 |
| | R 112 298 | R 158 719 | R 84 478 | R109 494 |
| TOTAL FOR A YEAR | 608 | | | |
| | R 428 352,72.00 | | | |

Escort of abnormal loads



CAMERA SPEED LAW ENFORCEMENT

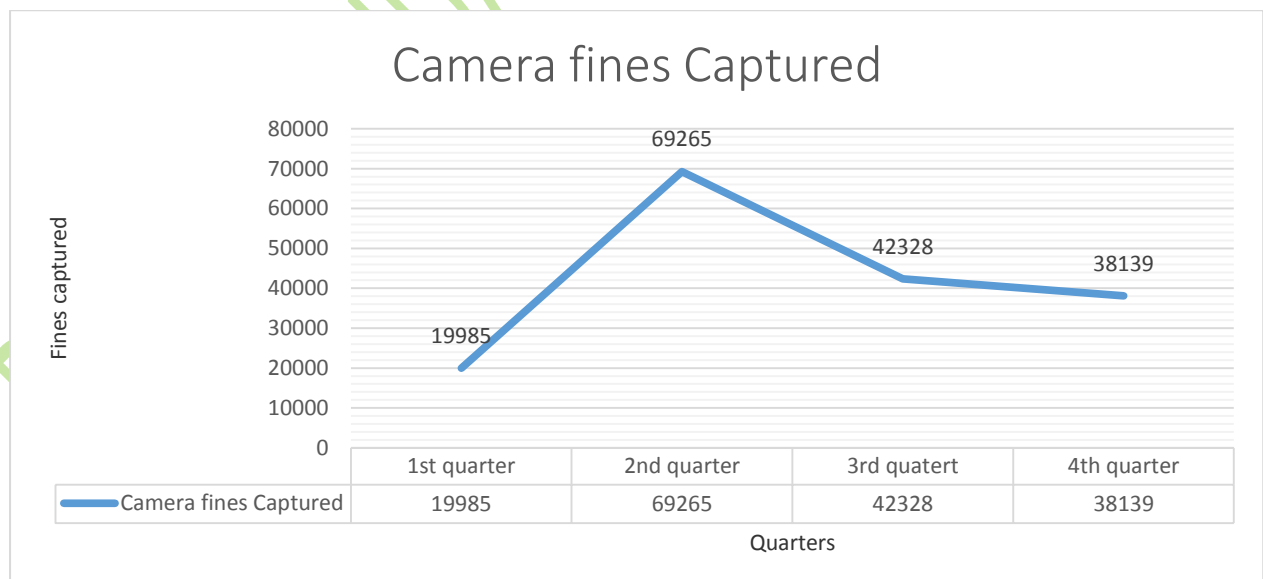
On 3 September 2019, the Traffic Services and Operations Section implemented the speed camera law enforcement using advanced i-Camera (i-Cam) equipment around the City. The project cameras are used to detect and institute law enforcement procedures against speeding offenders. The project is implemented based on a service level agreement contained in a service delivery agreement concluded between the municipality and a public company known as Traffic Management Technologies (TMT).



Speed law enforcement in the City is conducted on strategic sites approved by the Director of Public Prosecutions (DPP). Manually operated speed machines are also used to augment the speed management programme. The latter are placed in a roving manner in various locations around the City. The impact is believed to be positive as speed is one of the major contributing factors in road crashes. The impact is reflected in the regular reports submitted to the DPP.

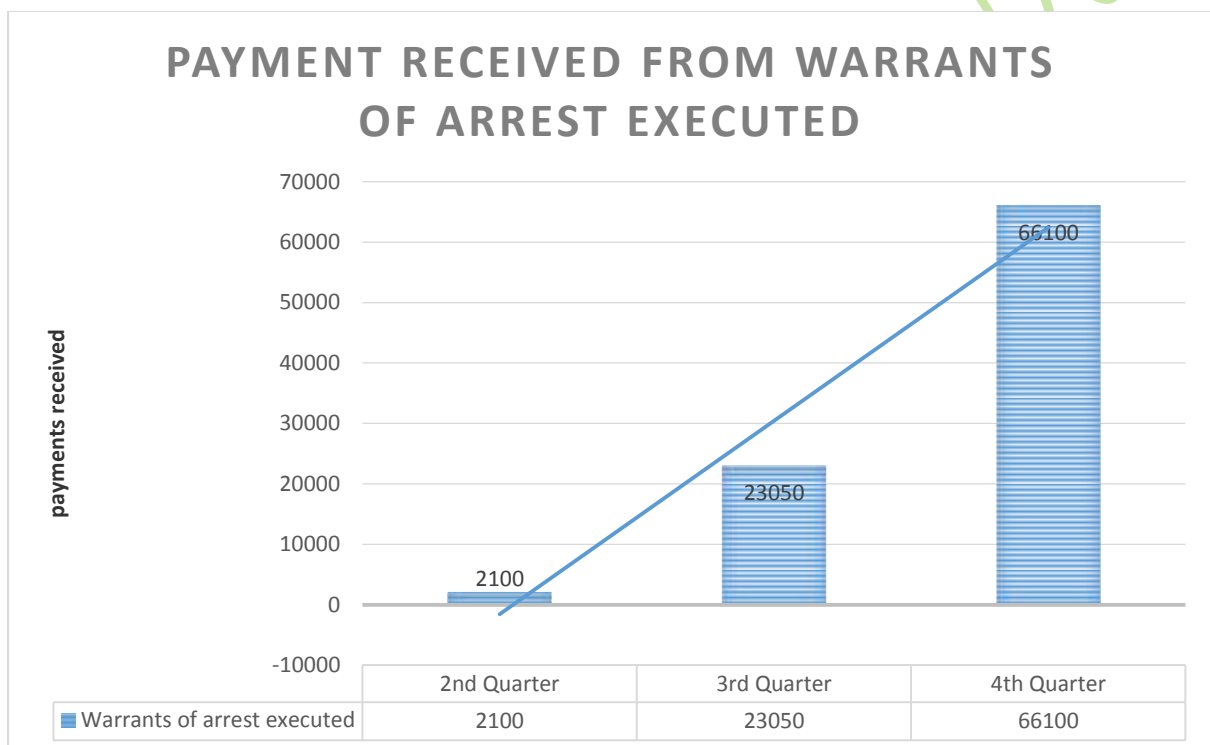
SPEED ENFORCEMENT STATISTICS

| Details | 1st Quarter 2018/2019 | 2nd Quarter 2018/2019 | 3rd Quarter 2018/2019 | 4 th Quarter 2018/2019 |
|------------------------|--------------------------|--------------------------|--------------------------|--------------------------------------|
| Infringements Captured | 19 985 | 69 265 | 42 328 | 38139 |
| TOTAL | INFRINGEMENTS | 169 717 | | |
| | RELATED PAYMENTS | R 4 365 325.00 | | |



WARRANTS OF ARREST EXECUTION STATISTICS

| Details | 1st Quarter 2018/2019 | 2nd Quarter 2018/2019 | 3rd Quarter 2018/2019 | 4 th Quarter 2018/2019 |
|-------------------|------------------------------|--------------------------|--------------------------|--------------------------------------|
| Warrants Executed | 17 | 3 | 31 | 84 |
| TOTALS | WARRANTS EXECUTED | 135 | | |
| | RELATED PAYMENTS | R 122 450.00 | | |



ARRESTS - OTHER OFFENCES

| Details of Arrest | 1 st Quarter 2018/2019 | 2 nd Quarter 2018/2019 | 3 rd Quarter 2018/2019 | 4 th Quarter 2018/2019 |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Reckless or Negligent and Other | 0 | 0 | 4 | 0 |
| Pedestrians – Illegal Conduct at Intersections | 0 | 0 | 2 | 0 |

| | | | | |
|--------------|----------|----------|----------|----------|
| Other | 8 | 6 | 0 | 2 |
| TOTAL | 8 | 6 | 4 | 2 |

Two arrests were made with regard to the beggars who stand, kneel or lie upon the surface of the public roads at intersections to ask for donations. The two were found guilty of conduct that is likely to constitute danger to other road users and themselves. Suspended sentences were imposed by the court.

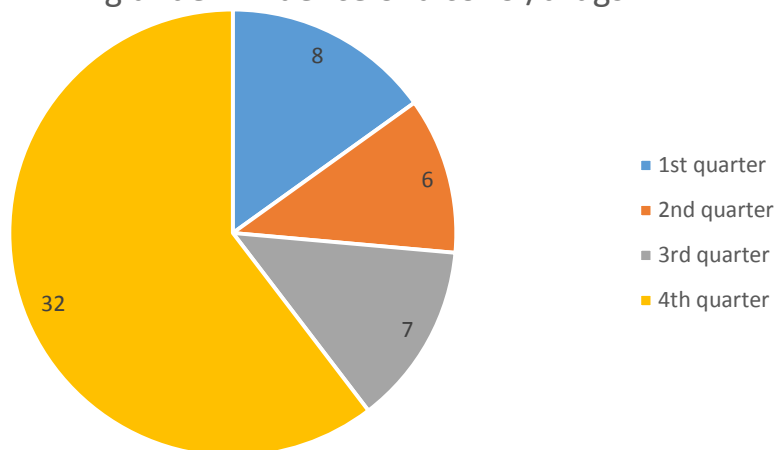
ALCO-DETECTION PROGRAMME

In September 2019, a new programme for random detection of alcohol in drivers who are driving motor vehicles on public roads was launched by the Traffic Services and Operations Section. Though slow in the initial take-off the program has gradually increased the number of drivers arrested for driving whilst under the influence of alcohol. The programme has continued throughout the financial year.

With continued speed management operations complemented by the Alco-Detection Programme the enforcement measures continue to positively impact the reduction of road accidents, thus saving lives. This way the Traffic Section assists the municipality to ensure a safe and secure environment for the members of the local community and the City's visitors or tourists.

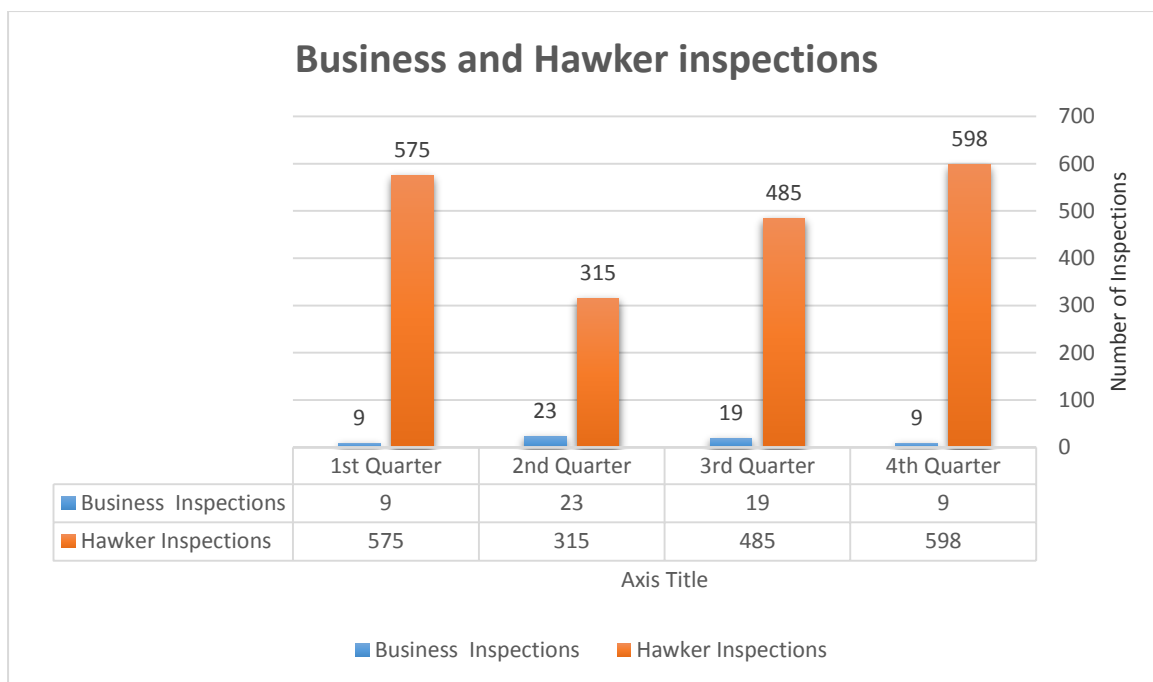
| Nature of Offence | 1st Quarter 2018/2019 | 2nd Quarter 2018/2019 | 3rd Quarter 2018/2019 | 4th Quarter 2018/2019 |
|--|------------------------------|------------------------------|------------------------------|------------------------------|
| Driving Whilst under the Influence of intoxicating liquor/Drug having a narcotic effect | 8 | 6 | 7 | 32 |

Driving under influence of alcohol/drugs



COMPLIANCE INSPECTIONS

| Details | 1 st Quarter 2018/2019 | 2 nd Quarter 2018/2019 | 3 rd Quarter 2018/2019 | 4 th Quarter 2018/2019 |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Business Licence Site Inspections | 9 | 23 | 19 | 9 |
| Informal Trade ("Hawker") Inspections | 575 | 315 | 485 | 573 + 25 Abatement Notices |
| Hawkers Trained | 0 | 285 | 0 | 0 |

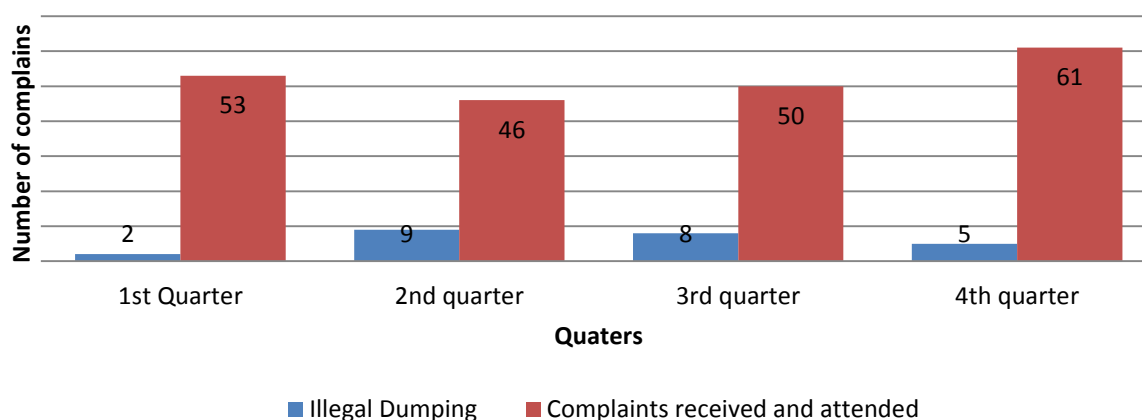


PUBLIC AND BY-LAW COMPLAINT INVESTIGATIONS

Various complaints were reported to the Section and law enforcement officers and traffic officers investigated such complaints and provided feedback. Many of the complaints relate to nuisances and informal trading against which numerous abatement notices were issued. The service of investigating public complaints is available and continues to be provided.

| Nature of Complaint | 1st Quarter 2018/2019 | 2nd Quarter 2018/2019 | 3rd Quarter 2018/2019 | 4 th Quarter 2018/2019 |
|---|-----------------------|-----------------------|-----------------------|-----------------------------------|
| Illegal Dumping Complaints | 2 | 9 | 8 | 5 |
| Complaints received and attended to (See details DMS 1276278) | 53 | 46 | 50 | 61 |

Public and BY-Law complaint investigations



MAJOR PUBLIC EVENTS (RECREATIONAL, SIMILAR OR RELATED ACTIVITIES)

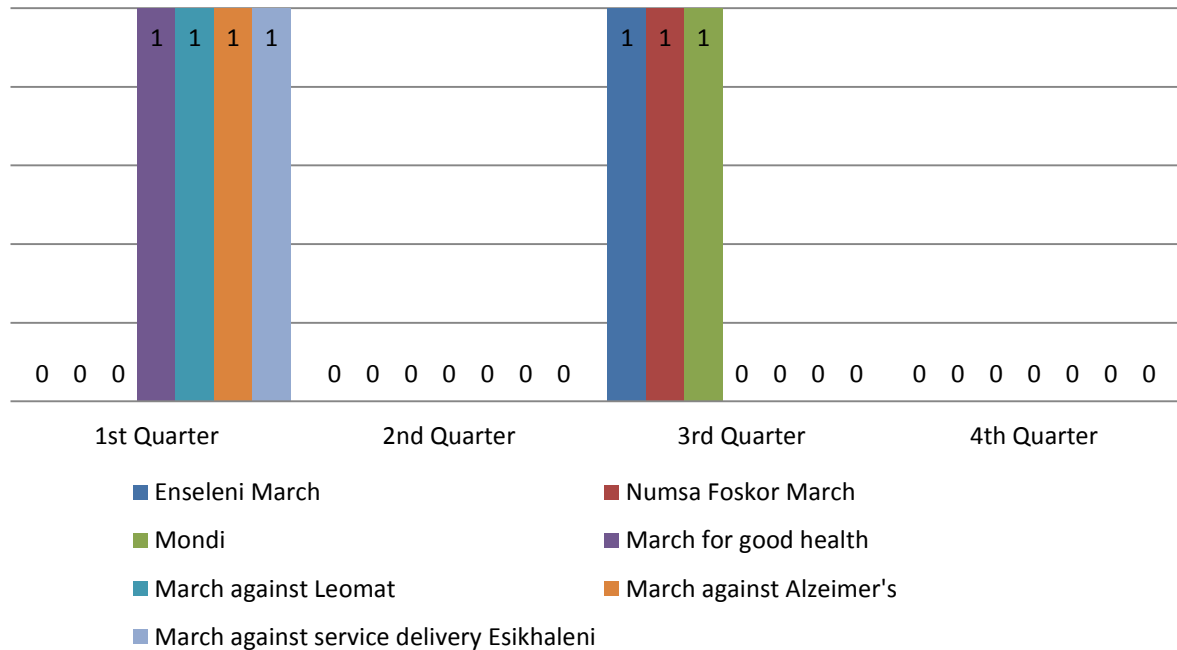
Peace officers appointed by a municipality are in terms of the law required to assist with threats to safety and security at public events. In terms of the Safety at Sports and Recreational Events, 2010 (Act no. 2 of 2010), this assistance includes powers for searches and seizures, inspections, removal and impoundment of unauthorised vehicles found parked upon designated traffic free zones. At entrances to public events, the National Road Traffic Act, 1996 (Act no. 93 of 1996) allows traffic officers and traffic wardens to ensure the free flow of traffic by means of traffic control and instructions that may be given to road users in pursuance of public safety.

| Recreational or Similar Events | August 2018 | September 2018 | December 2018 | January 2019 |
|--|-------------|----------------|---------------|--------------|
| Pre-Reed Dance Celebrations at Ngwelezane Hall (On 18 August 2018) | 1 | | | |
| Escort of Reed Dance Buses to Nongoma (On 07 September 2018) | | 1 | | |
| Reed Dance at Nongoma (08-09) | | 1 | | |

| | | | | |
|--|--|---|---|---|
| September 2018) | | | | |
| DolosFees Music Festival at Alkantstrand Beach (22-23 September 2018) | | 1 | | |
| Transnet Port Festival at Naval Island (08-09 December 2018) | | | 1 | |
| Department of Social Development Disability Parliament at Richards Bay ((03-05 December 2018) | | | 1 | |
| Dr. 3 Second International Maskandi Festival at uMhlathuze Sports Complex ((15 – 16 December 2018) | | | 1 | |
| uMhlathuze Mayoral Projects: Mandlazini, Mzingazi, eSikhaleni.(Opening of a Hall,launch of Mzingazi road and Siyahlola project and bicycle project. ((14 December 2018) | | | 1 | |
| Last Dance Music Festival at uMhlathuze sports Complex (31 December 2018) | | | 1 | |
| New Year's Day Celebrations at Alkantstrand (01 January 2019) | | | | 1 |

| Nature of Assembly | | 1st Quarter 2018/2019 | 2nd Quarter 2018/2019 | 3rd Quarter 2018/2019 | 4th Quarter 2018/2019 |
|--------------------|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. | ENseleni Service Delivery March (In March 2019) | | | 1 | |
| 2. | Numsa March at Foskor (from 15 March - 30 April 2019) | | | 1 | |
| 3. | Mondi (In March 2019) | | | 1 | |
| 4. | March for good health by Seventh Day Adventists (On 26 August 2018) | 1 | | | |
| 5. | March against Leomat by Golekane Movement at Esikhaleni (On 26 August 2018) | 1 | | | |
| 6. | March against Alzheimer's Disease by Department of Sports & Recreation Richards Bay (On 11 - 13 September 2018) | 1 | | | |
| 7. | March against Service Delivery on behalf of Esikhaleni Residents by Golekane Movement at Esikhaleni (On 28 September 2018) | 1 | | | |
| | Induna Strike employees submit memorandum to the Local Port in Richards Bay | | | | |
| TOTAL | | 4 | 0 | 3 | 0 |

Public Gatherings,Protests & Pickets



Truck drivers protest closing down John Ross Alumina Allee Intersection

TRAINING

On the 1st of October 2018 fourteen (14) of these traffic wardens were enrolled at the Traffic Training College in Pietermaritzburg in order to be formally trained **as traffic**

wardens. This training empowered the traffic warden as a peace officer, cultivated basic skills required for the traffic wardens to competently perform their duties and helped the Municipality limit its vicarious liability for the public acts of these traffic warden. The course also entails modules/subjects such as professional conduct, procedures to offenders, legals (including powers and duties of a traffic warden), anti-corruption, financial aspects and traffic control (point duty) etc.

Most of these traffic wardens completed the course on the 26th of October 2018 and one only completed it in May 2019. Having lost one to untimely death and with one not completing the course, only 12 have passed and completed the course. They are now registered and competent traffic wardens and may be fully utilized in the enforcement of traffic laws within the scope of a traffic warden.

ANIMAL IMPOUNDMENT

KZNCOGTA has circulated the urgent requirement, to All municipalities, to establish a Pound or conclude a shared service agreement with other Municipalities or entity to establish a Pound, and directed to:

- *Adopt and implement a Pound Bylaw by way of a Council Resolution,*
- *Promulgate the relevant bylaw in the Provincial Gazette in accordance with the provisions of section 13 of the Systems Act,*
- *Amend their 2018/2019 Integrated Development Plans to include Municipal Pounds in the said Plans, in the event that the establishment of a Municipal Pound does not currently feature in the approved Integrated Development Plan,*
- *Allocate a budget for the establishment of a Municipal Pound or a shared service Municipal Pond, in the Adjustment Estimate of the relevant Municipality,*
- *Establish an operational Pound or shared service pound with another Municipality or entity.*

The establishment of an operational Municipal Pound is a priority on the Agenda of the Justice, Crime Prevention, and Security (JCPS) Executive Council Cluster, as a result of, amongst others, the fact that stray animals wander onto municipal roads and provincial highways, resulting in fatal accidents.

In the meantime, City of uMhlathuze has signed an SLA with a Service Provider effective 1 December 2018, concerning the impounding of stray and abandoned animals. Keeping in line with legislation, Eshowe animal pound was the closest pound to the municipality with which an agreement could be considered.

In June 2019, an extensive awareness campaign was launched to augment the IDP consultations which were conducted in May 2019 on the subject of stray and untended animals. This campaign targeted farmers or stock owners in the main. At completion,

thereof the impoundment of animals began. Two cows and a bull were seized and impounded when they were found stray and untended in June 2019. The animals are currently in the pound in Eshowe.



Animals Impounded by means of Law Enforcement Operations.

MOTOR VEHICLE LICENSING

Motor Licensing and Registration under Traffic Services operates in the following areas,:

- Empangeni Motor Licensing Bureau
- Richards Bay Licensing Bureau
- Drivers' license Testing Centre

The Motor Vehicle Licensing Bureau (MLB) is responsible for, inter alia;

- Issuing motor vehicle licence disks,
- Renewal of - and registering motor vehicles,
- Attending to motor vehicle enquiries.

The Driver's License Testing Centre;

- Booking and testing of learners licensing,
- Processing of driver's license renewals,
- Processing of PDP applications and renewals,
- Conducting learners' classes.

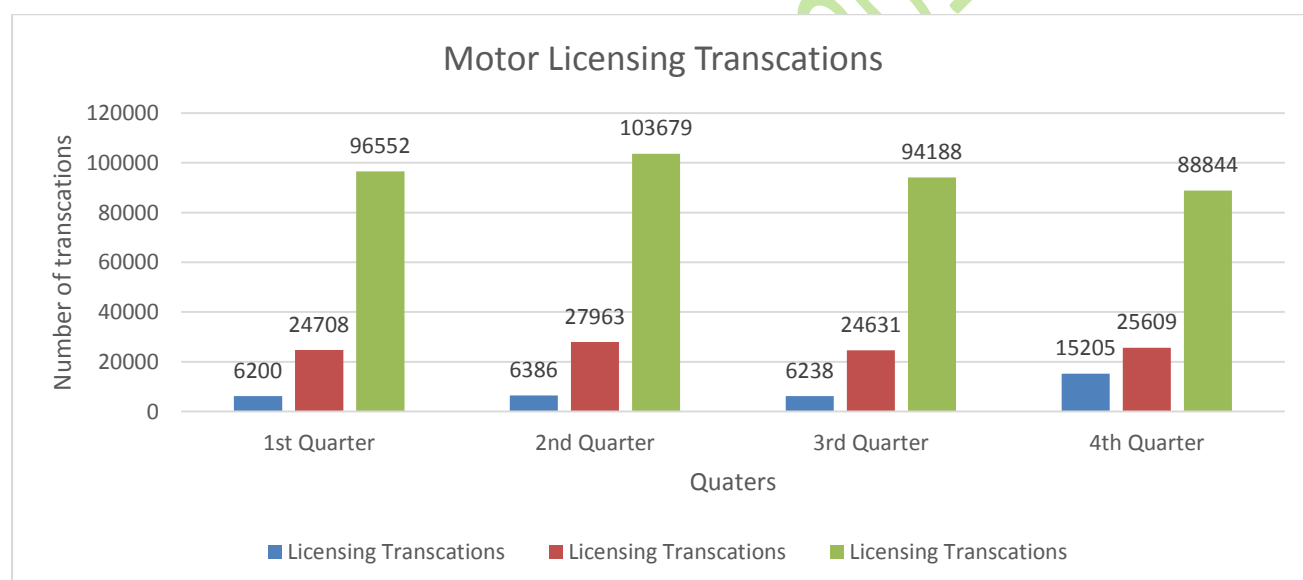
Currently the performance agreement between the Municipality and Department of Transport is being revised in terms of registration and licensing of motor vehicles and driver's license testing centre functions. The agreement is revised every (3) three years between stakeholders.

Statistics

The following statistics reflect the activities for the Traffic Licensing section during third period year.

Motor Licensing Transactions (Administration)

| | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Combined |
|-----------------------------------|----------------|----------------|----------------|----------------|----------------|
| Vehicle Registration | 6 200 | 6 386 | 6 238 | 15 205 | 34 029 |
| Vehicles Licenced | 24 708 | 27 963 | 24 631 | 25 609 | 102 911 |
| Other License transactions | 96 552 | 103 679 | 94 188 | 88 844 | 383 263 |
| Total Transactions | 127 460 | 138 028 | 125 057 | 129 658 | 520 203 |



Number of Driver and Learner Licences Processed

| | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Combined |
|---------------------------------|-----------|-----------|-----------|-----------|---------------|
| Total no Applications | 1 696 | 1 356 | 2112 | 1702 | 6 866 |
| Test passed | 917 | 796 | 959 | 927 | 3 599 |
| Test Failed | 722 | 633 | 754 | 788 | 2 897 |
| Failed to attend | 67 | 50 | 58 | 75 | 250 |
| Capture test result | 1 703 | 1 498 | 1 774 | 1 772 | 6 747 |
| Drivers Licence Renewals | 2 561 | 2 614 | 2 602 | 2 564 | 10 341 |
| Dup Learners Licence | 36 | 22 | 28 | 39 | 125 |
| PRDP Applications | 705 | 645 | 831 | 789 | 2 970 |

| | | | | | |
|----------------------|-----|-----|-----|-----|-------|
| PRDP issue | 709 | 584 | 729 | 775 | 2 797 |
| Other DLTC functions | 0 | 0 | 0 | 2 | 2 |
| Oral Tests | 0 | 0 | 0 | 2 | 2 |

Table 1

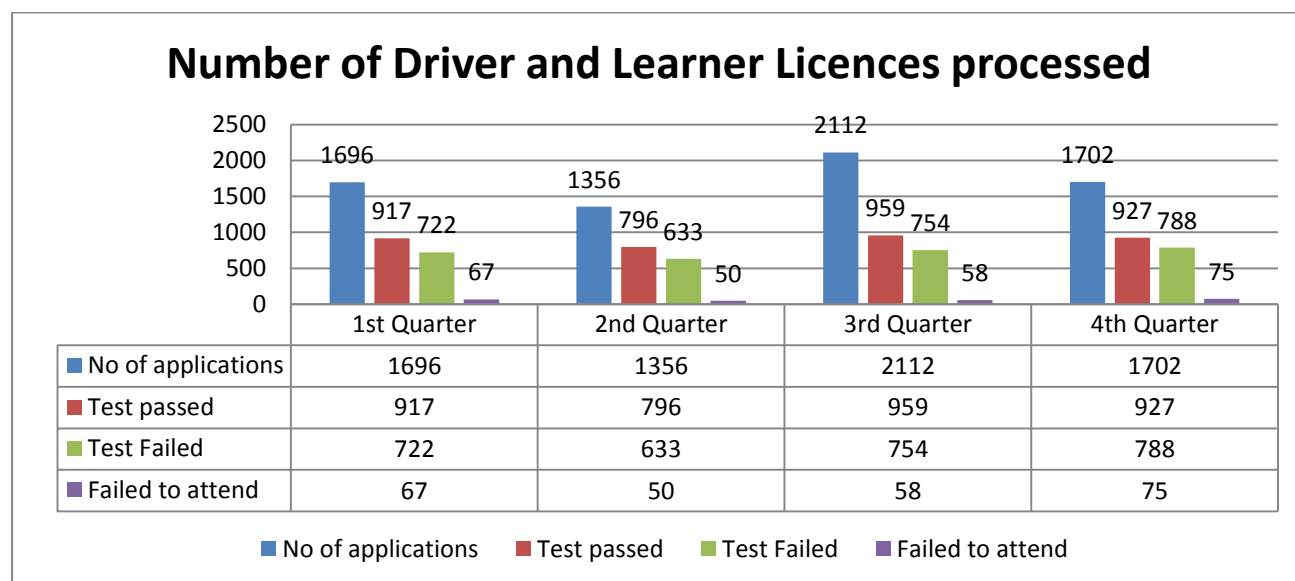
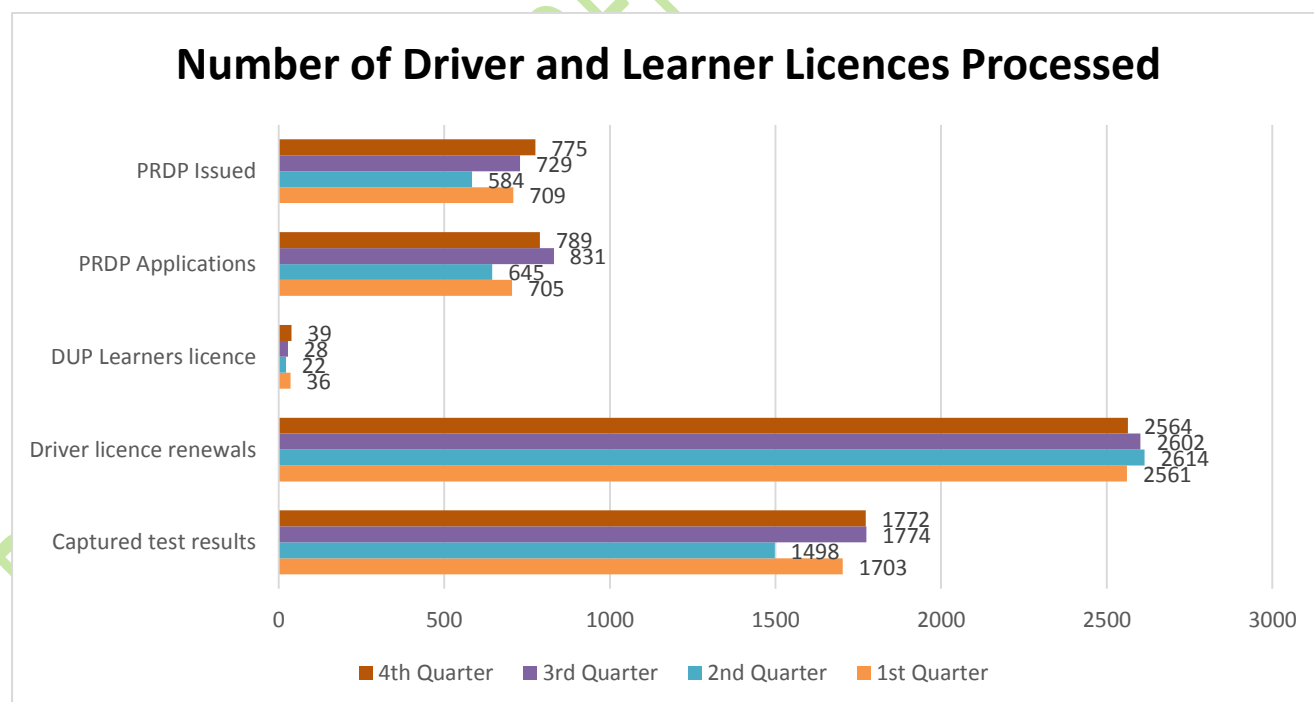


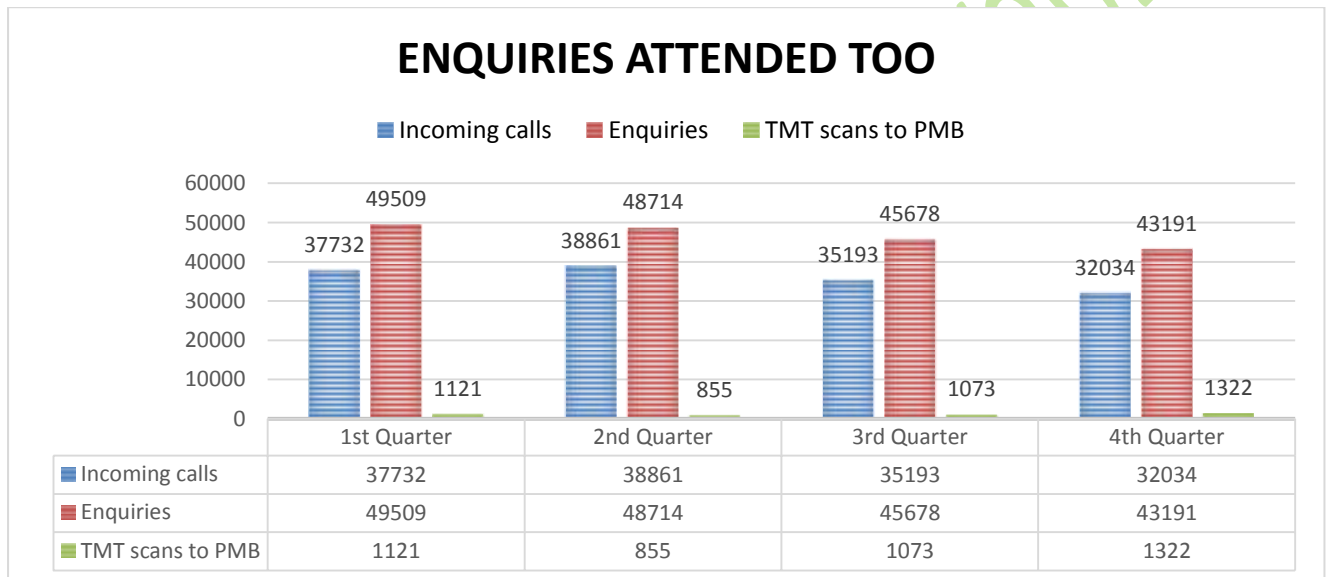
Table 2



NUMBER OF TRAFFIC AND LICENSING PAYMENTS AND ENQUIRIES ATTENDED TOO:

| Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Combined |
|-----------|-----------|-----------|-----------|----------|
|-----------|-----------|-----------|-----------|----------|

| | | | | | |
|-------------------------|---------------|---------------|---------------|---------------|----------------|
| Payments : | | | | | |
| Fines | 188 | 71 | 66 | 28 | 353 |
| TOTAL : | 188 | 71 | 66 | 28 | 353 |
| Enquiries : | | | | | |
| Incoming calls | 37 732 | 38 861 | 35 193 | 32 034 | 143 820 |
| Enquiries | 49 509 | 48 714 | 45 678 | 43 191 | 187 092 |
| TMS SCANS to PMB | 1 121 | 855 | 1 073 | 1 322 | 4 371 |
| TOTAL : | 88 362 | 88 430 | 81 944 | 83 967 | 335 283 |



Special Projects

Expansion for service

Licensing section, will be establishing a work station at the eSikhaleni Service Centre. The services offered will be limited to motor vehicle renewals and enquiries only. This will include a licensing work station, helpdesk and supervisors office.

The community will benefit from the expansion of services which will allow them to access to such services on their door step. The municipality on the other hand may benefit with addressing the complaint of long queues at its current licensing offices.

The project should be finalised by the end of August 2019. Department of Transport (DOT) has welcomed the initiative and committed their resources to the project. April 2019, DOT inspectors visited the site for the purpose of assessing of the premises and workstations. The approval of the workstations was subjected to whether it meets the Department of Transport standards for the installation of licensing equipment. Should the approval be granted, it will then be gazetted.

The assessment was successful with some minor alterations identified of which the Project Manager was able to fix without any delays. Currently the municipality are waiting for the equipment, from DOT to be delivered and installed.



Construction at Esikhaleni Service Centre whereby Traffic Licensing workstation will be allocated

3.2. SECURITY SERVICES

The Mandate of the Security Section is to protect Councils assets and Employees as well as Office Bearers. We have a legislated mandate from PSIRA Act 56 OF 2001, MISS document of 1996 (miss) and Criminal procedure act 51 of 1977. We also deal with illegal occupation of Municipality land issues and demolitions if there is a Court order. We also deal with enforcement of bylaws. At times we are affected by community protests whereby protesters end up coming to the civic and demand to see POB'S violently. We are managing those situations by the help of CRG and the Police.

The security has several contracts in place with private security companies to protect Council buildings and facilities. It is divided as follows:

- Security at Cash Offices and Electrical Substations
- Security at Council Major Buildings and Sites
- Security at Municipal Halls , Parks and Sports Facilities
- Diverse Security Services
- Security at Water Treatment works and Sewage pump stations and related amenities
-

More than 130 Council assets and properties are being protected. Five Contractors are being utilized for this purpose. Each specializing in its own field, making it easier to manage and to control . This cover all departments and in all aspects related to security.

Squatting and Vagrant Control Team

Council has a team of 15 guards doing "**SQUATTING AND VAGRANT CONTROL** " which is a private security company contracted to do the work in greenbelts and open spaces around the city .

Breakdown of General Squatter Structures and Activity:

Alton Security Unit: 01 July 2018 to 30 June 2019

| Type of Structure | Number | Comments and Action |
|----------------------|-------------|---|
| Building in progress | 0 | 0 |
| Foundation stage | 0 | 0 |
| Timber | 1795 | Removed behind ZCBF, Blue Gum Park, Kusasa |
| Plastic / Cardboard | 3704 | Removed at Apex and Dendustry, Burundi, Essen Wood Spar, Bundu Nursery, Taxi City |
| TOTAL | 5499 | |

**Other Areas: Security Unit: 01 July 2018 to 30 June 2019
(Mandlazini / Meerensee 5)**

| Type of Structure | Number | Comments and Action |
|----------------------|------------|----------------------|
| Building in progress | 1 | Stopped and reported |
| Foundation stage | 0 | 0 |
| Timber | 106 | |
| Plastic / Cardboard | 864 | Removed K&K Beach |
| TOTAL | 971 | |

Ngwelezane, Empangeni Areas) 01 July 2018 to 30 June 2019

| Type of Structure | Number | Comments and Action |
|---------------------------|------------|---|
| Building in progress | 2 | Ngwelezane - stopped and reported |
| Foundation stage | 0 | Ngwelezane - stopped and reported |
| Timber/ plastic cardboard | 494 | Removed behind Moth hall and Boxer area |
| TOTAL | 496 | |

*This team has assisted the SAPS on numerous occasions during the night with raids in the CBD areas with great success and with many arrests made with the assistance of the police. This varies from the confiscation of drugs and the arrest of illegal immigrants and arrest of wanted criminals and various other issues. This works was done at no additional cost to Council and was done as part of their social responsibility commitments. The SAPS was assisted **34 times** with operations during this period.

Beach Protection

This team is also doing Beach protection and additional security is provided in this regard over the Festive season. This is being done with great success. During festive seasons we always have a lot of visitors and tourists in our beaches so SAPS cannot fight crime alone they are assisted by CRG to fight crime. There are many successes because crime rate is rising during festive.



Members of CRG on parade at the beach before operation.



31 December 2018 at Alkantstrand beach .

Additional work.

Cattle Control

Council contracted security guards have also now started to assist in the newly formed system of the impounding of cattle and stray animals in the suburbs in terms of the Bylaws.

Four guards are being utilized at a time on an ad hoc basis if and when required. During the day they patrol the suburbs in Richards Bay and other areas on bicycles to detect cattle. The traffic Section is then informed and the vehicles and trailer being used to impound cattle is then being called.





Bicycle Project

The Security Section has also started up a bicycle patrolling project in the suburbs in liaison with the Police and a private security company is managing the project on and is assisting the bicycle patrols with back-up armed response vehicles if and when required.

This is very successful so far and challenges are being handled accordingly and it will be dealt with when more finances are available. The Security company is working hand in hand with the police and focussed on "danger" areas in certain suburbs as in Esikhaleni, Ngwelezane, Vulindlela and Nseleni, this has had great success and it has been reported that crime reduced significantly in those areas since their introduction. The bicycle patrols are focussing on the areas identified by the Police as "hot spot" areas and members then act in numbers when necessary. They are supported by armed response vehicles to respond to incidents at the time it happens. The security company have a device to locate cyclists while on patrol their whereabouts. At the N2 nearby Esikhaleni there is a hiking spot used by the community to hike to Durban, that spot is identified as a hot spot whereby people are robbed their belongings daily. We have deployed a static vehicle on daily basis to protect the community, currently the crime has dropped. This company also assists by doing random searches at school and assisting with school bullying, drug possession and use as well as possession of weapons at schools.



Members having inspection before a deployment.







Random search at local a schools.



Drugs, weapons, cell phones confiscated from learners during random search



Confiscated illegal items from learners during school hours.

Random Alcohol testing at Depots, Civic Centre and other buildings.

The Security section in conjunction with the Corporate Services SHE section is randomly doing breathalyser tests on employees at places of work in accordance with the applicable policy.



Breathalyzer tests being conducted



Breathalyser tests being conducted



Breathalyser tests being conducted



Breathalyser tests being conducted



Breathalyser tests being conducted at Richards Bay Services Centre



Security team conducting Breathalyser tests at Mechanical workshop



Security team conducting Breathalyser tests at Electrical workshop

INFRASTRUCTURE SERVICES



SABELO HLELA

DEPUTY MUNICIPAL MANAGER INFRASTRUCTURE SERVICES

Introduction

The Department Infrastructure Services in the Municipality is charged with the responsibility to ensure inter alia provision, development, extension and maintenance of infrastructural networks and bulk supplies. This is in response to the Constitutional mandate of "provision of services to communities in a sustainable manner and promotion of safe and healthy environment".

Key area focus of the department during the reporting year

Ensure execution and implementation of Capital projects as indicated in the IDP and SDBIP (component 5) and infrastructure projects

Ensure 100% restoration of water supply for both Planned and Unplanned reticulation within 8hrs

Ensure the eradication of sanitation backlogs by the provision of 2500 additional households served with sanitation services

Ensure the reduction of water losses to 20%

Ensure that the quality of drinking water comply with the South African national standards at latest SANS 241

Wastewater Quality compliance of >90% or <50% of cumulative risk ratings based on DWA standard

Ensure rehabilitation of 8.0 km of tarred roads.

Maintenance of (10800 m²) of tarred roads.

Ensure that 26kms of rural gravel roads be established

Ensure that 100% of planned maintenance on Storm water Drains executed (92 km storm water open drains, 3076 kerb inlets)

Key and high level achievements of the department

The overall target of 100% restoration within 8Hrs was met with no challenges

3 711 additional households served with sanitation services

The quality of drinking water comply with the South African national standards at latest SANS 241

Rehabilitation of 20.913 km's of tarred roads

Maintenance of 21 992 m² of tarred roads

83.81 km's of rural gravel roads established

Planned maintenance of 118.52 km's Storm water Drains

TRANSPORT, ROADS, STORM WATER AND COASTAL MANAGEMENT SERVICES

Provision and maintenance of Roads, Storm water, Coastal management including Rail Infrastructure.

The Section comprises of the following units:

TRANSPORT PLANNING AND STRATEGY

URBAN ROADS AND RAIL

STORMWATER AND COASTAL MANAGEMENT SYSTEM

RURAL ROADS

The Section strives to expand and maintain road infrastructure in order to improve access and promote Local Economic Development including infrastructure in rural areas and the maintenance of stormwater facilities.

Transportation Planning and Strategy

The section must ensure that the City of uMhlathuze remains up-to-date with development and to provide sufficient, modern and futuristic infrastructure as required, by attending to Signalised intersections, Roads and Stormwater related contracts and quotations, Transportation planning and Transportation planning projects.

Service Delivery Achievements

Various quotations to improve service delivery were done during the Financial Year 2018/2019 and can be summarised as indicated in the table below:

Table1.1: QUOTATIONS COMPLETED FOR THE PERIOD - 2018/2019

| NO | PROJECT DESCRIPTION |
|----|--|
| 1 | Quote for the installation replacement of Traffic Signal Controllers in Richards bay |
| 2 | Construction of Bus Shelters |
| 3 | Painting of Traffic Signal poles Richards bay |
| 4 | Quote for the installation replacement of Traffic Signal Controllers in Empangeni |
| 5 | Painting of Traffic Signal poles Empangeni |
| 6 | Construction and Repairs of Bus Shelters in Mkhobosa & Mandlankala |
| 7 | Construction of Bus Shelters Port Dunford |
| 8 | Construction of Speed Humps Richardsbay |
| 9 | Construction of Pedestrian Walkways Mzingazi |



Construction of walkways in Esikhaleni.



Construction of walkways in Mzingazi.



Replacement and upgrade of Traffic signal controllers in Empangeni



Painting of Traffic Signal poles in Richardsbay.



Construction of Pedestrian Shelters Port Dunford and Nseleni.



Construction of Speedhumps at various sites.

Transportation Planning

This Section attends to Public Transport Projects that can have an impact on the existing and future roads network and transportation systems. The function also entails traffic model planning to improve the transportation efficiency in and around the City. Comments are made on all new development applications and subdivisions where a Traffic Impact Assessment (TIA) is required and where there will be any influence on the existing and future roads network. This section assesses Traffic Impact Assessments for existing and new developments. Roads contribution calculations for the services agreements are done according to the Roads Services Contribution Policy. This section must ensure effective traffic flow and that the existing infrastructure will cater for the changing traffic conditions.

Assessments done can be summarised in the table below:

Table 1.2. The table below indicates a summary of the work completed

| Month 2018 - 2019 | Planning and Development Act Applications | Traffic Impact Assessment | Road Contribu- tions | Applications | | | Rezone | Commen t on Plans | Sub- divisio n | Comment on Items |
|-------------------------|--|---------------------------------|----------------------------|--------------|-------|-------------------------|--------|-------------------------|----------------------|---------------------|
| | | | | Consen t | Lease | Formal Authorit y | | | | |
| Jul-18 | 10 | 4 | 9 | 2 | 4 | 2 | 8 | 2 | 8 | 10 |
| Aug | 8 | 1 | 3 | 1 | 7 | 2 | 4 | 6 | 2 | 1 |
| Sept | 13 | 4 | 12 | 4 | 2 | 6 | 5 | 5 | 5 | 1 |
| Oct | 3 | 0 | 2 | 0 | 4 | 0 | 3 | 4 | 4 | 4 |
| Nov | 12 | 0 | 6 | 3 | 13 | 2 | 9 | 4 | 10 | 1 |
| Dec | 4 | 0 | 9 | 0 | 8 | 2 | 4 | 2 | 5 | 0 |
| Jan-19 | 4 | 1 | 3 | 0 | 10 | 6 | 2 | 3 | 7 | 17 |
| Feb | 11 | 1 | 2 | 7 | 16 | 2 | 2 | 4 | 2 | 17 |
| Mar | 14 | 1 | 4 | 9 | 1 | 2 | 3 | 1 | 5 | 12 |
| April | 8 | 3 | 6 | 6 | 7 | 2 | 6 | 10 | 14 | 3 |
| May | 8 | 4 | 5 | 3 | 2 | 0 | 5 | 6 | 6 | 4 |
| June | 6 | 2 | 3 | 0 | 2 | 0 | 4 | 6 | 7 | 2 |

Transportation Planning Projects

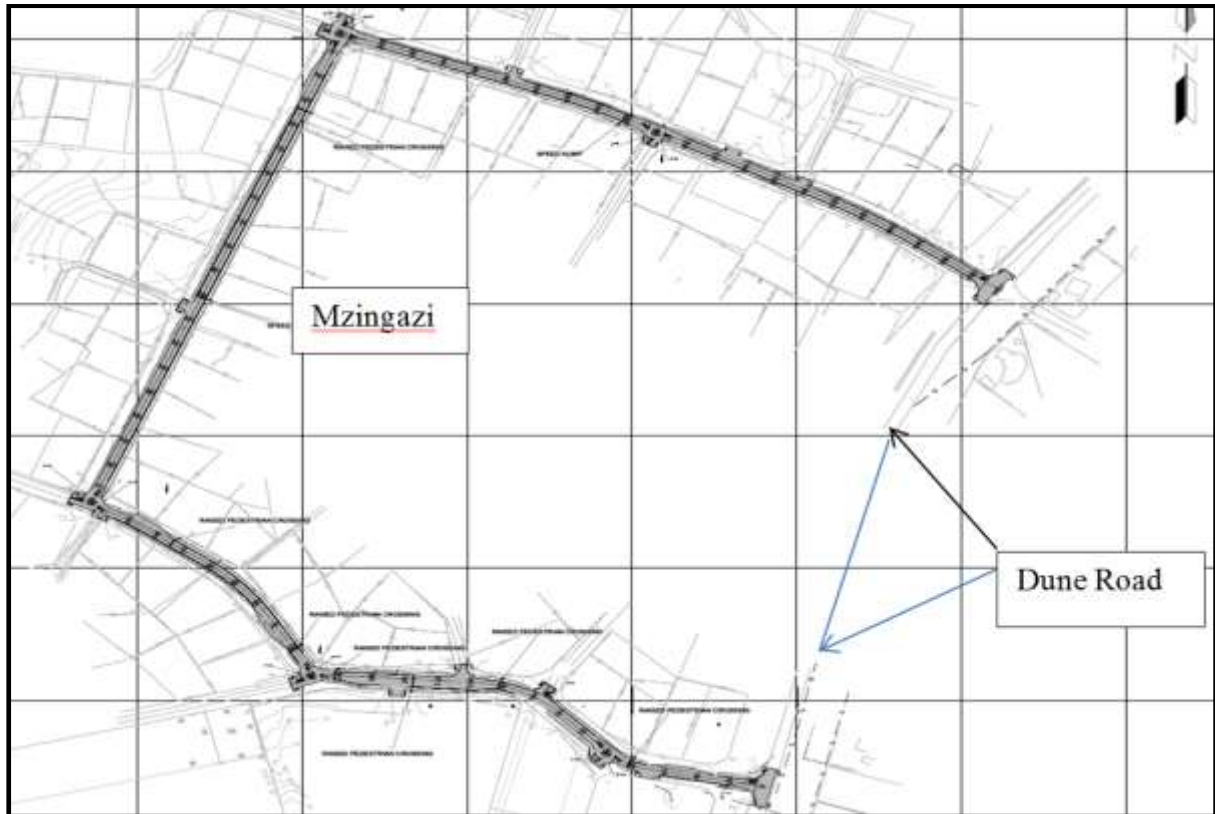
Mzingazi Road Upgrade:

UWP Consulting was appointed for the Development of a Business Plan for the upgrade of Municipal Rural Roads. The Business Plan was approved in November 2014 by COGTA and included in the Municipal Infrastructure Grant (MIG) projects.

After the completion of Phase 1A in Mandlazini, UWP Consulting engineers commenced with the second phase of the project which includes the upgrade of one of the Mzigazi Village main roads. The Contractor, Sikoti Investments cc was appointed on a 9 month project and according to the programme; construction commenced in 9 October 2018 and is supposed to be completed on 1 August 2019.

The extent of the project is as indicated on the plan below:

Mandlazini Roads upgrade Extent Project site plan still under construction:





Mandlazini Bus Road under construction MIG project photos

URBAN ROADS & RAILWAY SIDINGS

The Urban Roads Section services the City of uMhlathuze's total urban area from three main Depots and the main Civic Centre in Richards Bay. The City is divided into the following three areas:

Western Area: Empangeni, Ngwelezane and Wards 9, 23 to 29.

Southern Area: eSikhaleni, Vulindlela and Wards 10 to 22 and 30.

Northern Area: Richards Bay, eNseleni and Wards 1 to 8.

A total of 580.4 km of Urban roads are maintained within the City. The description of work performed as per Works Orders are reflected in the table below:

NB: NORTH = Richards Bay, Mzingazi, Mandlazini and eNseleni
SOUTH = eSikhaleni & Vulindlela
WEST = Empangeni, Ngwelezane, Dumisane Makhaye Village and Felixton.

2.1. Maintenance Works carried out on the 2018/2019 Financial Year

| ROADS AND STORMWATER OPERATIONS AND MAINTENANCE – FOURTH QUARTERLY REPORT | Year | ANNUAL 2018/2019 | | |
|--|----------------|------------------|---------|--------|
| | Area | North | South | West |
| | | | | |
| | Unit | Total | Total | Total |
| Walkways – Cleaned (Internal Teams) | m | 33680 | 779 | 7247 |
| Walkways – Cleaned (Contractors) | m | 43206 | 5976 | 29619 |
| Walkways - Replaced (Internal Teams) | m ² | 673 | - | 523.01 |
| Walkways - Replaced (Contractor) Three Year Walkway Rehabilitation Contract 8/2/1/UMH398-18/19 | m ² | - | - | - |
| Walkways - Repaired | m ² | - | - | - |
| Kerbing – New (Internal Teams) | m | - | - | 202 |
| Kerbing – Cleaned | m | 162 | 10 | 28 |
| Kerbing – Repaired/Replaced (Internal Teams) | m | 337 | 98 | 55 |
| Kerbing – Repaired/Replaced (Contractor) Three Year Replacement Contract 8/2/1/UMH413-18/19 | m | - | - | 677 |
| | Area | North | South | West |
| | | | | |
| | | | | |
| | Unit | Total | Total | Total |
| Pothole Repairs | m ² | 900 | 314.91 | 263 |
| Pothole Patching | m ² | 968 | 1703.95 | 4423 |
| Pothole Preparations | m ² | 211 | 1015.18 | 3624 |
| Patching Contractors 2 year Tender 8/2/UMH35-16/17 | m ² | 3106.36 | 2988.10 | - |
| Thesen - Replaced | No | 383 | - | - |
| Thesen - Repaired | No | - | - | - |
| Bollards - New | No | - | - | - |
| Bollards - Replaced | No | - | - | 73 |
| Bollards - Repaired | No | - | - | - |
| Guards Rails - Repaired | m | - | - | - |
| Guards Rails - Replaced | m | | | |
| Pre-Cast Yard - Concrete slabs | m | | | |

| | | | | |
|-------------------------|----------------|-----|---------|------|
| Speed Humps | No | 3 | 30 | |
| Driveways Repaired | m ² | 266 | 48 | 11 |
| Sub-soil drains | m ² | | | |
| Public Parking Repaired | m ² | | 589 | |
| Paving Bricks Replaced | m ² | | | 33.5 |
| Road Shoulders Repaired | m ² | | 3843.06 | |

2.2. REHABILITATION ANNUAL PROGRAM FOR 2018/2019 FINANCIAL YEAR

| RECORD OF ROAD REHABILITATION 2018/2019 | | | | | |
|---|-----------|----------|--|-----------------|-------------------|
| ROAD NAME | LENGTH(M) | WIDTH(M) | LENGTH FOR KPI >8 width/8 x length | DATE STARTED | DATE COMPLETED |
| 1. NGWELEZANE ROAD / EMPANGENI | 674.8 | 15.5 | 674.8 | 11/7/2018 | 25/7/2018 |
| 2. BRONZE ROAD EMPANGENI | 502.1 | 7.2 | 502.1 | 26/7/2018 | 1/8/2018 |
| 3. STEELWAY ROAD EMPANGENI | 196.5 | 7.2 | 196.5 | 31/7/2018 | 1/8/2018 |
| 4. COPPER DRIVE EMPANGENI | 443.4 | 7.3 | 443.4 | 2/8/2018 | 2/8/2018 |
| 5. LOOD LAAN EMPANGENI | 177.3 | 7.3 | 177.3 | 3/8/2018 | 3/8/2018 |
| 6. EMANGWENI ROAD NGWELEZANE | 466.4 | 7.3 | 466.4 | 6/8/2018 | 7/8/2018 |
| 7. KHOMBINDLE ROAD NGWELEZANE | 325 | 5.5 | 325 | 8/8/2018 | 8/8/2018 |
| 8. ZIGABISE ROAD NGWELEZANE | 365 | 5.5 | 365 | 8/8/2018 | 8/8/2018 |
| 9. HLANGANANI ROAD NGWELEZANE | 312 | 5.5 | 312 | 13/8/2018 | 13/8/2018 |
| 10. SHAYAMOYA ROAD NGWELEZANE | 619 | 5.6 | 619 | 14/8/2018 | 14/8/2018 |
| 11. FUNDANI ROAD NGWELEZANE | 566 | 5.5 | 566 | 15/8/2018 | 15/8/2018 |
| 12. MAQHAMSELA NGWELEZANE | 579 | 5.5 | 579 | 16/8/2018 | 26/9/2018 |
| 13. EZINGADINI NGWELEZANE | 920 | 5.8 | 920 | 16/8/2018 | 21/8/2018 |
| 14. KHANYISE NGWELEZANE | | | | | |

| | | | | | |
|--|---------|------|----------------|------------|------------|
| FIRST SECTION. | 288 | 5.6 | 288 | 21/8/2018 | |
| SECOND SECTION | 556 | 3.5 | 556 | | 22/8/2018 |
| 15. MPALA NGWELEZANE | 1188 | 5.5 | 1188 | 24/8/2018 | 28/8/2018 |
| 16. PHESHEYA NGWELEZANE | 611 | 7 | 611 | 29/8/2018 | 30/8/2018 |
| 17. MPUNZI NGELEZANE | 186 | 5.5 | 186 | 30/8/2018 | 30/8/2018 |
| 18. MDONI NGWELEZANE | 62 | 5.5 | 62 | 30/8/2018 | 30/8/2018 |
| 19 . NYAMAZANE NGWELEZANE | 554 | 5.6 | 554 | 4/9/2018 | 5/9/2018 |
| 20. MGANKLA NGWELEZANE | 278 | 5.7 | 278 | 5/9/2018 | 5/9/2018 |
| 21. NKONKONI NGWELEZANE | 762 | 5.6 | 767 | 6/9/2018 | 6/9/2018 |
| 22. BHEJANE NGWELEZANE | 182 | 5.6 | 182 | 7/9/2018 | 10/9/2018 |
| 23. PHESHEYA BUS LAY BYE NGWELEZANE | 70 | 3.55 | 70 | 7/9/2018 | 7/9/2018 |
| 24. IDADA NGWELEZANE | 218 | 5.6 | 218 | 10/9/2018 | 10/9/2018 |
| 25. EZINTOTI NGWELEZANE | 241 | 5.5 | 241 | 11/9/2018 | 11/9/2018 |
| 26. THULASIZWE NGWELEZANE | 286 | 5.5 | 286 | 11/9/2018 | 11/9/2018 |
| 27. EBOYENI NGWELEZANE | 615 | 5.5 | 615 | 12/9/2018 | 13/9/2018 |
| 28. INGWE NGWELEZANE | 135.6 | 5.5 | 135 | 13/9/2018 | 13/9/2018 |
| 29. MADIDA NGWELEZANE | 520 | 7.1 | 520 | 13/9/2018 | 14/9/2018 |
| 30. MTHUNGWA NGWELEZANE | 341 | 5.5 | 341 | 17/9/2018 | 17/9/2018 |
| 31. WHITE CITY NGWELEZANE | 660 | 5.6 | 660 | 19/9/2018 | 21/9/2018 |
| 32. BENAMILE NGWELEZANE | 469 | 5.7 | 469 | 21/9/2018 | 25/9/2018 |
| 33. ZWAKALA NGWELEZANE | 164 | 6 | 164 | 25/9/2018 | 25/9/2018 |
| 34. THINASOBABILI NGWELEZANE | 88 | 7 | 88 | 25/9/2018 | 25/9/2018 |
| Total Quarter - 1- Road Rehabilitation (M). | 14621.1 | | 14625.5 | | |
| 35. KNUTZEN ROAD EMPANGENI | 663.6 | 9.2 | 763.14 | 15/10/2018 | 23/10/2018 |
| 36. FLAMBOYANT EMPANGENI | 395 | 6.4 | 395 | 24/10/2018 | 24/10/2018 |
| 37. GERMINI EMPANGENI | 416 | 6.5 | 416 | 25/10/2018 | 30/10/2018 |

| | | | | | |
|---|--------|-----|-----------------|------------|------------|
| 38. INTREPID EMPANGENI | 664 | 6.5 | 664 | 30/10/2018 | 7/11/2018 |
| 39. CONRAD ROAD EMPANGENI | 584 | 6 | 584 | 7/11/2018 | 9/11/2018 |
| 40. FUKWE ROAD EMPANGENI | 189 | 9 | 189 | 12/11/2018 | 12/11/2018 |
| 41. REX HENDERSON EMPANGENI | 253 | 9.5 | 300.44 | 13/11/2018 | |
| 42. PARKING AREA - REX HENDERSON ROAD | | | | | |
| 1 . RIGHT HAND SIDE - BUS LAYBY | 70 | 3.5 | 70 | | |
| 2. LEFT HAND SIDE - PARKING AREA | 60 | 5.5 | 60 | | |
| 3. LEFT HAND SIDE - PARKING AREA | 37 | 7 | 37 | | 14/11/2018 |
| 43. MACK ROAD EMPANGENI | 645 | 6 | 645 | 15/11/2018 | 16/11/2018 |
| Total Quarter - 2- Road Rehabilitation (M) | 3976.6 | | 4123.58 | | |
| Total Road Rehabilitation for 2018/2019 | | | 18749.07 | | |

Below are before and after pictures of the road Rehabilitation Program for the 2018/2019 financial year;

REX HENDERSON - EMPANGENI



MUNICIPAL RAILWAY SIDINGS

The Municipality owns and maintains 17 kilometres of rail sidings. A Rail Safety Permit is annually applied for, of which one of the conditions is that Council must compile a quarterly report which is sent to the Rail Safety Regulator, a body responsible for the safe operation of all the Country's rails on behalf of Transnet. The current permit which has been renewed is valid from 28 February 2018 to 28 February 2019.

All the funds required to maintain the sidings are paid by the respective industrial and commercial land owners whose property is adjacent to the rail tracks. These businesses are levied once a year based on the previous year's maintenance expenses incurred by Council on a pro-rata basis depending on the size of their respective properties.

In order to comply with the Rail Safety Permit conditions, monthly inspections need to be carried out on the sidings, resulting in maintenance work that has to be carried out. The latest maintenance schedule resulting from the inspections.

Currently, the maintenance work is being carried out on Council's behalf by WES Railway Construction appointed as from 01 June 2018 for the three-year contract overseen by R & H Rail Consultants. The contractor is responsible for all daily inspections for the municipal rails and also attends railway maintenance matters. Once a month the risk assessment inspections are conducted with the representative from Transnet, R & H Rail Consultants, WES Railway Construction and uMhlathuze Municipality. The contractor has done the maintenance of 12,873 km railway tracks and 32 sets of turnouts for this quarter.

Rail Maintenance of feedline from Bhizolo to the Exchange Yard in Alton



MAINTENANCE ACTIVITIES RELATE TO ROAD MARKINGS AND SIGNAGE.

ROAD MARKING SECTION

2.3. The following work has been performed by the Road Marking Section for the 2018/2019 Financial Year

| DESCRIPTION | UNIT | ANNUAL QUANTITIES |
|-------------|--------|-------------------|
| Circle Sign | number | 0 |
| Drop zone | number | 0 |
| Speed hump | number | 192 |
| Sharp curve | number | 3 |
| Stop | number | 165 |

| | | |
|----------------------------|--------|-----|
| Street name | number | 107 |
| Yield | number | 121 |
| Yield to the right | number | 2 |
| No right turn | number | 9 |
| Children cross | number | 0 |
| 40km/h | number | 5 |
| Pedestrian cross | number | 13 |
| Road narrow to left | number | 1 |
| Road narrow to right | number | 0 |
| No stop | number | 90 |
| Stop ahead | number | 9 |
| Keep left | number | 22 |
| 60km/h | number | 7 |
| Bus stop | number | 3 |
| Chevron | number | 58 |
| Robot ahead | number | 11 |
| No entry | number | 22 |
| Side junction to the right | number | 2 |
| Side junction to the left | number | 1 |
| Children Ahead | number | 2 |
| No overtaking | number | 0 |
| Pedestrian priority sign | number | 5 |
| No parking | number | 3 |
| Beginning of dual lane | number | 0 |

| | | |
|-----------------------------|--------|-------------|
| No left turn | number | 3 |
| 20Km/h | number | 30 |
| Conceal drive way | number | 0 |
| 10ton | number | 1 |
| Wind sign | number | 1 |
| Cul -de- sac | number | 7 |
| Number 3 for three way stop | number | 7 |
| Tow away zone | number | 70 |
| One way | number | 5 |
| Bus and Taxis | number | 4 |
| Information sign | number | 10 |
| Duty point | number | 0 |
| Stop line | number | 0 |
| Sharp curve | number | 1 |
| White parking lots | number | 0 |
| Children cross ahead | number | 5 |
| camera sign | number | 0 |
| number 4 for four way stop | number | 4 |
| Danger sign | number | 2 |
| No U-Turn | number | 5 |
| T-junction | number | 1 |
| 80km/h | number | 0 |
| TOTAL | | 1009 |

Road Marking Contractor Tender 8/2/1/UMH336-17/18 Annual Report for 2018/2019
Three Year Provision of Road Markings, Road Studs and Sand Blasting.

| SUMMARY 2018/19 FY (THERMO & REFLECTIVE PAINT) | UNIT | QUANTITY |
|---|--------|-----------|
| 100 mm wide white - retro reflective | metre | 211084.41 |
| 100 mm wide white- thermo plastic | metre | 56852.86 |
| 150mm wide white - retro reflective | metre | 3576.5 |
| 150mm wide white - thermo plastic | metre | 669.3 |
| 200mm wide white - retro reflective | metre | 1931.1 |
| 200mm wide white - thermo plastic | metre | 2490.6 |
| 100mm wide yellow - retro reflective | metre | 84780.8 |
| 200mm wide yellow - thermo plastic | metre | 2936 |
| White hand work - retro reflective | metre | 7712.855 |
| White hand work - thermo plastic | metre | 3774.57 |
| Yellow hand work | metre | 7789.514 |
| Road studs - Red/Red | number | 2886 |
| Road studs - White/Red | number | 5133 |
| Road studs - Red/Yellow | number | 5181 |
| Road studs - White/White | number | 1711 |



Esikhaleni Mdoni Street



Empangeni Maxwell Street

Table 2.4. SIGN ERECTED TRAFFIC SIGNS: ALL AREAS COMBINED

| ACTIVITIES | UNIT | ANNUAL TOTAL |
|----------------------|--------|--------------|
| Circle Sign | number | 0 |
| Drop zone | number | 0 |
| Speed hump | number | 192 |
| Sharp curve | number | 3 |
| Stop | number | 165 |
| Street name | number | 107 |
| Yield | number | 121 |
| Yield to the right | number | 2 |
| No right turn | number | 9 |
| Children cross | number | 0 |
| 40km/h | number | 5 |
| Pedestrian cross | number | 13 |
| Road narrow to left | number | 1 |
| Road narrow to right | number | 0 |
| No stop | number | 90 |
| Stop ahead | number | 9 |
| Keep left | number | 22 |
| 60km/h | number | 7 |
| Bus stop | number | 3 |
| Chevron | number | 58 |

| | | |
|-----------------------------|--------|-------------|
| Robot ahead | number | 11 |
| No entry | number | 22 |
| Side junction to the right | number | 2 |
| Side junction to the left | number | 1 |
| Children Ahead | number | 2 |
| No overtaking | number | 0 |
| Pedestrian priority sign | number | 5 |
| No parking | number | 3 |
| Beginning of dual lane | number | 0 |
| No left turn | number | 3 |
| 20Km/h | number | 30 |
| Conceal drive way | number | 0 |
| 10ton | number | 1 |
| Wind sign | number | 1 |
| Cul -de- sac | number | 7 |
| Number 3 for three way stop | number | 7 |
| Tow away zone | number | 70 |
| One way | number | 5 |
| Bus and Taxis | number | 4 |
| Information sign | number | 10 |
| Duty point | number | 0 |
| Stop line | number | 0 |
| Sharp curve | number | 1 |
| White parking lots | number | 0 |
| Children cross ahead | number | 5 |
| camera sign | number | 0 |
| number 4 for four way stop | number | 4 |
| Danger sign | number | 2 |
| No U-Turn | number | 5 |
| T-junction | number | 1 |
| 80km/h | number | 0 |
| TOTAL | | 1009 |

STORMWATER SYSTEMS AND COASTAL ENGINEERING SECTION

The Stormwater System and Coastal Planning Section is responsible for the overall Stormwater Management and Operation functions throughout the City.

It also deals with the Coastal Management functions such as Beach Rehabilitation and Maintenance through the cooperation of various stakeholders that are involved in all activities and functions along the City's coastline viz.

King Cetshwayo District Municipality
Transnet National Ports Authority
KZN Wildlife Authority

3.1 STORMWATER SYSTEMS OPERATIONS AND MAINTENANCE

The Operations and Maintenance functions of the Stormwater Infrastructure Component is dealt with both in-house (internally) which forms part of the un-planned maintenance and out-sourced (externally) which forms part of the planned maintenance.

TABLE 3.1 The Stormwater Maintenance (unplanned/planned) function is shared with the Urban Roads Section and work executed during the Financial Year July 2018 to June 2019 is as follows:

| STORMWATER OPERATIONS AND MAINTENANCE - | Year | 2018 / 2019 | | | | |
|--|-------------|-------------|-------|--------|-------|---------------|
| | Quarter | 1 | 2 | 3 | 4 | |
| PLANNED/UNPLANNED MAINTENANCE | Unit | | | | | Total |
| Stormwater Kerb Inlet / Junction Box / Wingwall - New | No | | | 2 | | 2 |
| Stormwater Kerb Inlet / Junction Box / Wingwall - Repaired | No | 5 | 17 | 44 | | 66 |
| Stormwater Kerb Inlet / Junction Box / Wingwall - Cleaned | No | 446 | 498 | 539 | 187 | 1670 |
| Stormwater Kerb Inlet / Junction Box / Wingwall - Cover Replaced | No | 17 | 38 | 76 | | 131 |
| PLANNED/UNPLANNED MAINTENANCE | Unit | | | | | |
| Stormwater Pipes – Repair / replace | m | 10 | 2 | 18 | | 30 |
| Stormwater Pipes – Cleaning / High Pressure Jetting | m | 955 | 355 | 809 | | 2119 |
| Stormwater Subsoil Drains - Cleaning | m | | | | | |
| Open Stormwater Earth/ Concrete Drain Cleaning | m | 47561 | 93307 | 30 696 | 64359 | 235923 |

| | | | | | | |
|--|---|------------|--------|------------|--------|----------------------|
| Open Stormwater Earth/ Concrete Drain Repaired | m | 5 | 1301 | | | 1306 |
| Street Cleaning | m | 341 555 | 375173 | 291 564 | 139431 | 1 147 723 |
| Walkways Cleaning | m | 44 648 | 10150 | 34 661 | 19233 | 108 692 |

The section procured the service of 14 Small Emerging Contractors to undertake the Planned Maintenance work of cleaning the Stormwater Servitudes, Streets and Walkways throughout the City. Below is an extract sample of their monthly reports outlining the maintenance work undertaken.

Table 3.2. Below are the latest records of the progress on the work undertaken during the month of February 2019.

| ARE A | WARD | NO. OF KERB INLETS, STORMWATER MANHOLES AND HEADWALLS CLEANED | LENGTH OF OPEN DRAIN CHANNEL CLEANED | LENGTH OF ROAD CLEANED | LENGTH OF WALKWAYS CLEANED | MONTHLY NO OF MINIMUM WORKERS REQUIRED | AVERAGE NO OF MINIMUM WORKERS IN ATTENDANCE PER MONTH |
|--------------|------------------------|---|--------------------------------------|------------------------|----------------------------|--|---|
| | | (No.) | (M) | (M) | (M) | | |
| A | 1, 3 | 20 | 610 | 47 738 | 1 720 | 15 | 15 |
| B | 3, 4 | 39 | 847 | 9 325 | 3 841 | 15 | 13 |
| C | 2, 26 | | 105 | 5 556 | 246 | 15 | 15 |
| D | 2 | | | 3 371 | 2 105 | 15 | 15 |
| E | 2 | | | 5 237 | | 15 | 15 |
| F | 2 | | | 1 395 | 1 638 | 15 | 15 |
| G | 6, 7, 26 | | 208 | 7 067 | 1 663 | 15 | 15 |
| H | 9, 23, 27, 28 | 29 | 1 210 | 847 | | 15 | 15 |
| I | 9, 24 | 13 | | 2 089 | | 15 | 15 |
| J | 9 | 10 | 784 | 584 | | 15 | 15 |
| K | 9 | | 807 | 5 613 | | 15 | 15 |
| L | 23 | 3 | 1 320 | 6 092 | 1 890 | 15 | 15 |
| M | 16, 17, 19, 20, 21, 22 | 20 | | 2 148 | 95 | 15 | 14 |
| N | 23, 30 | | | 5 439 | 987 | 15 | 14 |
| TOTAL | | 134 | 5 891 | 102 501 | 14 185 | | 206 |

The Stormwater Maintenance Contractors have performed quite well during this period, and there are plenty of satisfactory reports from both the public as well their employers (Council).

Below are further photographs evident of the stormwater servitudes maintenance that is being performed by the various contractors.



A few Capital Projects have also been performed during this annual period, indicated as below:

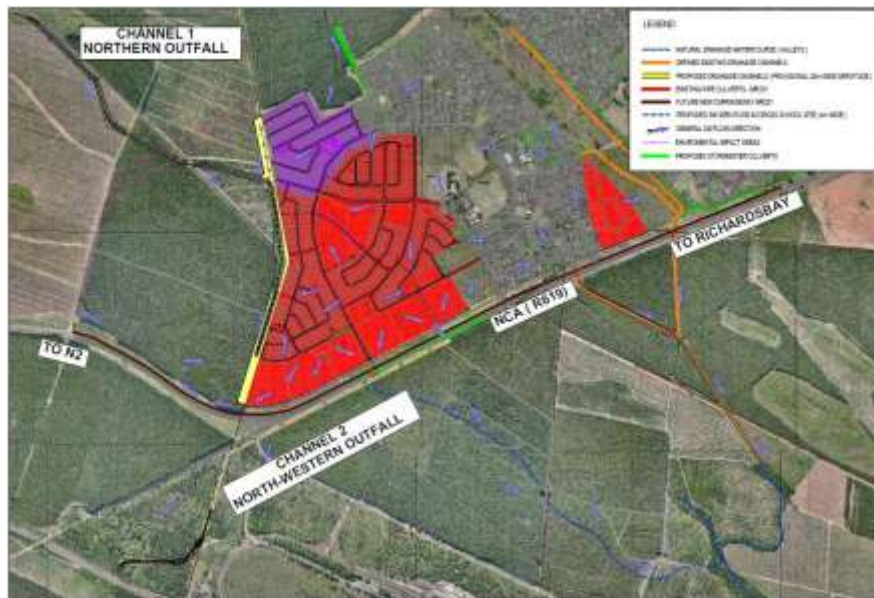
PEDESTRIAN BRIDGES CONSTRUCTION IN WARDS 1 & 24



New pedestrian bridge in ward 1

New pedestrian bridge in Ward 24

CONSTRUCTION OF NEW BULK STORMWATER CHANNELS FOR THE AQUADENE HOUSING PROJECT



The Northern Channel 1 depicted in the above layout is currently under construction and almost 50% in completion. The North-Western Channel 2 above is currently out on Tender stage.

RURAL ROADS OPERATIONS

The Rural Road Operations Section constructs all work for the citizens of the City living in Rural Areas. There are 29 wards within the City of uMhlathuze that have Rural Areas. These Rural Areas comprising of 5 different areas which are mainly under the Traditional Authority (Amakhosi). These are the 5 areas which the City of uMhlathuze services:

KWADUBE
KWAKHOZA
KWAMADLEBE
KWAMKHWANAZI
NTAMBANANA

The Rural Roads Operations mainly include the following operation which it reports on in a quarterly basis:-

RURAL ROADS

ACCESS ROADS

PIPE CULVERT BRIDGES

In the 2018/2019 Financial Year, Rural Roads Graded 436.9 km's of roads, Gravelled 63.45 km's and Installed 4 Pipe Culvert Bridges and Cleaning Congested Pipe Culverts on a continuous basis thereby assisting hundreds of residents residing in the Rural Areas.

THE TABLE BELOW REPRESENTS THE TOTAL WORK THAT HAS BEEN EXECUTED IN THE 2018/2019 FINANCIAL YEAR: 1 JULY 2018 TO 30 JUNE 2019

Table 4.1

| DATE | Roads Graded | | Roads Gravelled | | SW Pipe Culverts | |
|--------|--------------|------------------------------------|-----------------|-----------------------------------|------------------|---------------|
| | Km's Graded | Work in Wards | Km's Gravelled | Work in Wards | No Sites | Work in Wards |
| Jul-18 | 34.21 | 15,13,5,4,32,31,25,34,30,10,11,28 | 5.27 | 12,6,7,8,4,1 | 0 | |
| Aug-18 | 8.82 | 5,4,10,11,34,28,29 | 12.15 | 12,15,13,1,2,31,25,11,30,34,28,29 | 0 | |
| Sep-18 | 9.21 | 15,16,13,5,4,6,32,33,10,29,11,34 | 11.92 | 16,18,25,27,24,33,31,10 | 0 | |
| Oct-18 | 19.91 | 15,13,12,6,4,32,25,24,11,34,10,30 | 9.97 | 5,8,32,31,24,34,10,14 | 0 | |
| Nov-18 | 19.40 | 13,19,5,24,25,27,30,10,34,29,11,28 | 8.49 | 4,1,5,24,25,30,13,21 | 2 | 19 |
| Dec-18 | 20.44 | 18,12,15,6,1,5,8,4,32,31,28,11,29 | 3.79 | 27,31,24,32,29,18 | 0 | |
| Jan-19 | 38.90 | 4,5,6,34,10,29,28,11,30 | 3.46 | 29,28,27 | 0 | |
| Feb-19 | 91.34 | 15,16,12,14,13,22,6,4,5,10,30,11 | 0.15 | 24 | 0 | |

| | | | | | | |
|--------|-------|--|------|-----------------|---|----|
| | | ,29,33,24 | | | | |
| Mar-19 | 40.75 | 12,13,18,6,5,10,34,29,28,31,33,32,25 | 6.78 | 14,6,7,28,29,11 | 0 | |
| Apr-19 | 43.64 | 18,22,17,13,12,16,14,6,4,1,8,5,34,10,11,29,33,32 | 0.00 | | 0 | |
| May-19 | 67.99 | 15,14,19,18,22,13,6,5,29,11,34,10,28,30,33,31 | 0.43 | 29 | 1 | 10 |
| Jun-19 | 42.29 | 18,15,14,13,12,20,5,6,4,10,29,28,30,31,32,24,25 | 1.04 | 4,5,28 | 1 | 29 |

Various Earth Moving Plant are used by the Section to carry out their function and Council has already invested in its own Plant in order to best execute its mandate.

It is worth mentioning that more resources are still required to best equip the section with the necessities for it to perform at its level best and archive its set goals.

The various 5 different areas set out to cater for the whole of uMhlathuze Municipality each have their own Plant namely:-

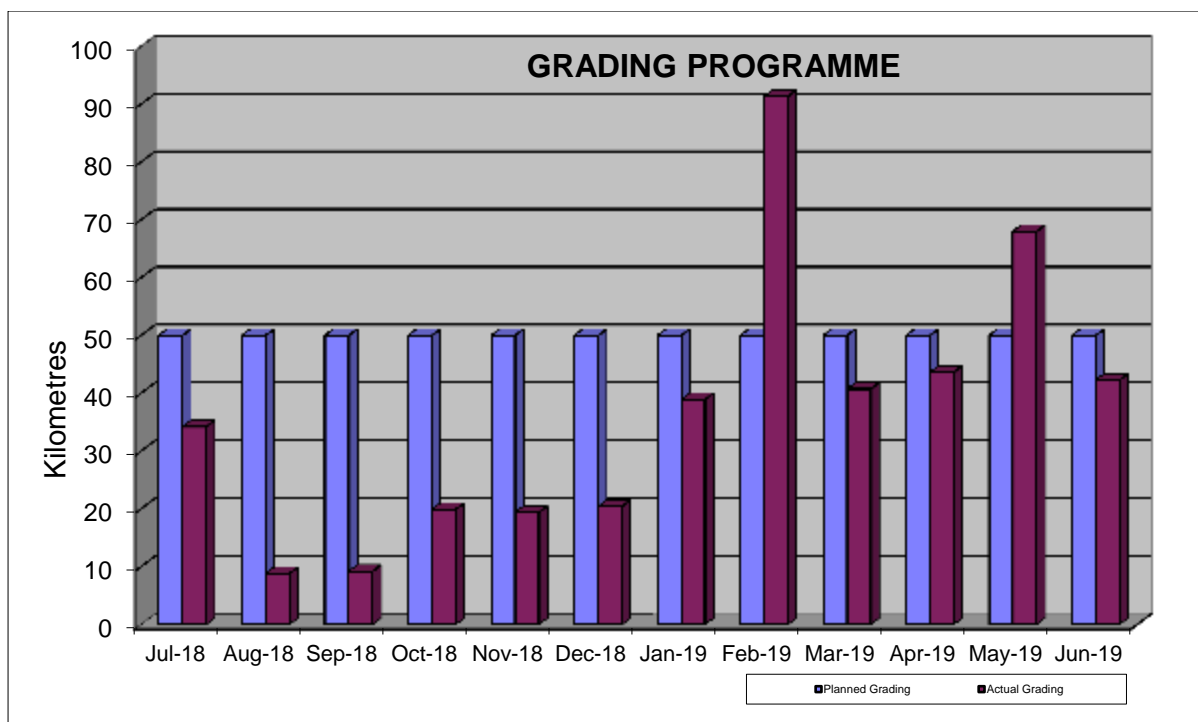
TLB
GRADER
ROLLER
WATER TANKER
TIPPER TRUCK

GRADING PROGRAMME AND OTHER INFORMATION

A Total of 436.9 kilometres of Grading was done in all Wards for the financial year 2018/2019 and the work was carried out throughout the 12 months.

The work carried out is reflected in the graph below:

Figure 4.1

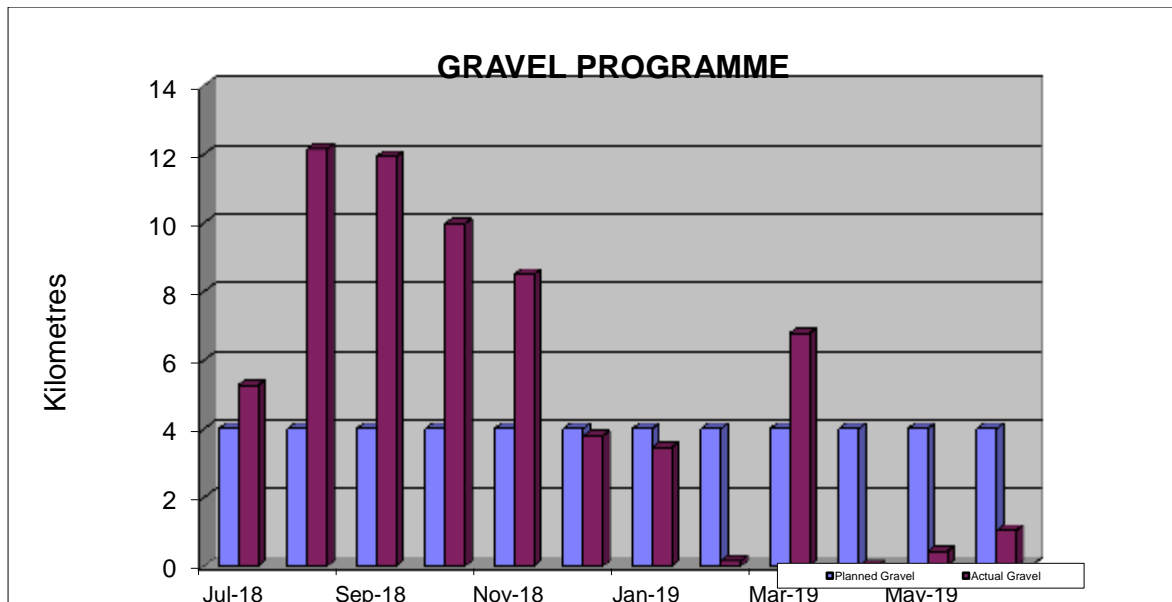


GRAVELLING PROGRAMME AND OTHER INFORMATION

A Total of 63.45 kilometres of Graveling was done in all Wards for the financial year 2018/2019 and the work was carried out throughout the 12 months.

The work carried out is reflected in the graph below

Figure 4.2



Graded and Gravelled roads



Grading
Ward 5 KwaKhoza



Gravelling
Ward 5 KwaKhoza

PIPE CULVERT BRIDGES

Various Pipe Culvert bridges are installed around the rural area in assisting with crossing in high demanding areas. The section identifies areas that require the bridges urgently on an annual bases assisted by the ward Councillors. A total of 4 Pipe Culvert Bridges were constructed in the 2018/2019 financial year.

Picture: Before and after picture of road constructed with a Pipe Culvert Bridge



Ward 27 Madlebe



Ward 27 Madlebe

TOTAL WORK CARRIED OUT/EXECUTED

This is all the Grading, Graveling and Pipe Culvert that has been carried out from 2008/2009 to 2018/2019

Table: 4.2

| TOTALS | KM'S GRADED | KM'S GRAVELLED | PIPE CULVERT |
|-----------|-------------|----------------|--------------|
| 2008/2009 | 680,6 km | 38,7 km | 54 Sites |
| 2009/2010 | 289,5 km | 32,9 km | 101 Sites |
| 2010/2011 | 460,2 km | 19,8 km | 43 Sites |
| 2011/2012 | 431,3 km | 12,7 km | 52 Sites |
| 2012/2013 | 609 km | 49,2 km | 39 Sites |
| 2013/2014 | 290 km | 38,2 km | 35 Sites |
| 2014/2015 | 384 km | 47,1 km | 36 Sites |
| 2015/2016 | 350 km | 59,2 km | 16 Sites |
| 2016/2017 | 601 km | 45.1 km | 7 Sites |
| 2017/2018 | 395 km | 83 km | 9 Sites |
| 2018/2019 | 436.9 km | 63.45 km | 4 Sites |

WATER AND SANITATION SERVICES

The Water and Sanitation Services Section in the City of uMhlathuze has the following sub -sections, are responsible for:

Infrastructure Maintenance

Scientific Services

Water Demand Management, Planning and Strategy

Customer Services, Retail and Marketing

KEY FACTS OF WATER AND SANITATION BUSINESS

The City of uMhlathuze in its capacity as the Water Services Authority and juristic entity is compelled by the following acts:

Water Services Act 107 of 1997

To provide for the rights of access to basic water supply and basic sanitation

RECOGNISING the rights of access to basic water supply and basic sanitation necessary to ensure sufficient water and an environment not harmful to health or well-being,

RECOGNISING that in striving to provide water supply services and sanitation services, all spheres of Government must observe and adhere to the principles of co-operative government,

RECOGNISING that the provision of water supply services and sanitation services, although an activity distinct from the overall management of water resources, must be undertaken in a manner consistent with the broader goals of water resource management;

ENSURING that the quality of the city's water resources, portable water and wastewater systems are continually monitored in an endeavour to maintain quality and evaluate against set standards/specifications/guidelines.

Water Services Bylaws

The Water Services Act 108 of 1997 stipulates that Water Services Authorities and local authorities need have the necessary Water Services Policies and Water Services By-laws in place.

| Bylaws | DESCRIPTION |
|--|--|
| Water Services Bylaw DMS 836540 | Review in June 2014. The Water Services Act 108 of 1997 stipulates that Water Services Authorities and local authorities need to have the necessary bylaws implemented and review regularly. |

Infrastructure Maintenance: relates to potable water distribution and sewer networks.

Infrastructure Maintenance

Infrastructure Maintenance Planning

Infrastructure Maintenance Operational

Organizational and Staff

The infrastructure Maintenance is responsible for Operation and Maintenance of all Water and Wastewater delivery infrastructure, including customer liaison and financial controls.

Infrastructure Maintenance also provides all in-house capital funded infrastructure development. uMhlathuze Municipality owns and operates infrastructure that it has built, upgraded and inherited since its establishment.

BACKGROUND

Section 57(5) of the Municipal Systems Act and the Performance Regulations gazetted in Notice No 805 as published on 1 August 2006, provides that performance objectives must be based on Key Performance Indicators as set out in the Municipality's Integrated Development Plan.

The key performance areas in terms of the Infrastructure Maintenance Section as prescribed in the Plan are as follows:

Operations and Maintenance - Potable water Infrastructure Network.

Operations and Maintenance - Sanitation Infrastructure Network.

DISCUSSION

2.1 Operations and Maintenance – Water and Sanitation infrastructure network

2.1.1 Water reticulation network

Asbestos Cement (AC) pipes installed from the early 1970s at the City of uMhlathuze's water network are used to reticulate water to the community. AC pipes were installed mainly because they were affordable, non-corroding alternative to metallic pipes in areas prone to corrosion.

AC pipes deteriorate as a result of a variety of factors, including working environment, operational conditions over the years with little or no maintenance attention and when stresses such as pressure and soil bearing exceed their strength, consequently they fail. Due to the variability in the deterioration rate of AC pipes, the condition of AC pipes is of utmost importance.

AC pipes deteriorate by degradation depth (thickness) of the inner and outer walls, thus compromising the overall strength of the pipe to an extent that the pipe size itself contributes to breakages if differential pressures between internal pressures due to water and soil bearing are not in equilibrium. In other words, factors such as vibrations can cause a tilt from the equilibrium, thus posing stress to the already deteriorated pipe.

Pipe degradation depths are correlated with pipe residual strengths, microstructure characteristics, pipe age, water quality, and flow dynamics due to unevenly eroded internal surface of the pipe and soil properties.

Listed below is the range of internal degradation with respect to AC pipes:

Water with low aggressiveness index.

Soft water or water with low alkalinity

Soil movement especially to small diameter pipes as AC pipes are extremely brittle when considering the mechanical property.

Furthermore, constructed structures on pipe servitudes or grounds compromise the integrity of the AC pipe. Therefore, re-routing of pipes is required.

Sewer reticulation network

There are two causes of blockages and collapse or failure of an Asbestos Cement (AC) pipes in a sewer system:

Introduction of foreign unsolicited objects into the sewer system, such as through open manholes covers.

Corrosion due to hydrogen sulphide.

Open manholes have been a consequence of theft of steel covers, vandalism of concrete covers and effects of hydrogen sulphide on the concrete covers. Also, due to open manholes, sand is introduced into sewer systems.

Since most sewer manholes are constructed from concrete, bricks and mortar, hydrogen sulphide attacks mortar thus resulting in a weakened or compromised manhole structure, resulting in the bricks falling into the system.

Procurement of polymer plastic covers is on-going to curb factors that result in open manholes.

THE WATER AND SANITATION SECTION: INFRASTRUCTURE MAINTENANCE (URBAN & RURAL) IS DIVIDED INTO THREE FOLLOWING AREA OFFICE:

NORTHERN (RICHARDSBAY AND SURROUNDINGS)

SOUTHERN (ESIKHALENI, DLANGEZWA AND SURROUNDINGS)

WESTERN (EMPANGENI, NGWELEZANE AND SURROUNDINGS)

MECHANICAL SECTION

INFRASTRUCTURE MAINTENANCE (URBAN AND RURAL) – NORTHERN

| Water Infrastructure Maintenance Annual - 2018/2019 | | | | | | | | |
|---|------------|------------------|----------------------|------------------|----------------|-----------------------------|---------------------------------|-------------------------|
| Ward | Pipe burst | Valve maintained | Air Valve maintained | Meter maintained | Meter replaced | New Water Meter connections | New Meter Business / Commercial | Fire hydrant maintained |
| 1 | 16 | 9 | 5 | 163 | 139 | 20 | 0 | 100 |
| 2 | 9 | 8 | 4 | 99 | 70 | 2 | 0 | 17 |
| 3 | 8 | 11 | 9 | 113 | 78 | 4 | 0 | 151 |
| 4 | 43 | 17 | 23 | 380 | 249 | 57 | 4 | 141 |
| 5 | 16 | 0 | 6 | 64 | 230 | 26 | 1 | 18 |
| 6 | 23 | 0 | 8 | 76 | 223 | 20 | 0 | 14 |
| 7 | 7 | 6 | 0 | 27 | 75 | 15 | 0 | 5 |
| 8 | 17 | 4 | 4 | 55 | 67 | 4 | 1 | 16 |
| 26 | 1 | 5 | 0 | 24 | 39 | 0 | 0 | 15 |
| TOTAL | 284 | 60 | 59 | 1001 | 1170 | 148 | 6 | 477 |

| | | | | | | | | |
|---|------|------|------|-------|-------|------|------|-------|
| % | 8.86 | 1.87 | 1.84 | 31.23 | 36.51 | 4.62 | 0.19 | 14.88 |
|---|------|------|------|-------|-------|------|------|-------|

Table 1: Water Infrastructure Maintenance for 2018/2019 financial year

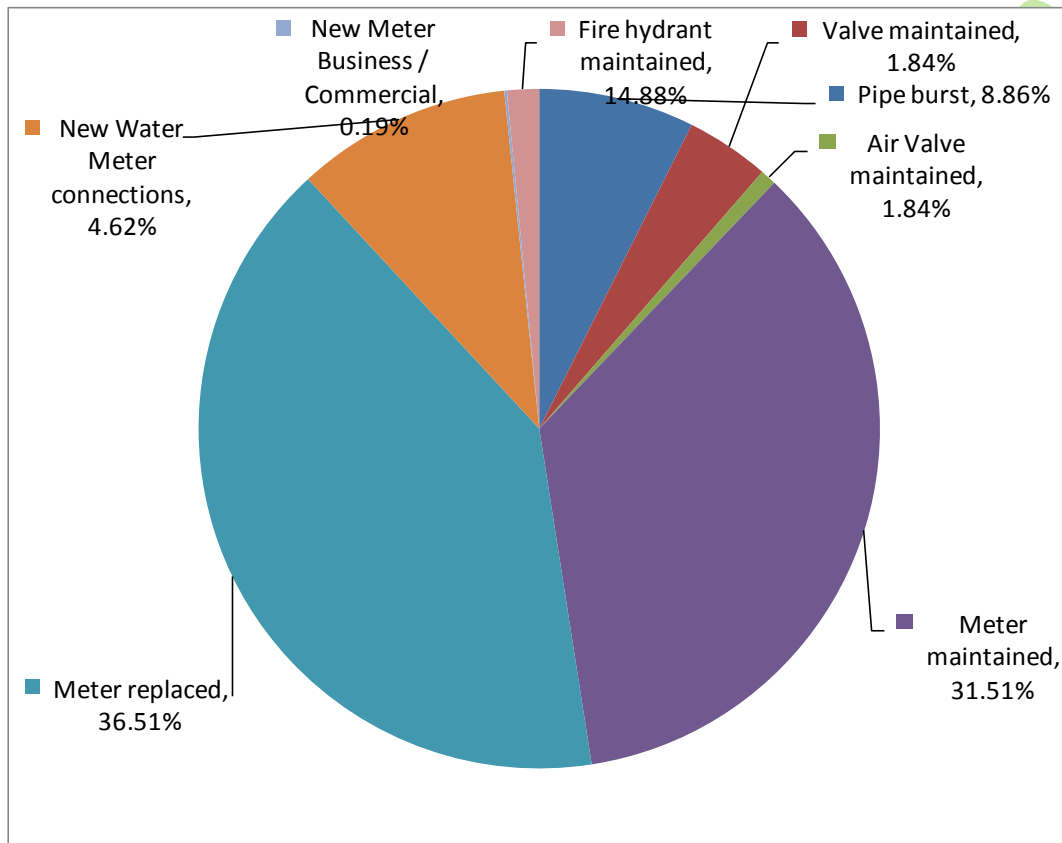
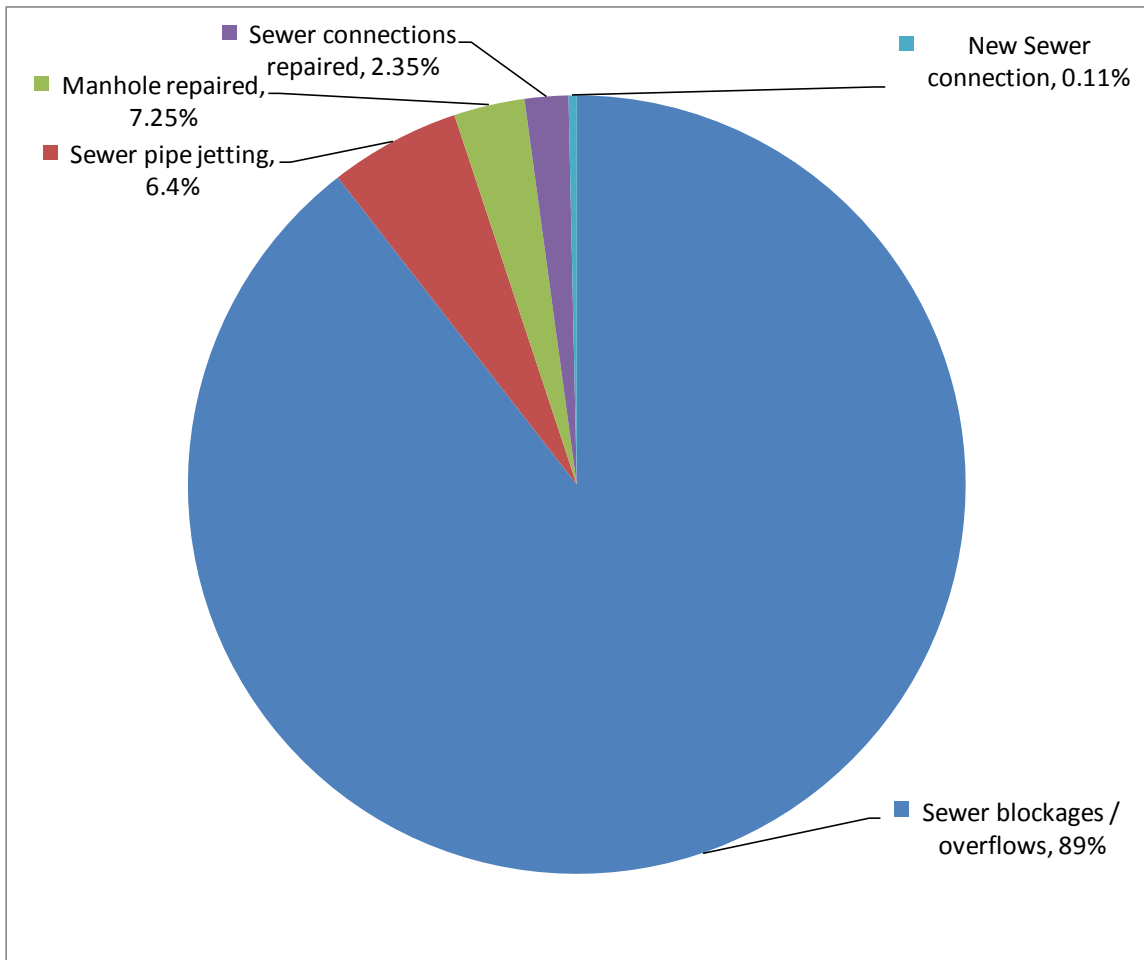


Table 2: Sewer Infrastructure Maintenance for 2018/2019 financial year

| Sewer Infrastructure Maintenance Annual - 2018/2019 | | | | | |
|---|-----------------------------|--------------------|------------------|----------------------------|----------------------|
| Ward | Sewer blockages / overflows | Sewer pipe jetting | Manhole repaired | Sewer connections repaired | New Sewer connection |
| | | | | | |

| | | | | | |
|-------|------|------|------|------|------|
| 1 | 131 | 11 | 15 | 2 | 0 |
| 2 | 127 | 14 | 6 | 4 | 0 |
| 3 | 153 | 17 | 24 | 6 | 0 |
| 4 | 94 | 11 | 21 | 6 | 1 |
| 5 | 0 | 0 | 0 | 3 | 0 |
| 6 | 0 | 0 | 0 | 0 | 0 |
| 7 | 0 | 0 | 0 | 0 | 0 |
| 8 | 254 | 4 | 0 | 0 | 0 |
| 26 | 28 | 3 | 2 | 1 | 0 |
| TOTAL | 787 | 60 | 68 | 22 | 1 |
| % | 83.9 | 6.39 | 7.25 | 2.35 | 0.11 |

Fig 2: Sewer Infrastructure Maintenance for 2018/2019 financial year



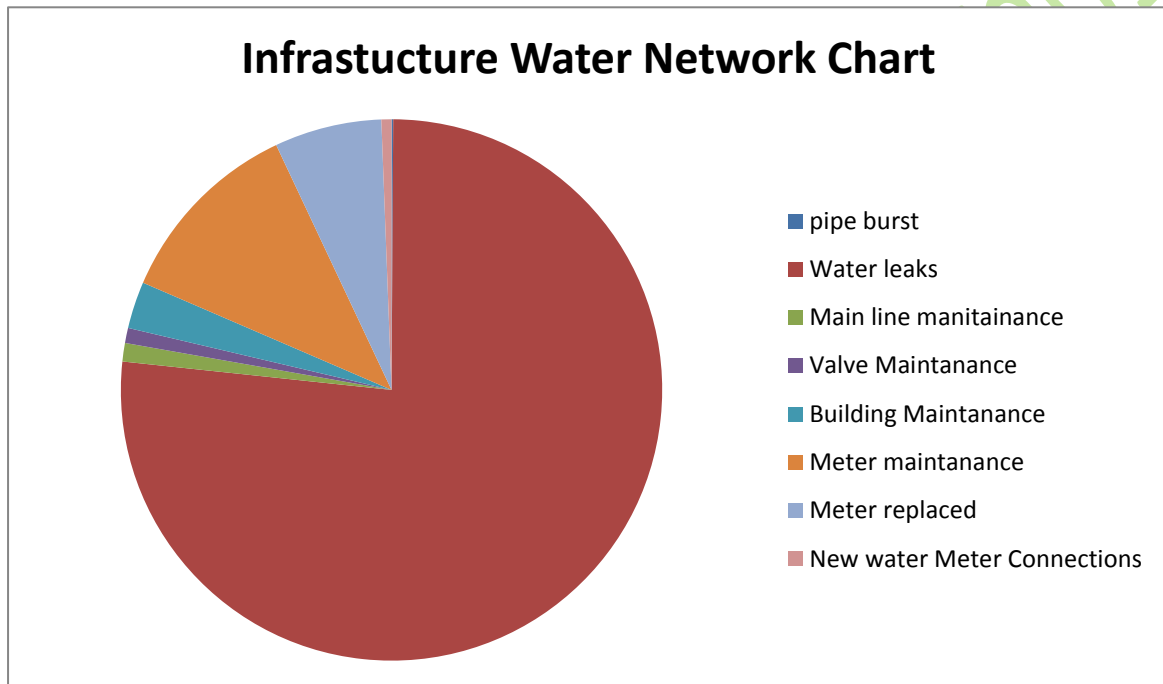
INFRASTRUCTURE MAINTENANCE - SOUTHERN

1.2 Operations and maintenance- Potable water Infrastructure Network

| Ward | Pipe burst | Water leaks / Mainline Maintenance | Main line maintenance | Valve Maintenance | Building Maintenance | Meter maintained | Meter replaced | New Water Meter connections | Fire hydrant maintained |
|-------|------------|------------------------------------|-----------------------|-------------------|----------------------|------------------|----------------|-----------------------------|-------------------------|
| 10 | 0 | 806 | 13 | 6 | 24 | 38 | 39 | 5 | 0 |
| 11 | 0 | 526 | 0 | 2 | 0 | 48 | 42 | 4 | 0 |
| 12 | 0 | 375 | 0 | 4 | 1 | 36 | 41 | 0 | 0 |
| 13 | 0 | 233 | 3 | 1 | 11 | 48 | 72 | 5 | 0 |
| 14 | 0 | 320 | 3 | 9 | 0 | 52 | 22 | 0 | 0 |
| 15 | 0 | 453 | 2 | | 43 | 59 | 58 | 2 | 0 |
| 16 | 2 | 123 | 0 | 69 | 3 | 52 | 11 | 0 | 0 |
| 17 | 0 | 153 | 0 | 1 | 0 | 44 | 30 | 0 | 0 |
| 18 | 0 | 819 | 8 | 2 | 33 | 49 | 54 | 4 | 0 |
| 19 | 0 | 275 | 14 | 0 | 36 | 41 | 59 | 0 | 0 |
| 20 | 0 | 316 | 5 | 3 | 2 | 58 | 64 | 0 | 0 |
| 21 | 0 | 237 | 11 | 12 | 18 | 71 | 46 | 0 | 0 |
| 22 | 3 | 313 | 2 | 22 | 18 | 35 | 63 | 0 | 0 |
| 30 | 0 | 32 | 3 | 0 | 0 | 41 | 2 | 6 | 0 |
| 34 | 0 | 12 | 0 | 0 | 0 | 23 | 5 | 0 | 0 |
| TOTAL | 3 | 4596 | 72 | 131 | 187 | 701 | 608 | 26 | 0 |
| | 0.05% | 72.68% | 1.14% | 2.07% | 2.96% | 11.08% | 9.61% | 0.41% | 0% |

Operations and Maintenance on potable water infrastructure as of 01 July 2018 to 30 June 2019 is tabled at 1.2

Fig.3 Potable water Infrastructure Network Chart

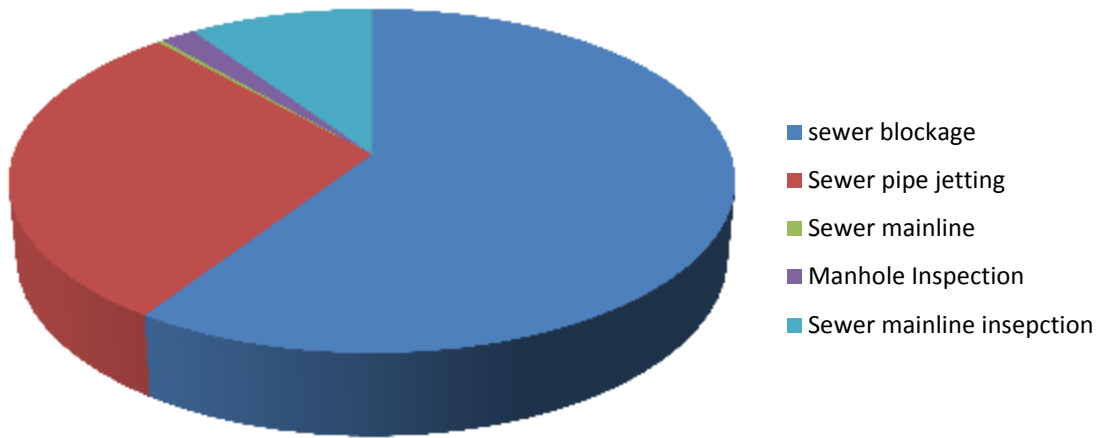


Operations and Maintenance on potable water infrastructure as of 01 June 2018 to 30 June 2019 is tabled at 1.2

1.3 Operations and Maintenance - Sanitation Infrastructure Network

| Ward | Sewer blockages / overflows | Sewer pipe jetting | Sewer mainline maintenance | Manhole Inspection | Manhole repaired | Sewer connections repaired | New Sewer Connections | Sewer Mainline Inspection |
|---------|-----------------------------|--------------------|----------------------------|--------------------|------------------|----------------------------|-----------------------|---------------------------|
| 10 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| 16 | 170 | 34 | 0 | 3 | 0 | 0 | 0 | 21 |
| 17 | 133 | 54 | 0 | 2 | 0 | 0 | 0 | 23 |
| 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19 | 239 | 97 | 0 | 13 | 0 | 0 | 0 | 37 |
| 20 | 247 | 121 | 0 | 12 | 0 | 0 | 0 | 44 |
| 21 | 220 | 91 | 2 | 12 | 0 | 0 | 0 | 51 |
| 22 | 204 | 81 | 0 | 0 | 0 | 0 | 0 | 36 |
| 30 | 95 | 23 | 1 | 0 | 0 | 0 | 0 | 13 |
| 34 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 1069 | 501 | 3 | 45 | 0 | 0 | 0 | 225 |
| PERC(%) | 58% | 27.18% | 0.16% | 2.44% | 0% | 0% | 0% | 12.21% |
| | | | | | | | | |

Sanitation Infrastructure Network



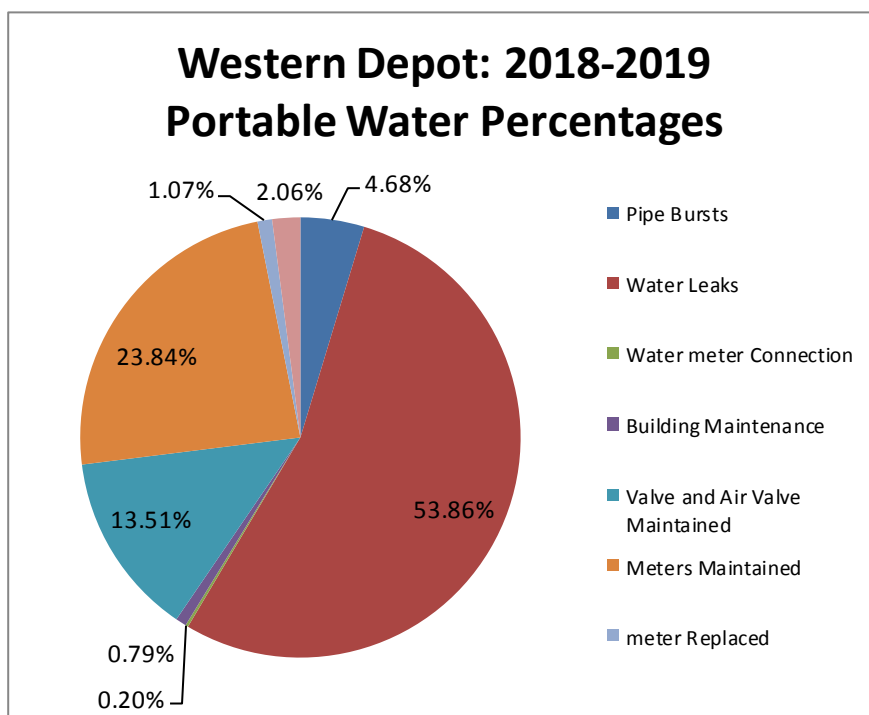
DRAFT ANNUAL REPORT

INFRASTRUCTURE MAINTENANCE (URBAN AND RURAL) – WEST

1.2 Operations and maintenance- Potable water Infrastructure Network

| ward | Pipe Burst | Water leak/installation of pipes | Building Maintenance | Valve and air valve maintenance | Meter maintained | Meter Replaced | New water meter connection | Fire Hydrant maintenance |
|-------|------------|----------------------------------|----------------------|---------------------------------|------------------|----------------|----------------------------|--------------------------|
| 9 | 35 | 386 | 4 | 21 | 137 | 98 | 6 | 29 |
| 23 | 19 | 449 | 1 | 8 | 216 | 176 | 25 | 28 |
| 24 | 57 | 624 | 1 | 5 | 158 | 249 | 11 | 20 |
| 25 | 6 | 63 | 1 | 0 | 7 | 37 | 1 | 17 |
| 27 | 16 | 113 | 1 | 1 | 35 | 158 | 1 | 0 |
| 28 | 18 | 211 | 1 | 1 | 31 | 234 | 1 | 0 |
| 29 | 11 | 215 | 0 | 0 | 12 | 109 | 0 | 0 |
| 31 | 1 | 103 | 0 | 0 | 6 | 15 | 2 | 0 |
| 32 | 32 | 224 | 0 | 0 | 11 | 5 | 2 | 0 |
| 33 | 19 | 81 | 0 | 0 | 5 | 9 | 0 | 0 |
| Total | 214 | 2463 | 9 | 36 | 618 | 1090 | 49 | 94 |
| % | 4.68 | 53.86 | 0.2 | 0.79 | 13.51 | 23.84 | 1.07 | 2.06 |

Fig.1 Potable water Infrastructure Network Chart

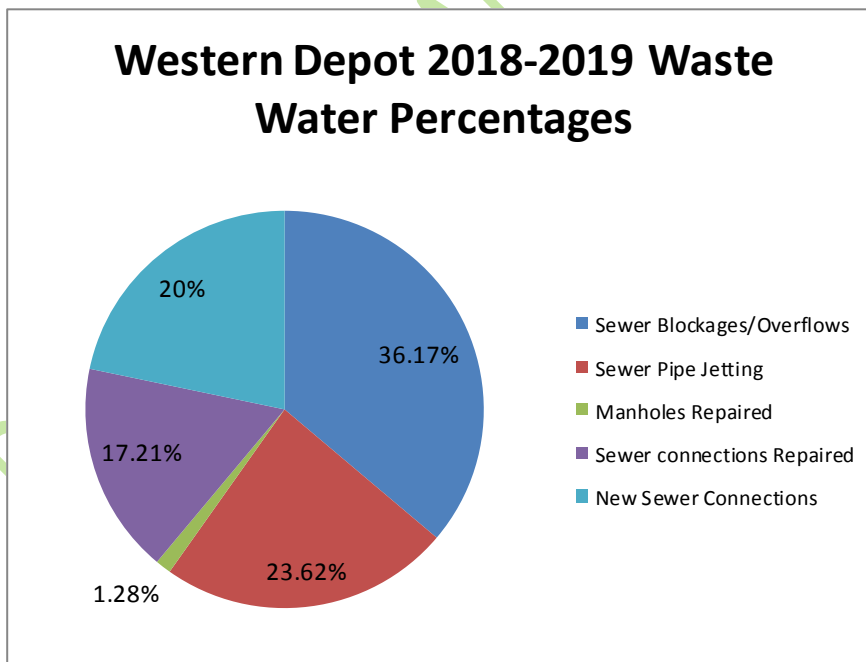


1.3 Operations and Maintenance - Sanitation Infrastructure Network

| Ward | Sewer blockages / overflows | Sewer pipe jetting | Manhole repaired | Sewer connections repaired | New Sewer connection |
|------|-----------------------------|--------------------|------------------|----------------------------|----------------------|
| 9 | 250 | 61 | 8 | 86 | 119 |
| 23 | 256 | 75 | 9 | 94 | 128 |

| | | | | | |
|-------|-------|-------|------|-------|-------|
| 24 | 211 | 43 | 5 | 83 | 99 |
| 27 | 9 | 64 | 3 | 20 | 26 |
| 28 | 35 | 254 | 2 | 79 | 85 |
| Total | 761 | 497 | 27 | 362 | 457 |
| % | 36.17 | 23.62 | 1.28 | 17.21 | 21.72 |

Fig 2. Sanitation Infrastructure Network Chart



MAJOR CHALLENGES – INFRASTRUCTURE MAINTENANCE

| Challenges | Effects |
|--|---|
| Vehicle breakdowns | This causes delays in responding to the reported breakdowns. |
| Electrical Supply Cuts | Causes sewer overflows in the pump stations once the pumps stop pumping. |
| Theft | The theft of manhole lids result in open sewer which makes it easy for people to throw object in the manholes. And the theft of electric cables in the pump stations also causes unnecessary sewer overflows. |
| Insufficient pumps in pump station | Causes pumps to run continuously without being serviced which contribute to frequent pump failures. |
| Ageing infrastructure/ Insufficient Capacity | Causes overflows due to growth in the City and infrastructure not meeting with demand. Thus causing overflows at peak hours and when we have heavy rain. |
| Shortage of staff | Causes delays in responding to the complaints and causes failure in achieving the targeted planned maintenance. |

KEY ACHIEVEMENTS – INFRASTRUCTURE MAINTENANCE

Repairs at the Aquadene1 Sewer Pump Station

On the 13 February 2019, there was a sewer overflow in Brackenhams area that flooded inside the property no. 40 Filigree Loop Street. After investigation it was found that there was a broken gravitation sewer pipe within Aquadene 1 pump station which resulted in sewer spillages in most of the properties along Filigree Loop, Fish Tail, Felt Fern and Frondosa streets. As part of corrective measures two new 6m deep sewer manholes were rebuilt and the 160mm sewer gravity pipeline was repaired.



ORT 2018/2019

Esikhawini Pipe installation (250mm HDPE pipe) at WardS 19 and 18 areas.

The area has been experiencing low water pressure whereas other areas of Ward 18 & 19 portions were not receiving water at all. In order to improve the situation, Water Tankers had to be deployed. The Municipality has used this service for more than three years and has proven to be unsustainable due to the escalation cost and due to the ever increasing number of new houses per annum. Water Tankers Service is currently being used and cost in a region of millions of rands per Annum. The consideration was therefore taken that a long term solution was urgently and critically warranted.

The area consists of approximately 600 household with an estimated population of 4800 people. The pipeline consists of 250 diameter Bulk pipeline which will cater for existing demand inclusive of growth and development of the area.

Supply and Install 250mm Sewer Line at hillview

The Hillview Pumpstation collect waste water from Hillview, CBD, Qalakabusha and Tronox, it then pumps the waste water through a 250 mm rising main which runs underneath R34 [DOT road, below Hillview suburb} and deposit the waste water next to the bus rank in town. The pipe failure underneath R34 was of great concern to the road users, environment and health risk to the public and animals lives around that area.

The rising main pipe failure needed urgent attention to prevent further spillage and damages to the environment.

2. SCIENTIFIC SERVICES

SECTION OVER VIEW

Scientific Services: as it relates to ensuring that the quality of potable water and raw water and that of sewer and industrial effluent discharge is within the acceptable specifications

The City of uMhlathuze in its capacity as the Water Services Authority and juristic entity is compelled by the Water Services act 107 of 1997 and National Water act 36 of 1998 to ensure that the quality of the city's water resources, portable water and wastewater systems are continually monitored in

an endeavour to maintain quality and evaluate against set standards/specifications/guidelines. The Scientific Services section is responsible for the effective management of this function within the Water Services Authority Division.

Various key functional areas within the Scientific Services contribute to the reliability and credibility of an effective water quality management system. The Scientific Services include comprises of the following:

WATER QUALITY MANAGEMENT

FUNCTIONS

Water & wastewater quality monitoring as per the Water Quality Monitoring Program (WQMP)

Drinking Water Quality Management (including consumer complaint management)

Industrial Effluent Permit Management

Industrial Pollution Management

Industrial Inspections

Water pollution incident investigations

Storm water Inspection and Pollution Management

MAJOR CHALLENGES

Inadequate staff to ensure compliance with the Municipal Water Services by-laws regarding authorisation of industrial effluent discharges.

Illegal dumping of sewage and industrial effluent into sewer manholes.

Non-compliance of effluent from the Alton and Arboretum Macerators via the sea outfall pipeline.

Incidences of poor water quality frequently reported around the Meerensee area.

Insufficient vehicles

KEY ACHIEVEMENTS

Establishment of the Trade Effluent Management System that introduced tariffs for industrial effluent discharges in order to encourage compliance by all authorised contributors.

Effluent Management policy drafted and approved by Council.

In the process of developing an online permit application system.

LABORATORY SERVICES

Formal recognition that laboratories are competent to carry out specific tasks/tests is given by the South African National Accreditation System (SANAS) in a form of accreditation. Although achievable by all labs, SANAS accreditation historically believed to be a status awarded to only large laboratories (centred on the major metropolitan areas).

Department of Water Affairs with sector partners developed the strategy to ensure institutions use laboratories deemed competent & produce credible results to manage and report on their drinking and wastewater quality. Strategy denotes process whereby DWA shall approve the use of laboratories competent to analyse drinking- and wastewater samples.

The laboratory is currently undergoing method development and validation as well as phased implementation of ISO 17025. The laboratory is also participating in Proficiency Testing schemes for Chemistry and Microbiology in order to continually improve accuracy and precision when compared to other laboratories.

MAJOR CHALLENGES

Laboratory space – shortage of working and storage space in the laboratories.

Procurement – challenges when purchasing chemicals and consumables due to delays in issuing of purchase orders.

Vehicles shortage- affects sourcing of laboratory consumables, safety equipment and other important tasks like attending meetings off-site.

Power outage – damaged laboratory equipment and the computer that monitors environmental conditions and corrupted the software.

KEY ACHIEVEMENTS

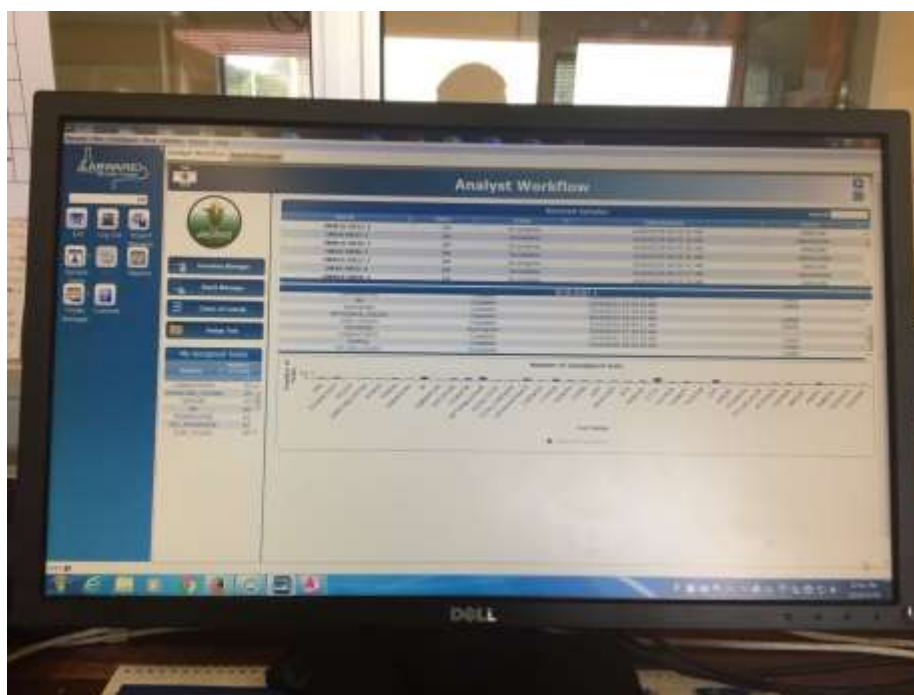
Procurement of various equipment for chemistry and microbiology laboratories i heating mantles for distillation of samples, inductively coupled plasma for automated analysis of heavy metals in various water matrices, DR6000 spectrophotometer for microbiological analysis and automated analytical balance and auto-titrator

A new record of average z-score of 0.30 in SABS water proficiency testing and NLA round two 100% pass.

Chemistry instrumentation laboratory.

Procurement of SANAS ISO17025:2017 lab system and internal auditing course for all staff members in the laboratory.

Procurement and implementation of Labware Laboratory Information Management System with sample barcode scanners for data management.



Labware LIMS



ICP-OES



DR6000 Spectrophotometer

FUTURE PLANS

Procurement of Gas Chromatography Mass Spectrometry

Completion of the Method Validation/Verification process

Introduction of new methodology

Installation of biometrics system

Accreditation to ISO17025

3.CUSTOMER SERVICES, MARKETING AND RETAIL

SECTION OVER VIEW

Customer Services, Retail and Marketing: The customer services, retail and marketing management section covers the aspects that relate to the management of the water and waste plants, as it talks to the effect it has on internal and external stakeholders.

The report covers the aspects that relate to the management of the plants, as it talks to the effect it has on customer services. The following were discussed to ensure speedy repair of leaks, pipe bursts and water loss:

All pipe servitudes cleared of any construction and vegetation.

Daily inspection of pipes.

Aggressive leaks detection is encouraged.

Regular water forums must be held.

Goedertrouw Dam level has increased in the past four quarters compare to the previous year, the first quarter is sitting at 48% in the second quarter, 46% ,in the third quarter 50%, in the fourth quarter 47%; Lake Mzingazi level has been sitting above 100% for the entire year, currently operating at 50% of its capacity. Lake Cubhu is also above 100%.

MAJOR CHALLENGES

Old infrastructure which is the cause of number of pipe bursts

Illegal connections due to increase in population in the region.

Shortage of water tankers

Vandalism of the infrastructure

Vandalism of static tanks

KEY ACHIEVEMENTS

All commissioned Pressure Valves in the City of uMhlathuze have been set to 1 bar of pressure during the day and 0.5 bar at night.

Continuous customer relations and education.

Internal leak repair in eSikhaleni and Dumisani Makhaye Village.

Installed flow restrictor on meters.

WATER AWARENESS CAMPAIGN

March is declared as water month but due to the closing of schools early this year, the awareness campaign ended up taking place in April 2019. The National Water Week commenced on the 18 March to 4 April 2019. The City of uMhlathuze visited schools, Malls, shopping centres and community halls, to perform Water Awareness Campaigns. The aim was to inform the stakeholders about the water status quo, placing emphasis on keeping the importance of water conservation, in light of the drought challenges currently facing the region, water conservation and also encouraging the community to harvest rainwater.

The following schools, Malls, shopping centres and community halls were visited by City of uMhlathuze officials and ward councillors during water week;

Emondini high school

Empangeni sanlam centre

KaNqantayi high school

Mevamhlophe high school

Mzingwenya primary school

Tholokuhle high school

uVondlo primary school

Nguluzane primary school

Ngwelezane halls

Mzuvukile primary school

Phiwayinkosi primary school

Vulindlela stores

Photos below indicate the highlights of the day during the visits.

Emondini High School



Empangeni Sanlam centre



Mevamhlophe High School



Mzingwenya Primary School



Tholokuhle High School

uVondlo Primary School



Ngwelezane Hall



Nguluzana Primary School



Mzuvukile Primary School



Phiwayinkosi Primary School



ENGINEERING SUPPORT SERVICES

This section is responsible for the following sections:

Project Management Services

Building & Structures Section

Infrastructure Asset Management

Project Management Unit

This section is responsible for the implementation of capital projects on behalf of other departments which do not have the technical capacity to execute. The section also prepares specifications and tender documentation. The MIG Grants funding is also implemented by Project Management Unit (PMU) section. The section also deals with its part of contribution into the creation of job opportunities in all its budgets which then feed into the municipality's Expanded Public Works Program as we deals with service delivery.

Duration of the programme

Over the past financial years it has been the 1st of April of each year indicated below in the 2010/2011 to March 2011, from the 2011/2012 financial year it was then aligned with the Municipal financial year which is 01 July of each year to 30 June of the next year.

Amount allocated for the past 3 years

The following table details the multi-year consolidated infrastructure investment programme for the Municipality.

| DESCRIPTION | 2015/2016 | 2016/2017 | 2017/2018 | 2018/2019 |
|------------------------|-----------------|-----------------|------------------|--------------------|
| Approved budget amount | R 93 154 000.00 | R 99 817 000.00 | R 108 742 000.00 | R 104 604 000.00 |
| Spent budget amount | R 93 154 000.00 | R 99 817 000.00 | R 108 742 000.00 | R 104 604 000.00** |
| Difference | R 0 | R 0 | R 0 | R 0 |

**Awaiting certification from Provincial COGTA

Key challenges since onset of programme and current challenges:

Wherever the City of uMhlathuze has/ is addressing the issue of basic level of service, the increasing number of households is being experienced in the area of its jurisdiction as it is seen as a centre of attraction to services. The Municipality also took a resolution to ensure that when it comes to water, individual households' connection is done in order for proper billing system;

The provision of sanitary facilities in areas around townships under the Ingonyama Trust/ Amakhosi due to the fact that some of those households are allocated land in wet areas within flood lines in areas of high water table and under electricity pylons;

Upgrade of water supply pipe lines as a result of inadequate capacity of those areas inherited from the previous developmental sectors on a small scale as well as the aging infrastructure like the AC pipes. Council needs to also concentrate on the pipe replacements projects within the whole municipality;

The issue of cross boundary type of schemes meant to benefit other municipalities at the expense of another municipality because it call for one to compromise his projects in order to address the bulk Infrastructure; and

Ensuring municipal integration of the MIG Programme and other non-MIG funded programmes within the framework of the municipality's Integrated Development Plan and ensure the alignment of the approaches and processes of existing Council's infrastructure programmes to those of MIG is still a challenge.

Evaluation As Per Practice Note

Part 1: Progress to date

Results based management principles should be used as the underlying principles to evaluate interventions and outcomes:

| ITEM NO | ACTIVITY | ROLE PLAYER AND ROLE PLAYED |
|---------|---|---|
| 1. | Development of business plans | Consulting Engineers – Development of Business Plans |
| 2. | Submission of business plans to uMhlathuze LM | Infrastructure & Technical Services Department – Approval of Business Plans Exco Council – Approval of Business Plans |
| 3. | Submission of Business Plans to DWAF for approval | DWAF - Approval of Business Plans |
| 4. | Capturing of Business Plans into MIS | PMU/Consulting Engineers – Capturing of business plans |
| 5. | Submission to COGTA via MIS | PMU and COGTA – Approval of the BP |
| 6. | Development of Preliminary Design and Final Design of active BPs for the financial year | Consulting Engineers and Water Planning & PMU |

| | | |
|-----|---|--|
| 7. | Preparation of Tender Documents | Consulting Engineers, PMU and Specification Committee |
| 8. | Tender adverts | PMU & Corporate Services |
| 9. | Adjudication of Tenders | Consulting Engineers – preparation of Adjudication Reports |
| 10. | Submission to the municipality for recommendation | Evaluation and Adjudication Committee |
| 11. | Appointment of the contractors | Municipal Manager |
| 12. | Execution of the Projects | Consulting Engineers, Contractors, ISDs, Project Managers and PMU |
| 13. | Completion of Projects | Consulting Engineers, Contractors, Project Managers and PMU |
| 14. | Physical Completion | Consulting Engineers, Contractors, Project Managers and PMU |
| 15. | Final Completion (Defects Liability Period) | Consulting Engineers, Contractors, Project Managers and PMU and Operations and Maintenance |
| 16. | Operation and Maintenance | Water Services – Operations & Maintenance Section |

Implementation of the approved business plan –

Council registered a combined rural sanitation business plan amounting to R493 million with MIG and this program is a continuous set up which targets the wiping off of the backlogs in all rural areas. It be noted that before we inherited a portion of Ntamabanana wards, we conducted a study and out of the total 46 873 backlogs were initially registered, the city has covered 35 958 households and the current phase consists of 5000 households has been underway and was completed in May 2019.

It should also be noted that the more council provides these basic level of services more people move to these areas and we end up having to cover more infill households than initially planned.

PART 2: Monitoring

Define the monitoring approach; map the process (on what basis is data collected; issues around data sources and data collection methodologies). Who is responsible for each of the tasks within the map?

How is data analysed and reported for implementation purposes –

Through the Water Planning Manager/WSA Manager and the PMU manager together with the project leader or designer, the reports are read in conjunction with the drawings versus the demand on that area(s) and taking into account the future demand/ growth, the Water Planning Manager/WSA Manager or the PMU manager must call for adjustment on the proposal or approve based on the fact that it meets the community's needs. From there it must be carried into the implementation stage.

Selected Major MIG Projects under PMU

| Tender Nr | Project Description |
|--------------------|--|
| 8/2/1/UMH101-16/17 | Mkhwanazi North Phase 5 - Reticulation Zone E2 |
| 8/2/1/UMH121-16/17 | Mkhwanazi North Phase 5 - Reticulation Zone K |
| 8/2/1/891A | Rural Sanitation: Factory – 17000 units |
| 8/2/1/UMH41-16/17 | Rural Sanitation: Installation of 4000 VIP's |
| 8/2/1/UMH121-15/16 | Mzingazi Sewer Phase 2 Portion 1 |
| 8/2/1/UMH94-15/16 | Mandlazini Rural Road |
| 8/2/1/UMH87-16/17 | Upgrade of Empangeni Outfall Sewer |
| 8/2/1/UMH116-16/17 | Mandlazini Sewer Phase 2A |

Other projects executed by PMU on behalf of other Departments



Municipal House – foundations



Municipal House – Completed



Ntambanana - Ndondwane Creche



Construction of SCM second floor



Mandlazini Sewer Phase 2A – Pump station construction

Building & Structures Section

The Buildings and Structures Section forms part of the Department of Infrastructure and Technical Services under Engineering Services. Subdivisions are as follows:

Buildings Maintenance

Mini Buildings Projects(Maintenance Contractors)

Lighting Services

Air conditioning and Refrigeration

This section is responsible for the maintenance / servicing of the building maintenance works. The small works are done by this section on behalf of other Departments. The budget of the small works is done by this section on behalf of other departments and the section works on their demands and needs on their budget. The maintenance budget is done by sub-section.

Achievements

The refurbishment of the Richards Bay Civic Centre, various small scale repairs on behalf of the other sections throughout the year.

Planned maintenance programs as scheduled and daily complains operation are monitored. The maintenance part is carried out by the below sub-sections under Building & Structures:-

Carpentry and Glazing Maintenance team

Bricklaying & Plaster/Paving/Tiling Maintenance team

Painting and Decoration Maintenance Team and

lighting services maintenance team

Infrastructure Asset Management

Infrastructure Asset Management

The Infrastructure Asset Management unit is a cross cutting function that renders support to asset custodians and support departments in line with the integrated asset management framework.

The unit comprises of the following sub-sections:

GIS civil section

Planning and Design

Infrastructure Asset management Unit

The sub-sections indicated above shall be elaborated in detail below:

GIS civil section

The role of GIS Civil section is to address geographical objectives associated in recording and maintaining the organisations immovable networks in terms of Capital renewal, upgrade and maintenance. The primary function of this section is to capture and maintain As-built received from the implementation of Capital projects approved in terms of the MTREF and maintain records deriving from asset maintenance.

Achievements

Implementation of a systems integration landscape to enable integration between Infrastructure Asset Management system (IAMS) and Geographical Information Systems (GIS) and Enterprise Revolution Plan (ERP);

GIS incumbents have been trained on applicable modules in terms of the EAMS implementation.

Planning and Design

The role of the Planning and Design section is to render a support function to the infrastructure planning stage of new developments, renewal and disposal of capital infrastructure in terms of the approved MTREF and on an adhoc basis. This section contains shared serves for costing purposes.

Achievements

Providing a platform for the visibility of all immovable networks through the implementation of the EIAM solution enabling the section to make informed decisions moving forward;

Planning and Design incumbents have been trained on applicable modules in terms of the EAMS implementation.

Infrastructure Asset Management unit

The Infrastructure asset Management unit is a cross cutting support function directing and facilitating key performance areas of the asset management framework. In consultation with asset custodians and key executive role players, the role of the Infrastructure Asset Management unit is to ensure the following:

Review the Asset Management Policy and Immovable Asset Management Procedures Manual;

Prepare annual AM Plans (AMPs) and Strategic AM Plan (SAMP) with a minimum of a 10-year planning horizon;

Ensure EAMS is aligned to organisations Business objectives;

Review data accuracy, and the processes for updating of spatial and alpha-numeric data in the AMIS to meet physical and financial asset management needs;

Ensure information systems' functionality meets ongoing Asset Management needs;

Prepare infrastructure-related asset data for upload to the AMIS;;

Review and update asset and AM Framework risk exposure, in line with the Municipality's risk models, recommend mitigation actions, and monitor implementation;

Champion effective AM understanding, collaboration, and practice improvement across the Municipality;

Review change needs, determine and recommend change methodologies, prepare change plans and manage the approved AM Change Programme.

Achievements

Implementation of an Enterprise Infrastructure Asset Management (EIAM) solution comprising of integrated asset related engineering and technical modules to address life cycle management of immovable asset networks pertaining to Water & Sanitation, Electricity, Roads, Storm water, Facilities, etc.

Implementation of Fixed Asset Management Policy as per Council Resolution 13264 dated 29 May 2019;

Development of Draft Immovable Asset Management Procedure Manual in order to standardise Asset Management practice across technical and supporting departments;

Single data model aligned to CIDMS to facilitate Smart City principles in order to address and direct capital renewal, upgrade and maintenance initiatives;

Development of models to predict failure and potential impact, example Water Pipe prioritisation model, Sewer Pipe prioritisation model, electricity prioritisation model; etc.

Implementation of a systems integration landscape to enable integration between Infrastructure Asset Management system (IAMS) and Geographical Information Systems (GIS) and Enterprise Revolution Plan (ERP);

Development of initial sectoral Asset Management Plans (AMP) and Strategic Asset Management Plan (SAMP);

Aligned Technical Asset Register (TAR) to Financial Asset Register (FAR) to facilitate Asset Register outcomes;

The EIAM solution shall provide a platform to affect baseline asset management optimisation strategies, for example formulation of Life cycle plans (operating and capital), risk based asset management strategies, modelling of Capital renewal and maintenance budget needs, etc.

Asset custodians and supporting roles have been trained on applicable modules in terms of EAMS implementation.

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The Asset register implementations are initial steps that are mandatory and form the basis of developing infrastructure asset management plans.

This phase sets out to address the following asset lifecycle goals:

| No | Activity | Asset Management Goals |
|----|--|---|
| 1 | Data analysis, assessment, conversion and import; | Infrastructure Asset Management System Capability |
| 2. | Development of Asset hierarchy; | |
| 3. | Development of an Infrastructure Asset Register; | |
| 4. | Review of existing Asset Management Policy; | |
| 5. | Infrastructure Asset verification and condition assessment of specific Electrical, Transport, Water and Sanitation infrastructure; | |
| 6. | Assessment of current/existing Asset Management business processes; | |
| 7. | Asset Management Awareness Training; | |
| 8. | Development of a Roadmap for Phase 2 and 3. | |

The main objectives in this phase are to identify and define the systems and processes that are key to inform the organisations overall life-cycle asset management strategy and to propose a programme that substantially improves on the quality of the existing data that has resulted from the City's asset management improvement programme. This is a logical and critical first step of having improved infrastructure management processes and auditability.

The systems and processes will facilitate such that the organisation can assess the following:

Record the nature, extent, age, utilisation, condition, performance and value of the infrastructure network;

Advise on existing and proposed levels of service to be achieved over a 10 year period as well as any changes in demand;

Review the life-cycle management needs (development, renewal, operations and maintenance and disposal) over the 10 year period;

Assess capital and operational budget needs;

Assess the prevailing infrastructure asset management practice and identify further improvement needs.

Therefore the knowledge of the existing processes as well as an understanding of what data is available and in which systems, (especially aspects such as the extent, condition, replacement cost and value) is a key point of departure that shall be addressed in Activity 1 and 6 above.

Background and Context

In 2016/2017 the City of uMhlathuze (CoU), through the Department of Infrastructure Services, embarked on the first phase of a journey to improve asset-management practice in the organisation. This was with the intent of setting the foundations for the City to align with international best practice in infrastructure management as portrayed in terms of the ISO / SANS 55001 (requirements for asset management systems) and the International Infrastructure Management Manual (IIMM). This was with the objective of strengthening the City's response to its core financial management and service delivery obligations set out in the MFMA Act no 56 of 2003 and the GRAP accounting standards. In a broader context, it was to provide a platform to leverage opportunities that are emerging in line with the global movement towards Smart City Principles and the Fourth Industrial Revolution.

The Asset Management Policy and the technical asset register system were deployed as a first step of the implementation of an integrated infrastructure asset management solution. In 2018/2019 the

City embarked on the implementation of Phase 2 where holistic, structured data models were established and tailored to address the specifics of the City's operating environment.

In terms of the approach, each stage in the lifecycle of an asset is taken into account in order to manage the asset, from conception to its creation, through its operational life and ultimately, where applicable, to disposal. The data is able to be rolled up to portfolio level and drilled down to components, providing management support utilising a standardised structure, underpinned by a standardised asset data model, and a single database of relevant data. The technical asset register system therefore supports a holistic life cycle management approach addressing the Plan, Build, Operate and Assess methodology highlighted below:

Plan: The desired outcome of planning is to determine appropriate strategies that align prioritised needs with available budget, and schedule an optimised blend of planning, capital development and renewal, as well as operations and maintenance work. This can only be achieved by integrating all asset related systems with core enterprise applications resulting in greater control over, and visibility into operations asset performance. Planning is a re-iterative exercise as it requires competent practitioners to have access to information and tools that can steer the organisation towards a desired and sustainable future state while determining medium and short term actions required addressing the priority needs of current customers served by the networks.

Build: Projects are not likely to reach their fundamental objectives where ineffective management control exists. In order to achieve these project managers must have access to critical project data. The implementation of the Project Control System addresses this key area via two primary enablers: 1) allowing dynamic tracking and core management of capital and operational projects and programmes, and 2) establishing corporate visibility, tracking against structured organisational performance indicators, and auditability facilitated by structured conversion when new/ upgraded / renewed assets become available for use.

Operate: Holistic asset operations and maintenance management is enabled through integrating, automating, and unifying all maintenance-related data sources, processes, and reporting. Apart from the core capability of scheduling activities to respond to identified maintenance needs, IMQS' maintenance management system is able to provide early warning signs of asset failure and potential material shortages based on available stock-levels. Data of ongoing activities will be able to be used to calibrate the operations and maintenance phase of the organisation's lifecycle models and inform structured determination and assessment of O&M management improvement strategies. This will support ongoing improvement to the reliability of the City's service delivery.

Assess: The final step in lifecycle asset management is the ongoing review and reporting of the existence, status and performance of the assets, service levels and standards, which relies on

effective system reporting and data updating processes. Data can also be used to improve calibration of the cost and life cycle models (as noted above for maintenance) and In line with best practice, the City will also periodically assess, in an holistic manner, its management practices to ensure they too are optimal for its specific operating environment. This information supports relevant and accurate status reporting (and provides a reliable foundation for the annual AM planning and budgeting processes – the next phase of the cycle).

DRAFT ANNUAL REPORT 2018/2019

ASSET LIFECYCLE MANAGEMENT IMPROVEMENT PROJECT



CITY OF uMHLATHUZE



1. PLAN

ASSET REGISTER

2. BUILD

PROJECT CONTROL

METERS PUMPS PIPES VALVES

GIS INTEGRATION

DEMAND PLANNING

ASSET UNBUNDLING

ASSET CAPTURE & VERIFICATION

OPERATIONS & MAINTENANCE

RISK MANAGEMENT
& PRIORITISATION

ERP INTEGRATION

4. ASSESS

3. OPERATE

Figure 5: Overview of the Key Elements of Asset Lifecycle Management

The City's utilisation of improved technology is in line with the digital era and will provide benefits by laying the foundations for the development of best infrastructure management practice. It also provides a sound platform, or hub, for future innovation, such as remote and automated monitoring / control.

The core principles that guide and facilitate the City's management system of immovable assets, are as follows:

Taking a lifecycle approach;

Developing cost-effective management strategies that will be sustainable in the long-term;

Providing a defined level of service and monitoring performance;

Understanding and meeting the impact of growth through effective demand management and infrastructure investment;

Managing risks associated with asset failures;

Sustainable use of physical resources; and

Continuous improvement in immovable asset management practices.

Phase 2 of the ALMIP focussed on the following areas of the programme:

Implementation of Engineering and Technical systems;

Implementation of ERP and GIS systems landscape;

Development of initial Asset Management Plans;

Alignment of Technical and Financial Asset Registers;

Establishment of the Physical Asset Management Office.

The highlights and achievements in these focus areas during the programme implementation are summarised below:

Implementation of Engineering and Technical Systems

Whilst the AM models of the various engineering and building sectors have been aligned at a high level to facilitate aggregated reporting and integrated decision-making, they each have unique characteristics and require informed and specialist interpretation. In this regard, the models are "scalable", and are able to be tailored to the specific characteristics of each of the sectors. Elements of the various engineering sectors are quite clearly different, and these have been interrogated and interpreted to determine models that are appropriate for rolled up reporting and support effective decision-making. The engineering sub-systems therefore enable specialist analysis and planning, whilst also enabling integrated technical, tactical, and strategic planning.

These systems have been developed for water, sanitation, electricity, roads, and storm water infrastructure, as well as facilities.

The information systems aim to achieve the following objectives:

Record sector data, outputs from sector-specific analysis, and facilitate integration of data across sectors;

Maintain asset related models pertaining to failure modes, risk management, unit rates, etc.; and

Address asset register and AM planning requirements to direct capital and O&M resources in a structured and optimal manner.

Engineering Systems

Modules have been developed and implemented for various sectors in the organization, and these are summarized below.

Water and Sanitation Engineering Systems



Water Demand Management

The module provides visibility of the consumption of water from source to customer. It is configured to determine and inform responses to loss of revenue water. Various factors are taken into consideration to enable the determination of water consumption at stand level, across bulk meter zones, and for the City. The system is calibrated by a range of data, including consumer consumption and bulk flows. Initial assessments are able to inform the need for selected improvement (availability, completeness and reliability) of data. Analysis informs existing and modelled future system demand, and the need for demand management controls. It also informs the analysis of the nature, extent and spatial distribution of losses, and therefore informs the crafting of more effective water loss control and demand management initiatives. Figure 2 is an example of a report summary of water demand in various zones, flagging the outliers where interventions are likely to provide maximum benefit. Figure 3 illustrates (on the right-hand side) some of the detailed attribute data available on stands, providing a further level of detail to inform responses.

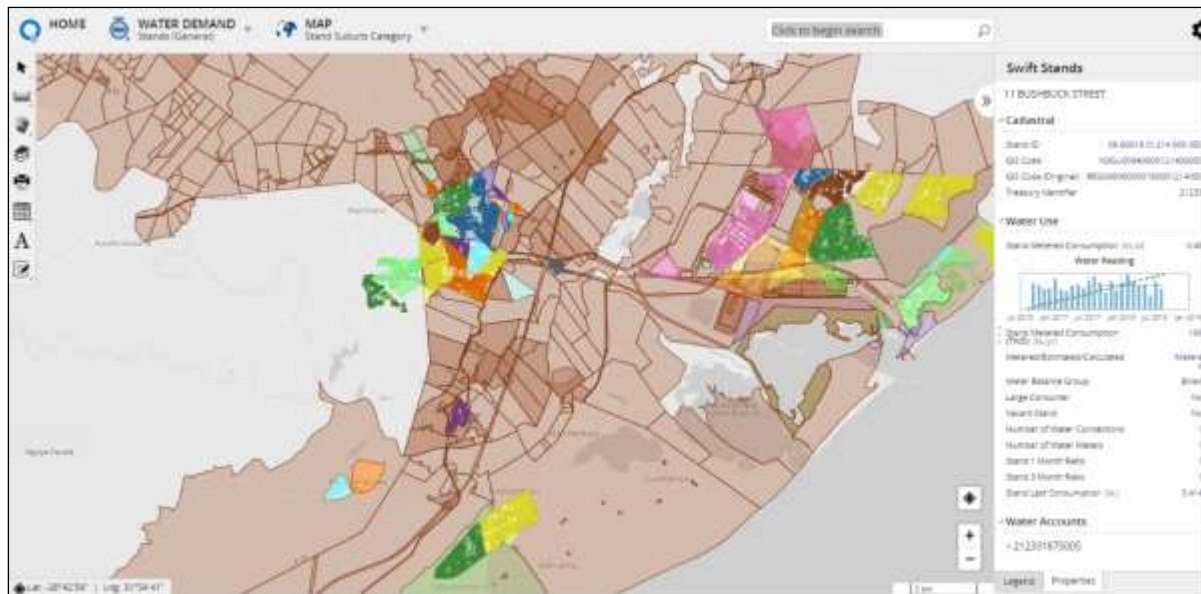


Figure 2: Example Water Demand Management System Report on Stands (General)

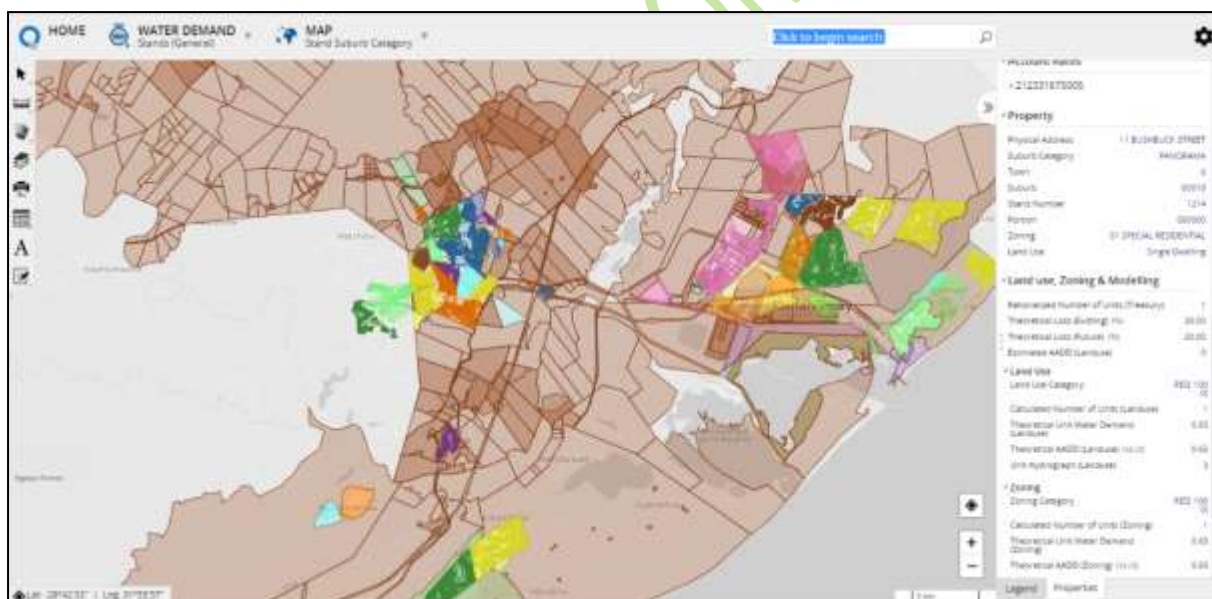


Figure 3: Water Demand Management System on Stands (General) (Continuation of Attribute Table)

Figure 4 illustrates spatial reporting and information available on the system indicating Demand Management Areas (DMAs) and the location of bulk meters.

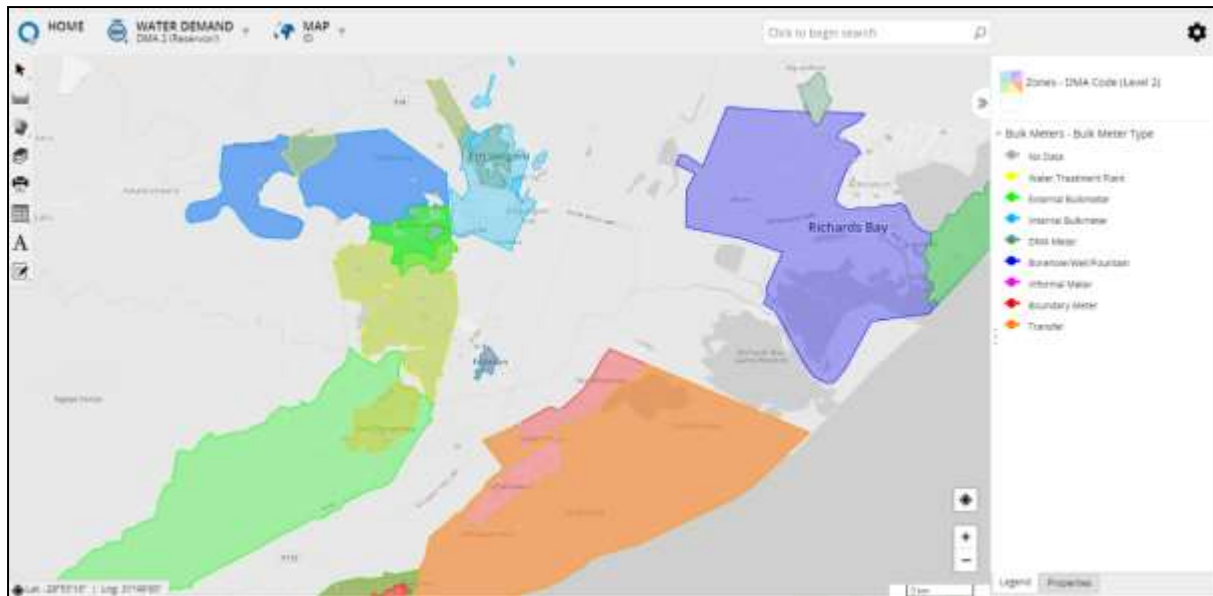


Figure 4: Water Demand Management System on DMA 2 Reservoirs



Water Pipe Prioritisation Replacement

In support of the objective of providing reliable service delivery, the City is able through this module to identify the pipes in the system that have the highest risk of condition failure. Information on the condition of a given pipe is combined with other risk factors that indicate the likelihood of failure, and the consequences should it do so. The product of these two parameters is used to identify high-risk pipes that are flagged as a priority for replacement.

The Pipe Replacement Prioritization (PRP) module provides concise reports summarising the results of the risk analyses for each pipe in the network - indicating the replacement priority ranking and estimated replacement cost. This is reported spatially, along with data on the remaining useful life and pipe material, to provide guidance in the appropriate packaging of replacement programmes. Figure 5 is an example of a pipe prioritization report.

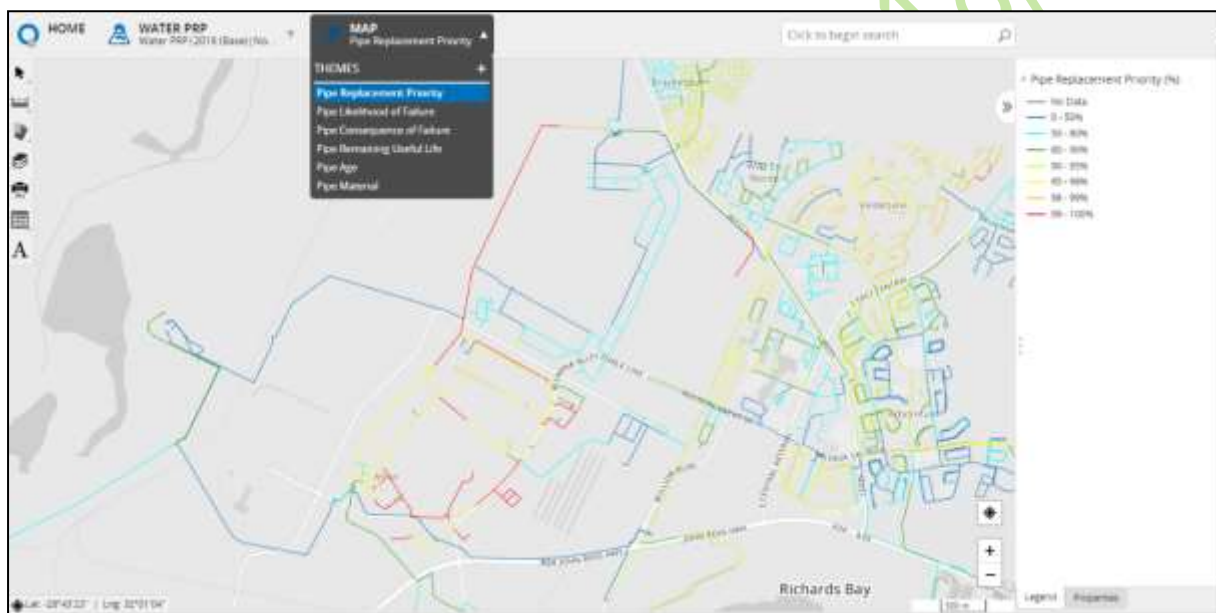


Figure 5: Example Water Pipe Replacement Priority



Water Network System

The Water Network System module provides visibility of the spatial distribution of the water network and displays attribute data in selected layers (an example is provided in Figure 6), including outputs from specialist hydraulic analyses undertaken in WADISO, and able to link to Master Plan outputs. Infrastructure Services will be able to use the system for operational planning and reporting, and to support decision making on capital development (such as network development or enhancement) as well as informing maintenance activities (with data on the location of pipes, meters and isolation valves).

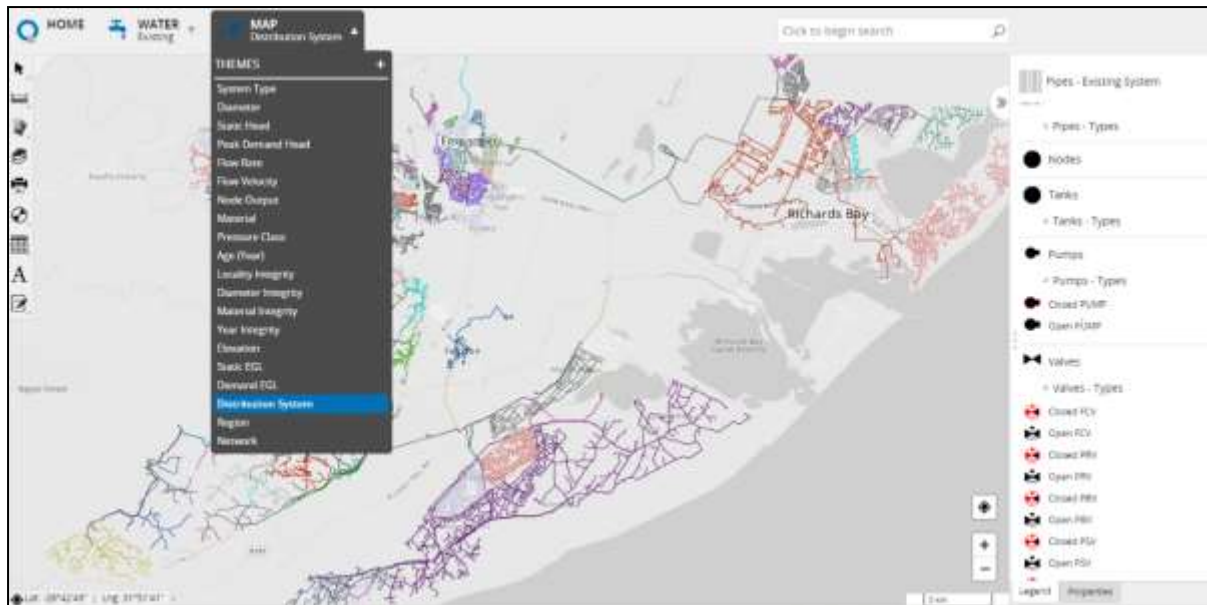


Figure 6: Water Network System Report indicating the Distribution Systems



Sanitation Pipe Prioritisation

A Sanitation Pipe Prioritisation system provides functionality similar to that indicated above for the water network pipes, providing a rational framework (using similar parameters) to inform decision-making around replacement of sewerage pipes. Figure 7 is an example of the format of the report indicating the spatial distribution of sewer pipes and their respective priority for replacement.

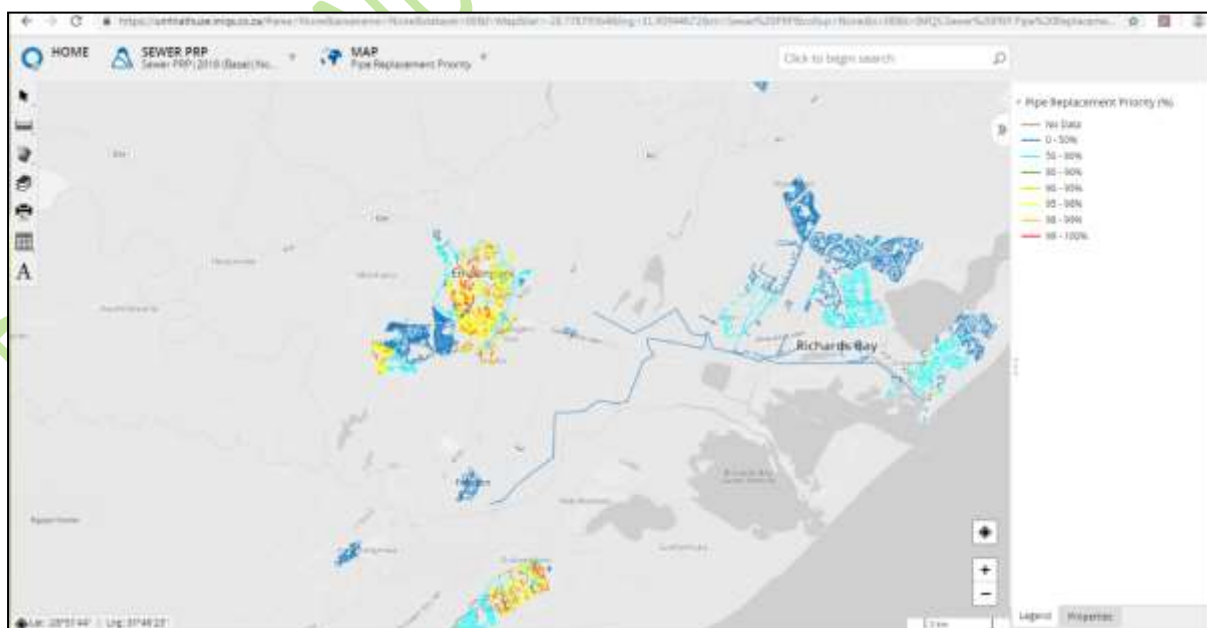


Figure 7: Sewer Pipe Replacement Priority



Sanitation Network System

The Sanitation Network System Module integrates with SEWSAN, a specialist hydraulic software package, to offer a geographically linked, infrastructure-lifecycle focused representation of the City's bulk sewers and sewerage network. The module enables the consolidation of master planning results (hydraulic model analysis) in spatial (GIS), tabular and graphical formats, that in turn inform the preparation of the Asset Management Plans. The centralised information links directly to the City's asset register, and enables users to easily access and utilise important asset information. As with the water module, this data will include performance, utilisation, criticality and replacement value. It will also include reliable and readily available technical information such as pipe location, layout, connectivity, length, material and diameter that are expected to improve maintenance response times and the efficiency of the repair activities.

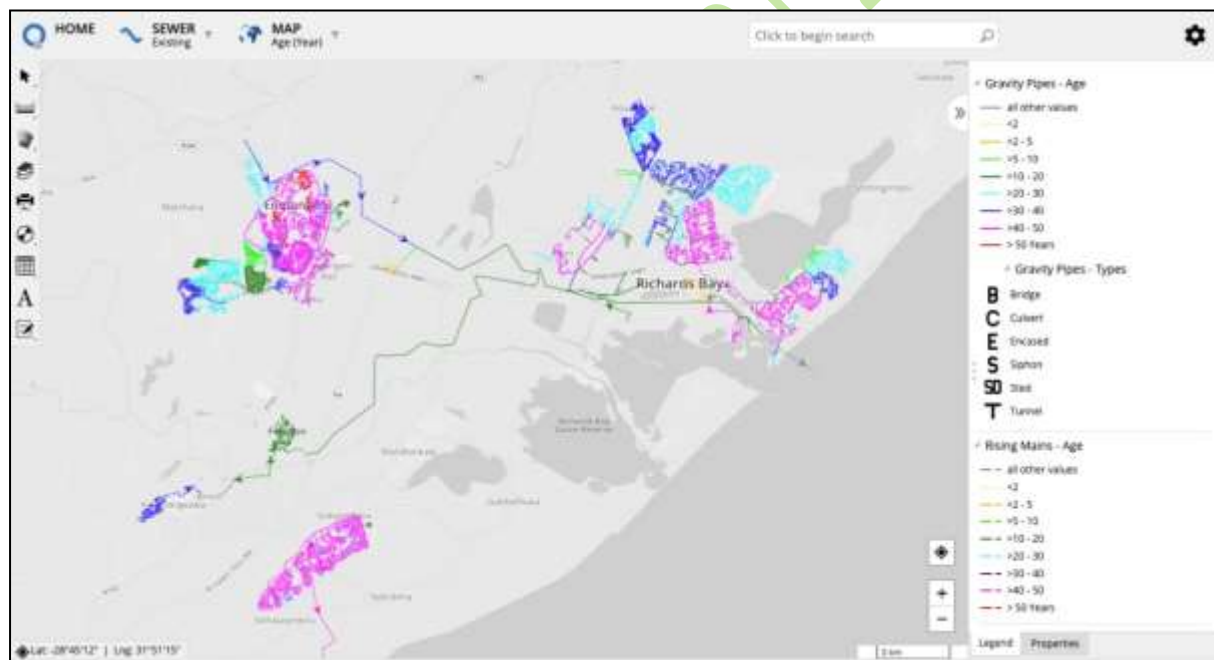


Figure 8: Sanitation Network System illustrating pipe Age (Years)

Electricity Engineering Systems



Electricity Demand Module

The Electricity Demand Module enables the City to geographically view key attributes of the electricity infrastructure network, map current electricity consumption, and forecast

future demand scenarios. As with the other sectors, the availability of this information will contribute to improvements in operational and maintenance efficiency. The outputs of the electricity demand module, including the consumption of free basic electricity, is overlaid on the electricity network to inform the crafting of appropriate demand management tactics. It is also used to inform forecasts of future demand on the infrastructure (which is used to inform hydraulic modelling and system development needs). Figure 9 illustrates a spatial report in the electricity demand module characterising the demand in different areas.

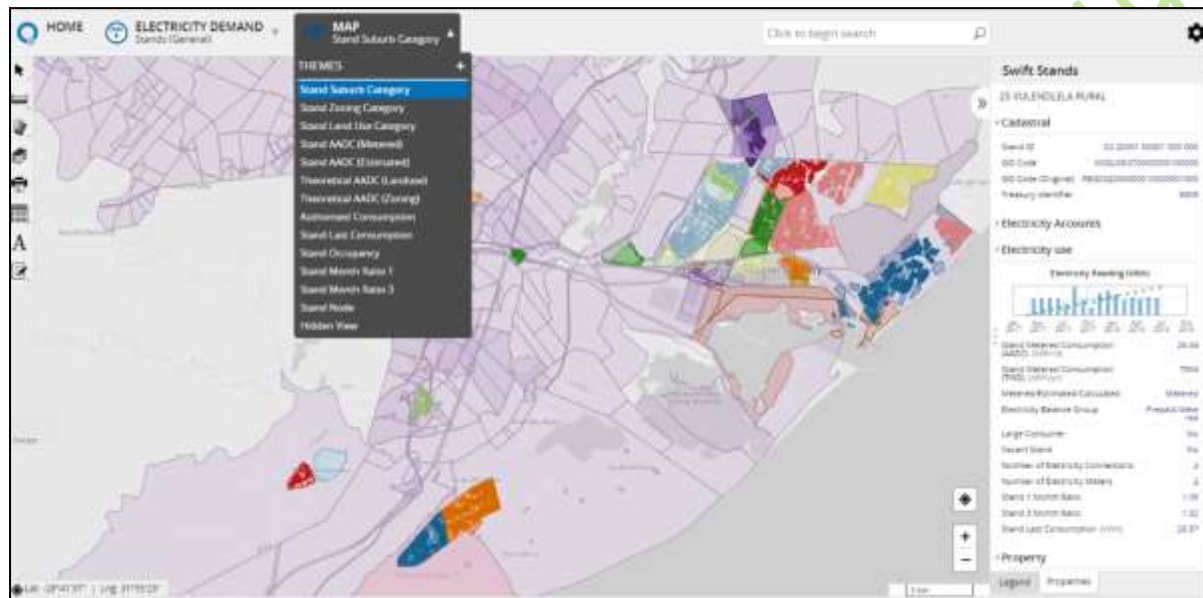


Figure 9: Electricity Demand System - Stand Suburb Category (General)

Electricity Network Module



The module provides the City with readily available and key data on the nature, layout, and extent of the City's electrical infrastructure, that informs and links to the asset register data. It also provides data drawn from the technical assessment of the capacity and performance of the network (as illustrated in the report shown in Figure 10 that indicates where cables are over-loaded, or have the capacity to accept more load), the demand management module (noted above), and outputs from Master Plans (identifying the infrastructure extension and upgrading needs to cater with the City's forecasted demand growth). This data is used as input to the Electricity AM Plan prepared each year, where projects and programmes are identified, prioritized and packaged based on the availability of resources, the City's development priorities and development objectives.

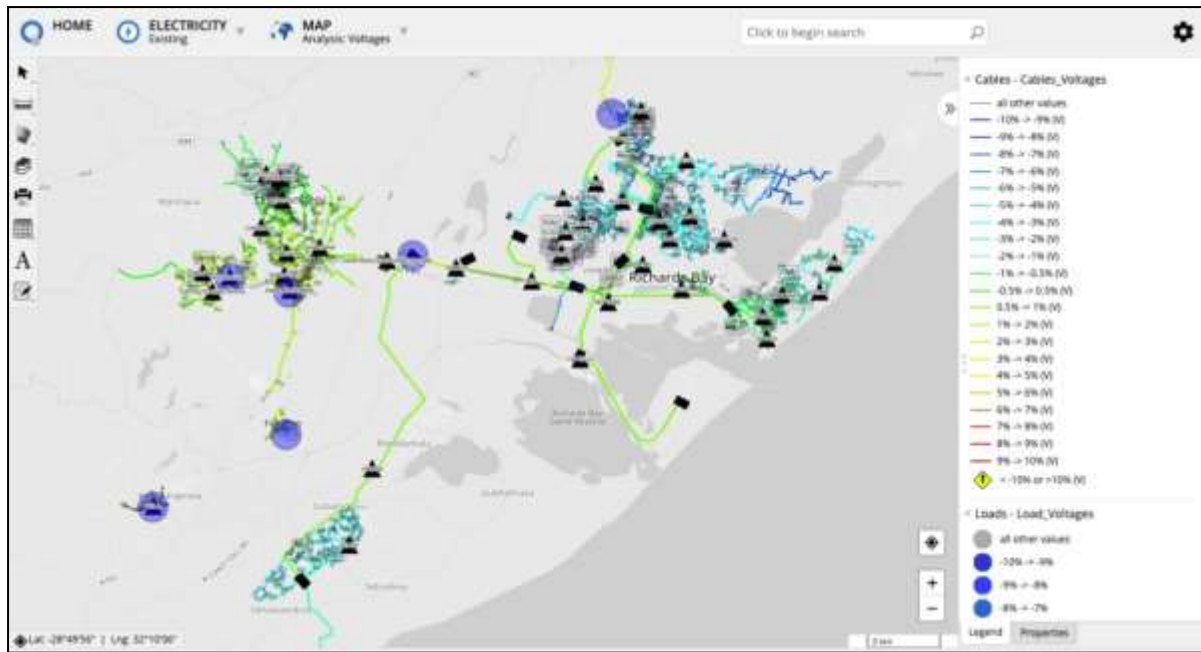


Figure 10: Electricity Network Module – Voltage Analysis

Roads and Stormwater Engineering Modules



Roads Network Module

The Roads Network Module reports the nature, extent and condition of the road network infrastructure and the outcomes of detailed pavement analysis and renewal works optimization. Figure 11 indicates a high-level overview of the layout and nature of the roads network. The system supports the City in implementing a programme of structured maintenance and renewal activities, and updating the status for effective monitoring and reporting. In a similar way to the other sectors, the system informs the modeling and preparation of the AM Plans for the sector.



Figure 11: Roads Network Module Indicating Distribution The of Different Surface Types

Stormwater Network Module



The Stormwater Network Module centralises data on stormwater infrastructure on a spatially enabled web platform specifically geared towards infrastructure lifecycle management. The module reports specialised hydraulic-model results on an easy-to-use GIS web-interface, along with pertinent infrastructure stormwater infrastructure asset information, such as layout (Figure 12 is an example) and capacity, and the results of available specialist analysis of upgrading needs to accommodate current and projected hydraulic demands. In addition to informing improved operational management and supporting tactical planning for stormwater infrastructure, the module can be used in conjunction other modules, such as Water and Sanitation, to enable a comprehensive view of the City's entire hydraulic environment.

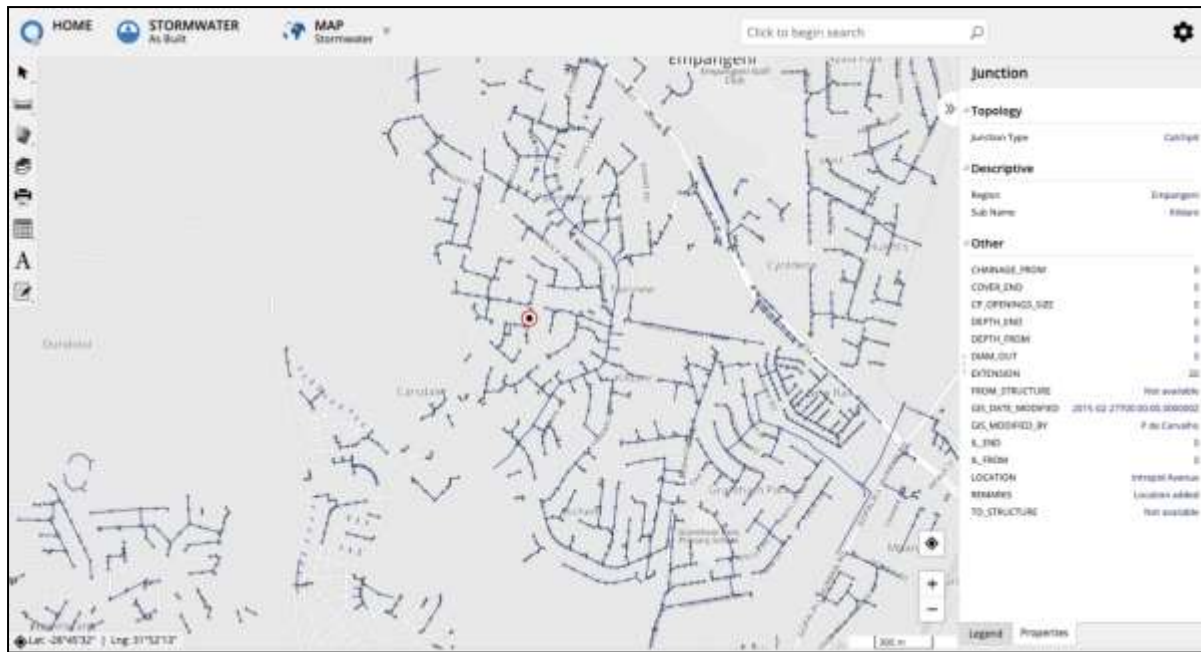


Figure 12: Stormwater Network Module Illustrating the Layout

Life Cycle manaGement Systems



Project Control System

The Project Control System (PCS) installed at COU is a web-based software application that enables efficient financial and physical progress tracking, reporting and management of capital and operational infrastructure projects. All project related data has been centralized on one easy-to-use and spatially enabled platform.. Project managers are able to create, populate and track projects, as well as monitor and report all project activity in a transparent and accountable manner. The implementation of PCS aims to ensure effective use of allocated budgets and delivery of improved access to services and service performance.

| PROJECT | PROJECT MANAGER | DEPARTMENT | START DATE | END DATE | PLANNING | STATUS |
|---------|-----------------|--------------------|------------|------------|-------------|-------------|
| 500_373 | John Logan | Community Services | 2017-07-01 | 2018-06-30 | No Planning | No Planning |
| 532_350 | John Logan | Community Services | 2017-07-01 | 2018-06-30 | No Planning | No Planning |
| 532_351 | John Logan | Community Services | 2017-07-01 | 2018-06-30 | No Planning | No Planning |
| 532_352 | John Logan | Community Services | 2017-07-01 | 2018-06-30 | No Planning | No Planning |
| 532_353 | John Logan | Community Services | 2017-07-01 | 2018-06-30 | No Planning | No Planning |
| 532_354 | John Logan | Community Services | 2017-07-01 | 2018-06-30 | No Planning | No Planning |
| 532_355 | John Logan | Community Services | 2017-07-01 | 2018-06-30 | No Planning | No Planning |
| 532_356 | John Logan | Community Services | 2017-07-01 | 2018-06-30 | No Planning | No Planning |
| 532_361 | John Logan | Community Services | 2017-07-01 | 2018-06-30 | No Planning | No Planning |
| 532_x8 | John Logan | Community Services | 2017-07-01 | 2018-06-30 | No Planning | No Planning |

Figure 13: Project Control System Project List View

Operations & Maintenance and SAP Plant Maintenance (PM)



A strategic review of existing maintenance practice was conducted at COU as a baseline for identify zero-based needs. It assessed the required lifecycle interventions (lifecycle strategies) for each of the standardised asset components. This included statutory actions, as well as recognized appropriate treatment, such as inspections, regular servicing, repairs, as well as selective preventative maintenance where it is prudent to do so, such as with critical infrastructure, or to extend life where it is cost-efficient to do so.

The assessment identified and documented the current and target maintenance actions and frequencies per component type (aligned with the hierarchy adopted in the asset register). The model was calibrated using data on existing funding, resources and maintenance activities. With this as a backdrop, an assessment was made of the resource needs (and associated costs) to support the required activities, such as skilled and unskilled labour, supervision, vehicles, consumables, and materials. Priorities were accorded based on component criticality and activity priority. This exercise was supported by an analytical model used by IMQS, linked to the asset register data, which enables determination of zero-based needs, and indicators of resource and funding needs. This enables a strategic review of performance improvement opportunities aimed at better utilization of existing budget allocations, and assessment of the benefits of adjustment to resourcing and budgets. The baseline-setting exercise was conducted for each infrastructure sector, including cross-sector approach for common resources. This provides a platform for the strategic review of budgets and resource arrangements, facilitating the ongoing identification of appropriate improvement opportunities, and the development organizational commitment to changes over the short, medium and long term – a Strategic Plan for Maintenance Improvement (SPMI) – as illustrated below.

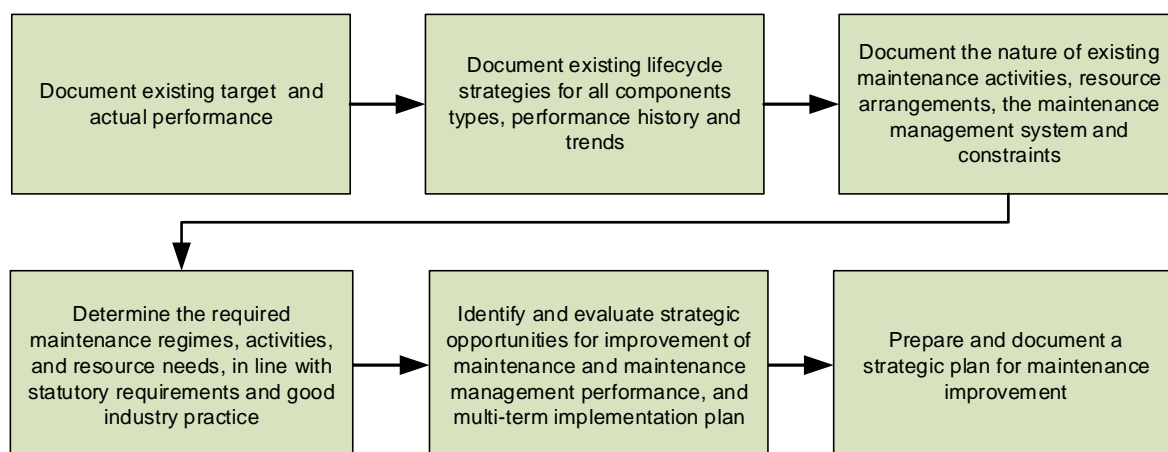


Figure 14: Process for developing a Strategic Plan for Maintenance Improvement Per Sector

The process facilitates the structured (and standardised) preparation of Annual Maintenance Plans per sector. These plans are used to inform the required maintenance schedules for SAP PM.

The maintenance strategies will include both preventative and reactive maintenance, as applicable to the asset types and their assessed criticality.

Asset Register



The Asset Register Module is the central component of the City's broader asset management solution – where relevant financial, technical and planning data are integrated and reported to key users to meet their operational, tactical and strategic data needs. It pushes data to inform other specialist modules, and also pulls selected data to keep the core asset register up to date. It provides the “one version of the truth” in terms infrastructure status. The module links financial, engineering and planning data to assets and their components, and generates summarized reports for effective monitoring, planning and optimization of the assets' lifecycle response strategies.

The information is presented on a centralised web-interface that is easy-to-use, spatially-enabled and interactive. The module provides asset information to engineers, financial officials and planners, in order for them to easily query, interrogate and analyse infrastructure information to improve decision-making at all levels. Procedures have been agreed, and responsibilities allocated, to ensure that data is kept sufficiently up to date to inform the decisions the system underpins. An important element of this is the regulated updating of data according to ongoing transactions on projects and maintenance activities, and in line with agreed lifecycle models and rule sets.

The Asset Register Module is compliant with the latest prescripts such as mSCOA, GRAP, ISO/SANS 55001, and CIDMS. It standardises, systematises and simplifies financial and physical asset management processes. With improved inter-departmental communication and insight into where funds are most required, the City is better able to manage time and money and direct resources to

improving service delivery, bolstering customer satisfaction, and increasing the possibility of achieving clean audits.



Figure 15: Assets Register Data on Remaining Useful Life

Implementation of ERP and GIS Systems Landscape

COU has established SAP ERP as its core Financial Management System – it acts as the general ledger within which all budgets, projects and actual expenditure are captured. As noted above, IMQS is an infrastructure-specific Project and Asset Management System that performs the role of a sub-ledger within which infrastructure project tracking and component unbundling occurs and is inextricably linked to the financial system.

Each system plays a vital role in achieving the necessary controls for comprehensive asset lifecycle management. Integration serves to automatically synchronise information across systems and in so doing avoid any recapture of the same information. The SAP and IMQS modules work together to provide comprehensive Infrastructure Lifecycle Asset Management at CoU:

SAP Investment Management (IM) - Module in which appropriation requests from Technical Departments are captured;

SAP Project System (PS) - Module in which all project activity is managed and tracked at a high level;

SAP Business Planning and Consolidation (BPC) - Module in which departmental budgeting is performed;

SAP Funds Management (FM) - Module wherein budget availability is managed;

SAP Finance Module (FI) - Module in which project expenditure is managed;

SAP Asset Accounting (AA) - Module where final assets are created and managed;

SAP Plant Maintenance (PM) - Module used for maintenance management;

IMQS Asset Register (AR) – Module where assets are created and managed;

IMQS Project Control System (PCS) – Module in which project activity is managed and tracked at a granular level;

IMQS Work-In-Progress (WIP) - Module wherein component unbundling is performed.

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CoU ASSET LIFECYCLE MANAGEMENT IMPROVEMENT PROJECT (ALMIP) - SYSTEMS INTEGRATION



Asset Management System that acts as a sub-ledger within which Project Tracking and Component Unbundling occurs.



Financial System that acts as a general ledger within which Budgets, Projects and Actual Expenditure are captured.

WHAT IS INTEGRATION

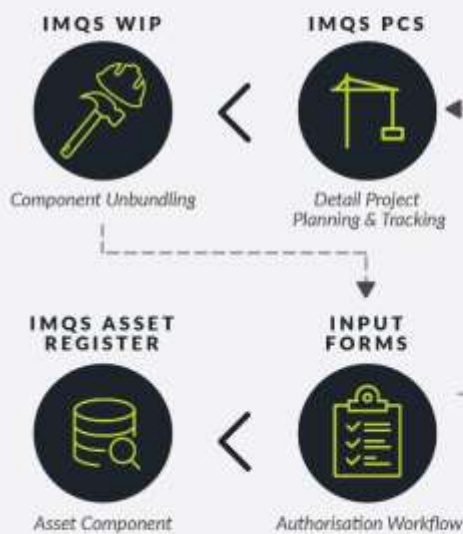
The automatic synchronisation of information across systems.



WHAT ARE THE BENEFITS

Avoid any recapture of the same information across systems.

SUB LEDGER SYSTEM



GENERAL LEDGER SYSTEM

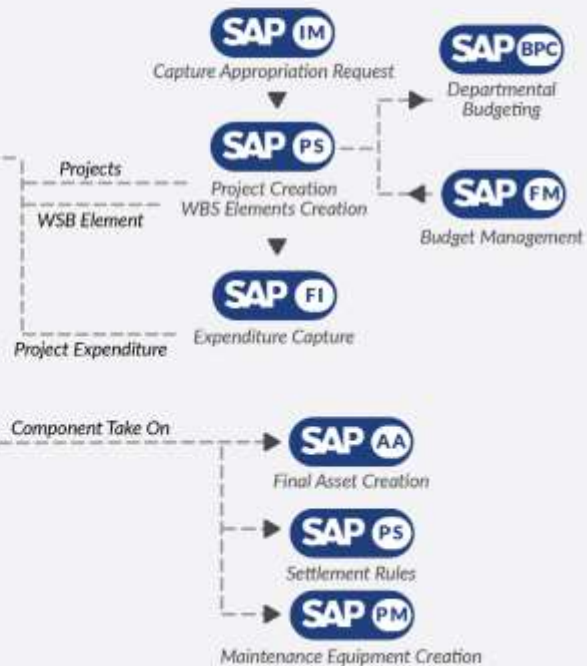


Figure 16: Overview of System Integration Diagram

Development of Initial Asset Management Plans

CoU needed to elevate its asset management processes and align them with local legislative frameworks and best practices, as well as optimise limited resources to ensure maximum stakeholder value. In line with recognized best practice, the approach comprises the following components:

An asset management policy;

A strategic asset management plan with clear asset management objectives aligned to corporate objectives, across all sectors;

Asset management plans per sector for replacement, renewal and maintenance, and;

Process improvements for the management of assets throughout their entire life, portrayed in an AM Procedures Manual.

Annual preparation and iterative improvement of Asset Management Plans (AMPs) involves the following: assessing current and target levels and standards of service; future demand; risk management; determining lifecycle needs; and identify an optimal AM Plan per sector for a minimum 10-year planning horizon. The above bear in mind organisational opportunities and constraints and identify AM practice improvement needs according to a 3-year horizon.

Sector AMPs are reviewed by the AMSC and are submitted by the MM to Council for adoption, and these will in turn be used to inform the preparation of the City's integrated plan across all infrastructure sectors, the Strategic AM Plan (SAMP), each year including the programs and draft budgets for the MTREF period.

The AM Plans will undergo thorough review and improvement each time they are prepared. The SAMP will be used to inform the IDP process. The development and ongoing improvement of the annual AM Plans will facilitate the progressive development, as the municipality's practice matures, of a robust and sustainable AM Strategy that effectively balances risk, performance and affordability.

Alignment of Technical and Financial Asset Registers

A system was put in place for the Financial Asset Register and Technical Asset Register to be aligned and synchronised. This alignment and synchronisation is founded on a centralised master data base that is structured on common and scalable models to inform high level strategic and tactical decisions as well as operations decisions with integrated financial, technical / engineering information together with spatial reporting that spans across all sectors in the City. One version of the truth – accessed, and contributed to, by all infrastructure role-players in the City.

The alignment of registers facilitates critical-asset condition monitoring, as well as the real-time monitoring of asset utilisation. The ultimate aim is to mitigate any risk to the effective and efficient use of assets. Statistical analysis of historical data delivers a remarkably precise projection of possible future performance of an asset. Projections assist the City in preparing proactive plans to

operate and maintain its assets, provide a holistic view of the performance of an asset, and allows asset benchmarking of key indices to drive optimised use of assets with insight and intelligence. Indices are configured per asset class in order to monitor key indicators of asset performance such as; condition, utilisation, performance, cost-of-operation and underpinned with criticality and data confidence grade.

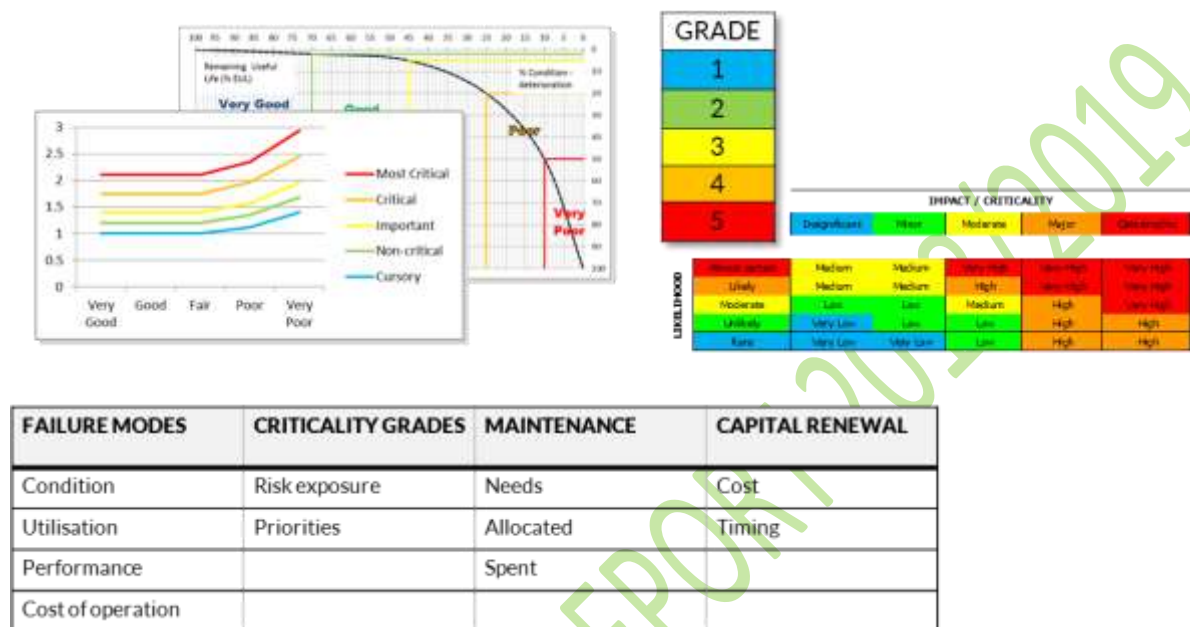


Figure 17: Risk Based Needs Assessment

Common data models were agreed in line with their intended application in the City's asset management processes – documented in the CoU AM Procedures Manual and SOPs documents. They were also then interpreted and calibrated for each sector and the specifics characteristics of each asset type. The integration of core master data was identified and outlined to inform the calibration. The calibration was not limited to IMQS data, but also to the data feeds from ESRI, SAP PM that work along side the IMQS technical modules (i.e. Water, Sewer, Electricity, Roads, Buildings & Properties, Storm water) which typically carry the engineering attributes.

For example, in the case of a water pipe in the reticulation network, typical technical attributes include flow rate (eg. 5 litres per second) and pressure rate (eg. 90 meters). These attributes represent the utilisation of the asset. Flow rate can be calibrated to one of the failure mode indicators that stored in the asset register such as utilisation (the others are performance, criticality, cost of operation and condition).

Source input data, such as flow rate and pressure, can either originate from desktop analysis studies (i.e. Wadiso, Infoworks, Sewsan, etc.) that provide static data, or remote monitoring systems (RMS) such as data loggers and telemetry systems that provides data dynamically in real-time.

Target destination: The way utilisation of an asset is represented is through the failure mode lifecycle grading scales. The failure mode lifecycle values are stored in the asset register and assist asset custodians to make decisions around the asset's risk profile (criticality and likelihood of failure).

The solution is able to convert multiple input attributes:

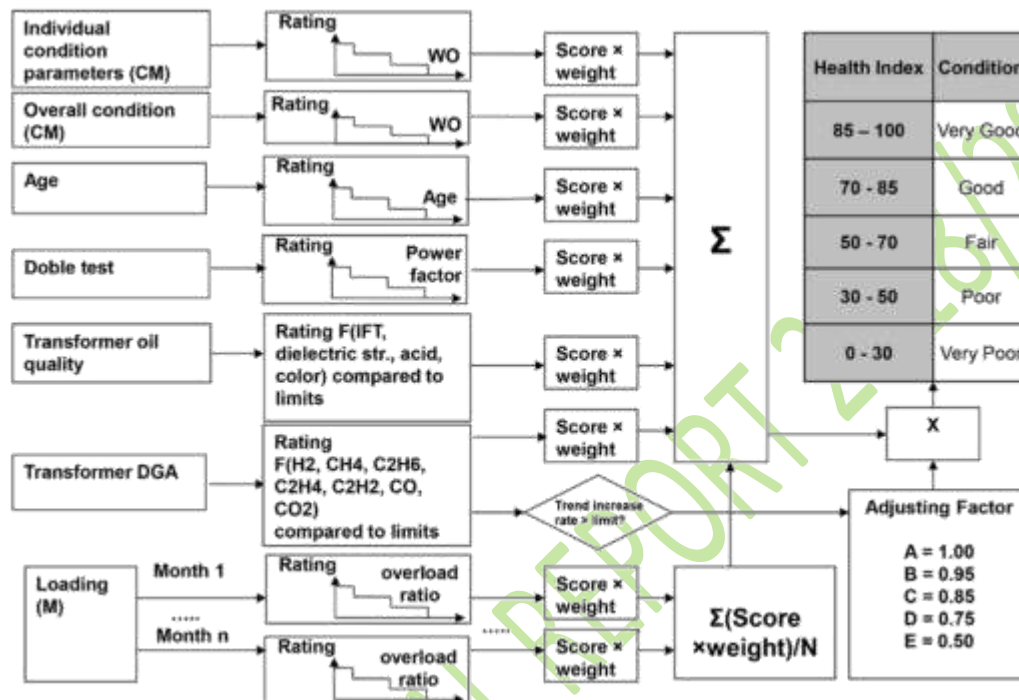


Figure 19: Conceptual Representation of the Conversion Layer

Establishment of the Physical Asset Management Office

A critical organisational change-management initiative was incorporated to facilitate full achievement and sustainability of the benefits of the ALMIP. A Physical Asset Management Unit is being established within CoU, responsible for driving the agreed AM processes and informing the AM Steering Committee on the status of infrastructure and AM practice.

The role of the Infrastructure Asset Management Unit is to ensure the following:

Review the Asset Management Policy and Immovable Asset Management Procedures Manual;

Prepare annual AM Plans (AMPs) and Strategic AM Plan (SAMP) with a minimum of a 10-year planning horizon;

Ensure EAMS is aligned to organisations Business objectives;

Review data accuracy, and the processes for updating of spatial and alpha-numeric data in the AMIS to meet physical and financial asset management needs;

Ensure information systems' functionality meets ongoing Asset Management needs;

Prepare infrastructure-related asset data for upload to the AMIS;

Review and update asset and AM Framework risk exposure, in line with the Municipality's risk models, recommend mitigation actions, and monitor implementation;

Champion effective AM understanding, collaboration, and practice improvement across the Municipality;

Review change needs, determine and recommend change methodologies, prepare change plans and manage the approved AM Change Programme.

Overview of Advances Made in Infrastructure Management

Figure 20 provides an overview of the improvement in AM practices made in the first two phases of the project. A baseline assessment of the status before the start (in 2017) of the Asset Management Lifecycle Improvement Project (ALMIP) is indicated. The figure illustrates how practices have improved up to and including completion of the scope of work included in the first and second phases of the project (up to June 2019). The expected ratings at the end of a further proposed Phase 3 is also shown.

The first two phases comprised the establishment of baseline processes, systems, data models and key data and "awareness" raising of staff. The third phase, going forward, is proposed to focus on the embedment of the processes and practices – to undergo some measure of refinement, become embedded as standard practice, and staff competency and capacity is raised to effectively implement these.

The final phase (Phase 3) is proposed to embed the improved practices determined during the first two phases of the project. It is proposed that the municipality adopts a target to establish "competent" practice during the next phase of the project, by stabilising and embedding the advances made to date. This is a significant undertaking and will need to be driven, consistently and visibly, by top management. A key tactic to achieve this is the proposed establishment of the Physical Asset Management Office (PAMO).

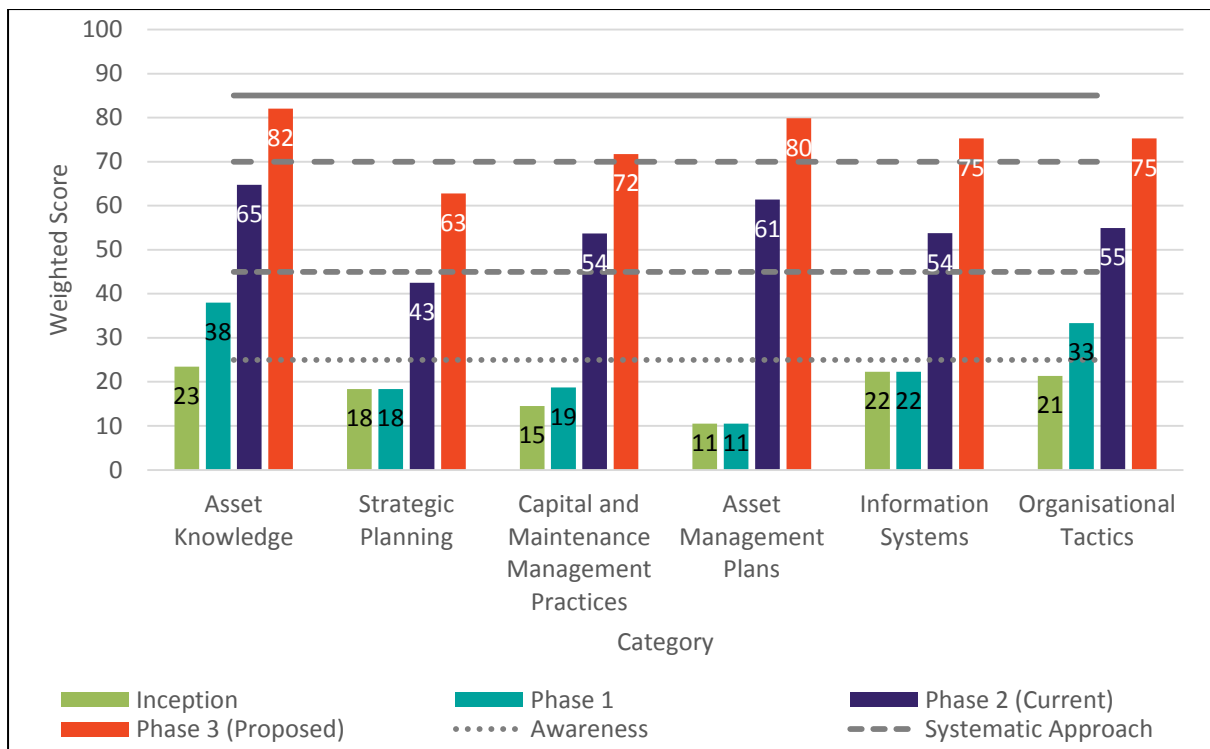


Figure 20: AM Practices Improvement in Phases 1 and 2 and Planned in Phase 3

Electrical and Energy Service



NKANYISO KHUMALO

DEPUTY MUNICIPAL MANAGER- ELECTRICAL AND ENERGY SERVICES

Introduction

City of uMhlathuze receives supply from eight (8) of Eskom's Point of Supply, and distribute to about 39 198 customers active meters (of 35 204 are active). Of these 39 198 customers base, 9 are key customers, which includes Richards Bay Alloys, Mondi Group, Transnet Freight Rail (TFR), Transnet National Ports Authority (TNPA) are all supplied at 132kV Voltage level. The following are other key customers which are supplied at 11kV, viz. Richards Bay Coal Terminal (RBCT), Island View Storage, Foskor and Transnet National Ports Authority.

City of uMhlathuze, Department of Electrical and Energy Services strive to provide a safe zero harm, secure and reliable supply of energy in a cost-effective manner during 2018/19 fiscal year. The city achieved this by planning its network and making investment decisions in line with Council and GRAP17 Capital Investment Process (CIP) and Asset Management as well executing most of the planned projects. Planning and Strategy section addresses strategic planning relating to capital investments and renewal of electricity assets. The technical decisions taken with regard to designs and operation of the network are in accordance with the compliance obligations of network management legislation, regulations and related codes of practice as per National Energy Regulator of South Africa (Nersa), and reflect recognised industry best practices and standards relating to the management of electricity infrastructure assets

The total notified maximum demand (NMD) is as follows :

Richards Bay 151MVA: With the Richards Bay Alloys plant going on shut down due to financial constraints the Richards Bay NMD was reduced from 230 MVA to 151 MVA

Empangeni Main 20MVA: Maximum (11MVA)

Empangeni Western 20MVA: Maximum (20MVA)

Felixton 0.7MVA: Maximum (0.5MVA)

Vulindlela 1MVA: Maximum (0.86MVA)

Esikhaleni 16MVA: Maximum (19MVA of which 11MVA is Eskom load)

Nseleni 2.7MVA: Maximum (2.65MVA)

Ngwelezane 7MVA: Maximum (6.43MVA)

The City has total of 43 Substations, of which 12 are 132 kV and 31 are 11 kV, and we have the following electrical infrastructure.

88.087 km of HV Over headlines.

80.644 km of MV Over headlines

142.244 km of LV Over headlines

19 152KM of HV underground cable.

360.315km of MV underground cable

789.969km of LV underground cable

940 Mini-substations.

53 Ring Main Units.

205 Pole-mounted transformers.

7280 customer distribution kiosks

17473 Streetlight Poles

89 Traffic Signals Intersections and

32 High Masts

Key achievements of the Department :

Installation of new 132/11 Kv 30MVA transformer in Cygnus substation ,
13 High Mast installation

CUSTOMER SERVICES, MARKETING AND RETAIL

All customers consumed a total of 978 GWhs, a decrease of 12 GWh from 2017/2018's 990 GWhs of electricity while 1 040 GWh was purchased from Eskom (period July 2018 to June 2019) which is a decrease of 14 GWh from the 1 054 GWhs purchased from Eskom over the same period in 2017/2018 .A total energy loss of 63 GWh which amounts to an average loss of 6% over the financial year. This figure includes both technical and non-technical losses.

Figure 1: Graphical Network Loading Performance

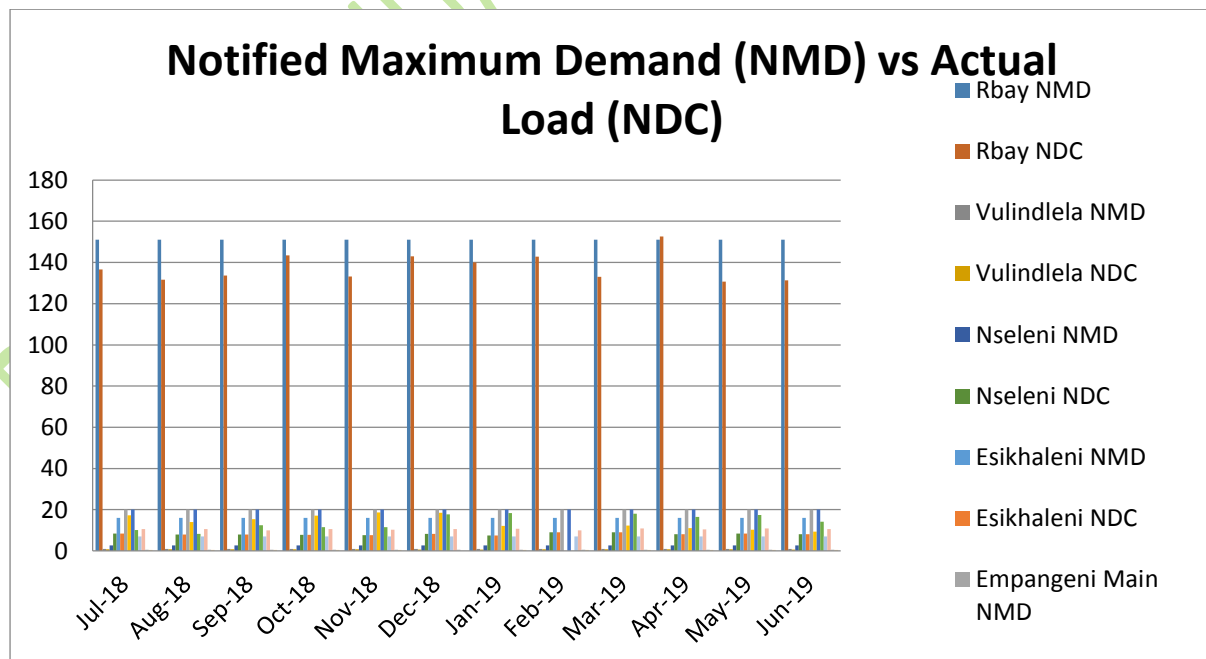


Table 1: Notified Maximum Demand (NMD) vs Actual load (NDC)

| Town | Jul-18 | Aug-18 | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 |
|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Rbay NMD | 151 | 151 | 151 | 151 | 151 | 151 | 151 | 151 | 151 | 151 | 151 | 151 |
| Rbay NDC | 137 | 132 | 134 | 143 | 133 | 143 | 140 | 143 | 133 | 153 | 131 | 131 |
| Vulindlela NMD | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Vulindlela NDC | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Nseleni NMD | 2.7 | 2.7 | 2.7 | 2.7 | 2.7 | 2.7 | 2.7 | 2.7 | 2.7 | 2.7 | 2.7 | 2.7 |
| Nseleni NDC | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 2 | 3 |
| Esikhaleni NMD | 16 | 16 | 16 | 16 | 16 | 16 | 16 | 16 | 16 | 16 | 16 | 16 |
| Esikhaleni NDC | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 9 | 9 | 8 | 8 | 8 |
| Empangeni Main NMD | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| Empangeni Main NDC | 17 | 14 | 15 | 17 | 19 | 19 | 12 | 0 | 12 | 11 | 10 | 9 |
| Empangeni Western NMD | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 |
| Empangeni Western NDC | 10 | 8 | 12 | 11 | 12 | 18 | 18 | 0 | 18 | 16 | 17 | 14 |
| Ngwelezane NMD | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 |
| Ngwelezane NDC | 11 | 11 | 10 | 11 | 10 | 11 | 11 | 10 | 11 | 10 | 11 | 11 |

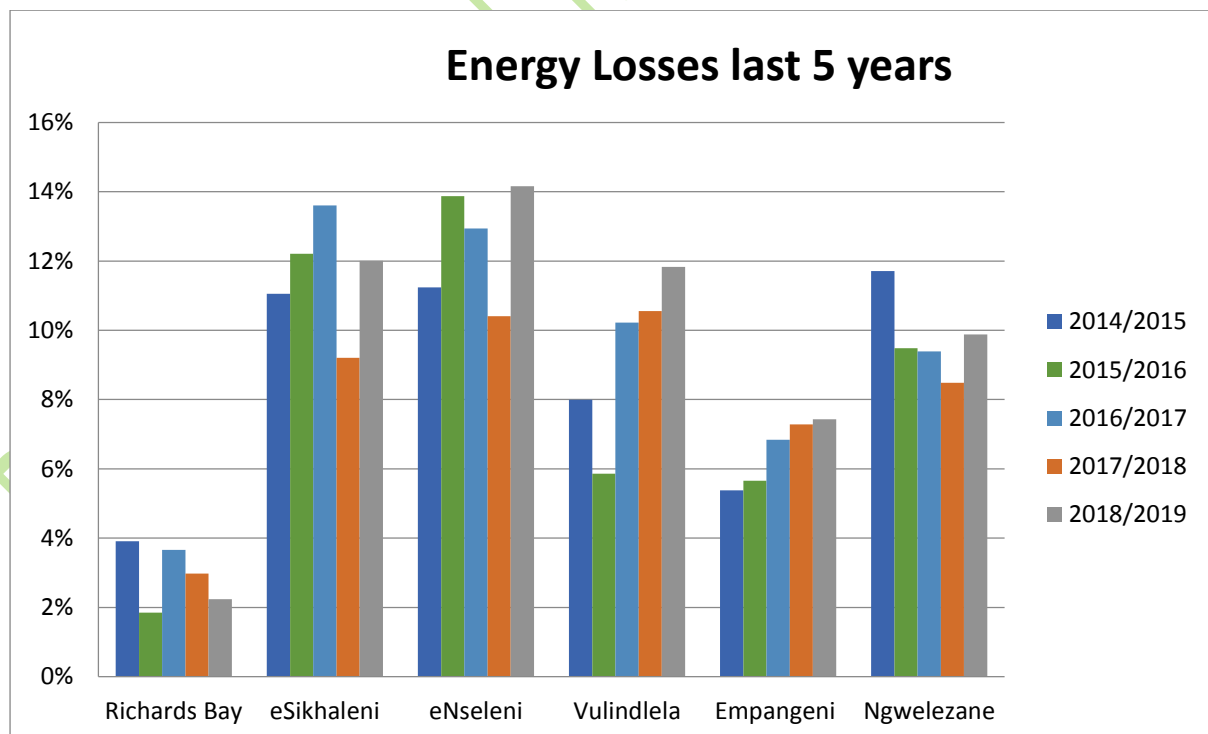
| | | | | | | | | | | | | |
|--------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Felixton NMD | 0.7 | 0.7 | 0.7 | 0.7 | 0.7 | 0.7 | 0.7 | 0.7 | 0.7 | 0.7 | 0.7 | 0.7 |
| Felixton NDC | 0.5 | 0.5 | 0.5 | 0.5 | 0.5 | 0.0 | 0.5 | 0.4 | 0.6 | 0.4 | 0.5 | 0.4 |

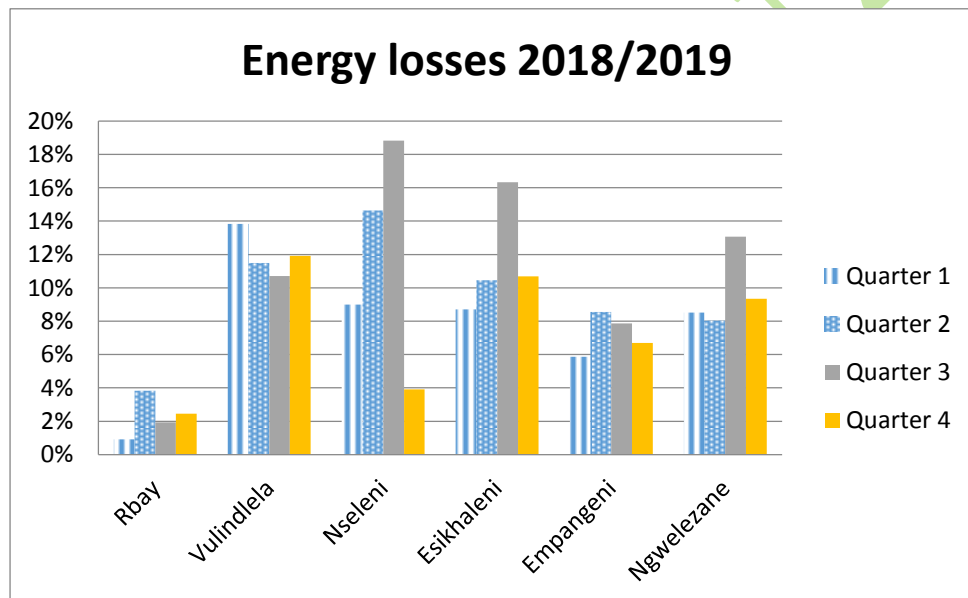
The consumption of Municipal installations amounted to a total value 16 608 857 kWh for 2018/2019 (until June 2019) and the total cost of electricity amounted to R24 971 381.

All areas are experiencing an increase in Energy losses. The Revenue Protection section attempts to investigate as many as possible installations for tampering it is a challenge as there are only two teams for the entire 36 000 prepayment customer base and that team spends 3 working days a week attending to audits for Clearance Certificate applications (houses being sold). Projects in order to make these investigations faster will be the revival of the check meter reading and reconciliation with sales report which came to an end in 2017. Monthly readings will be taken with the new tender for meter readings and captured in SAP.

Figure 2: Energy losses for the last 5 years

Although the national average is 10% and the overall average of the City is 8% it is a concern that some areas are exceeding the 10% national average.





Revenue Protection

Table 2 Meter audits

| | |
|--|--------------|
| Prepayment Meter Audits: All Areas | Annual Total |
| Houses Visited (general audits - EES) | 1 277 |
| Number of Customers billed for tampering | 164 |
| Number of Customers billed for faulty meters | 30 |
| Number of Customers billed for illegal connections | 2 |
| Clearance Certificate Audit requests from FS | 1 182 |
| Tampers billed from Clearance Certificate Audits | 14 |
| TOTAL | 2 669 |

The total Revenue billed out IRO tampered / illegal connections or faulty meters during 2018/2019

Table 3: Revenue billed out of tampered, illegal or faulty meters

| Town/Suburb | Tamper Fee | Amount consumed | Damaged meter charge | Faulty meter Amount | Illegal connection fee | kWh consumed |
|--------------|--------------|-----------------|----------------------|---------------------|------------------------|--------------|
| Esikhaleni H | R 96 584.40 | R 135 924.71 | R 4 074.78 | R 4 074.78 | R 0.00 | 99 504 |
| Esikhaleni J | R 162 777.50 | R 278 203.22 | R 0.00 | R 0.00 | R 0.00 | 146 384 |
| Nseleni | R 96 447.20 | R 67 420.54 | R 2 037.39 | R 8 619.15 | R 7 184.00 | 57 872 |
| Vulindlela | R 19 074.80 | R 110 519.51 | R 0.00 | R 2 037.39 | R 0.00 | 69 728 |
| Mandlanzini | R 81 384.69 | R 172 881.74 | R 10 423.06 | R 32 461.73 | R 0.00 | 146 087 |
| Mzingazi | R 34 240.00 | R 72 479.87 | R 2 046.49 | R 13 864.27 | R 0.00 | 74 013 |
| Richards Bay | R 333 888.81 | R 854 754.76 | R 46 830.02 | R 264 343.79 | R 14 768.00 | 782 707 |
| Ngwelezane | R 47 687.00 | R 167 389.02 | R 2 037.39 | R 28 648.71 | R 0.00 | 131 684 |

| | | | | | | |
|----------------|----------------|----------------|-------------|--------------|-------------|-----------|
| DMV | R 145 911.39 | R 59 071.38 | R 0.00 | R 378.15 | R 0.00 | 52 864 |
| Emp & Felixton | R 94 484.43 | R 344 496.58 | R 12 224.34 | R 199 704.51 | R 0.00 | 361 627 |
| Grand Total | R 1 112 480.22 | R 2 263 141.33 | R 79 673.47 | R 554 132.48 | R 21 952.00 | 1 922 470 |

NB: Total Year to Date: R4 031 379.50

OPERATIONS AND MAINTENANCE (SUBSTATION, HV & MV OPERATIONS)

Discussion

Improve planned maintenance in order to reduce unplanned breakdowns.

Perform infrared scans for miniature substations, all substations and cubicles.

Encourage substation maintenance on a timeous basis.

Increase the number of line inspections per division.

Do equipment (transformer & switchgear) oil sampling once a year.

Analyse results,

And perform purification procedures.

Attend to oil leakages and repair them.

Business unit (operations and maintenance section)

Main Function

Sub-units

Distribution

Protection

West section

North section

South section

Key achievements for the financial year (2018/2019)

All key personnel have been re-trained on Operating Regulations for High Voltage System (ORHVS), Cable replacement of cables which were giving problem in J2 section eSikhaleni completed. ,A 30MVA transformer commissioned at Cygnus Substation ,Two 30MVA transformers inherited from third party investment at Indus Substation and

Low voltage (LV) Kiosk replacement project have been started

Figure 3: Annual Planned Inspections and Maintenance

Figure 1 depicts the percentage of inspections and maintenance that were achieved by each sub-sections in the Operations and Maintenance section from the 1st of July 2018 – 30th of June 2019. The maintenance target has been 85% of planned maintenance schedule. The protection divisions could not meet some of their targets test equipment failure. A tender process has been started to procure new test equipment.

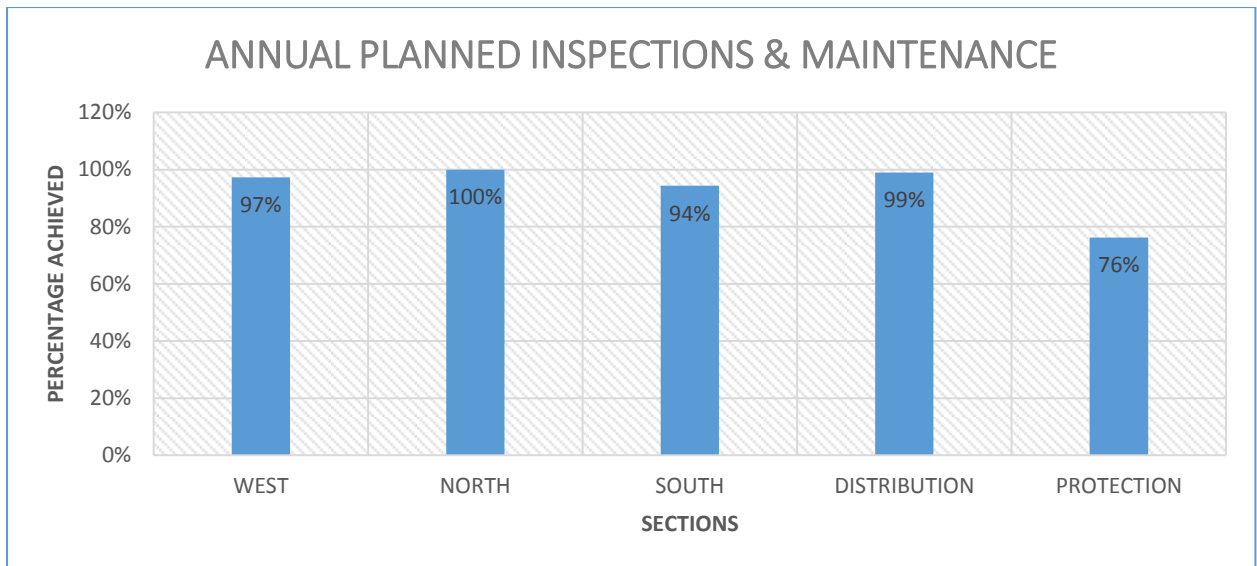


Figure 4: Annual Unplanned Electrical Breakdowns for the HV Network

Failure of Hercules transformer in the month of March 2019 contributed to a high volume of breakdowns in the HV network.

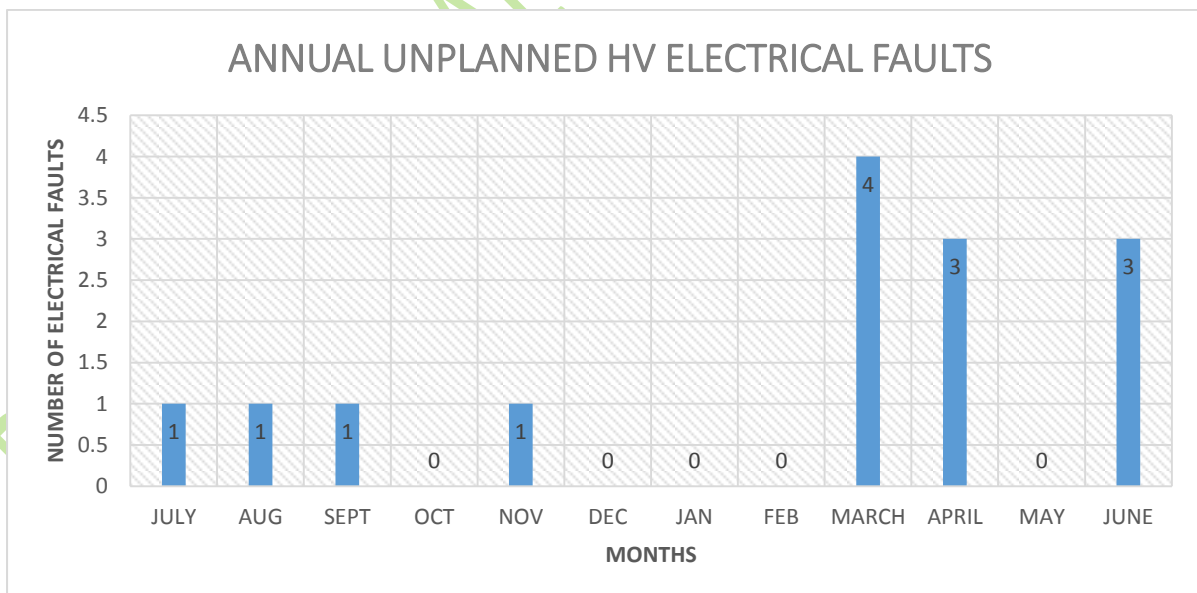


Figure 5: Annual Unplanned Electrical Breakdowns for the MV Network

Shows that the medium voltage (MV) network was affected mostly due to on-going construction activities, where it was found that underground cables were damaged while digging. Other equipment on the MV network were vandalised by people who sell copper to scrap yards.

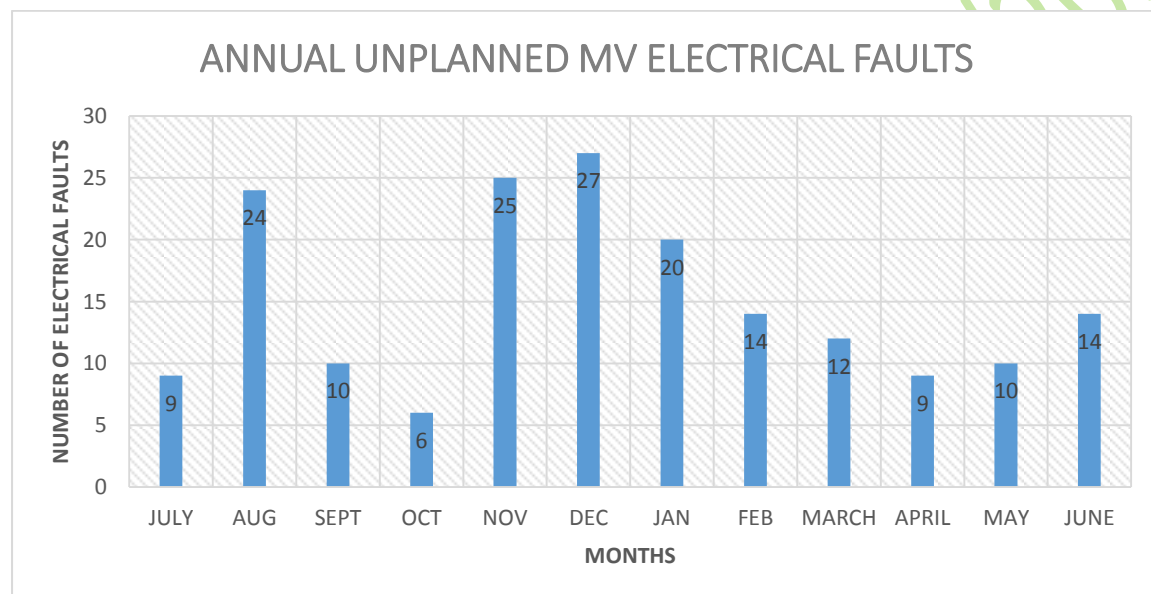


Figure 6: Annual Unplanned Electrical Breakdowns for the LV Network

Shows a bar graph representation of electrical breakdowns that were experienced from the 1st of July 2018 to the 30th of June 2019. The graph depicts that in the low voltage (LV) network, there was a high number of breakdowns. The breakdowns were caused mostly by illegal connections in low income (rural) areas. Illegal connections affected electrical equipment such as overhead lines (OHL), ring main units (RMUs) and meters.

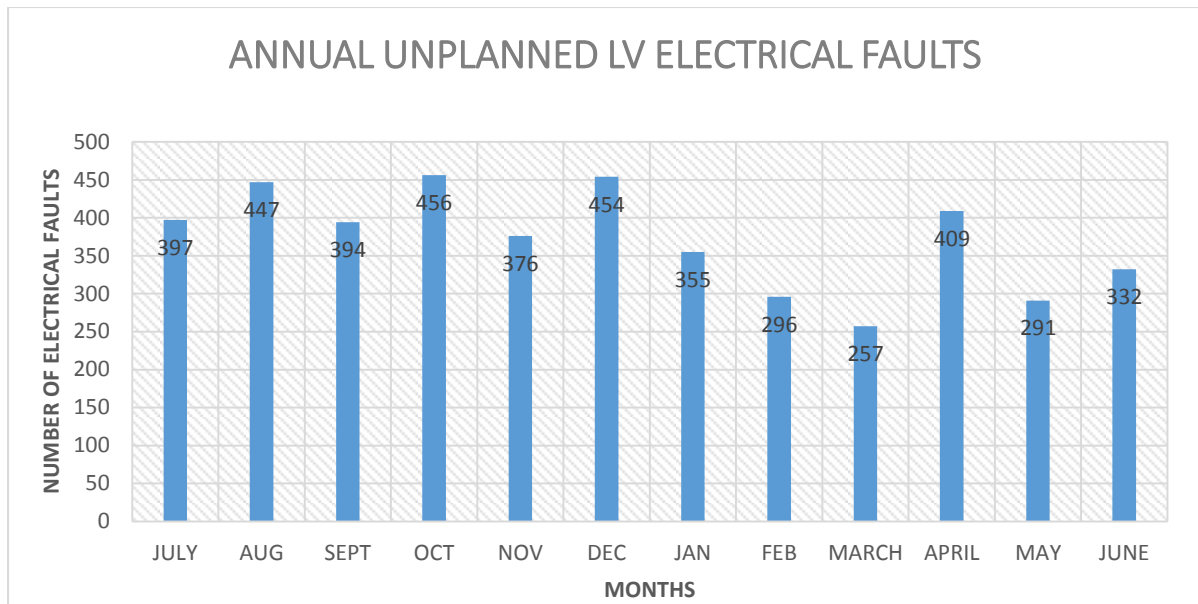


Figure 7: Performance of the HV Network for Three Financial Years (2015/2016 – 2018/2019)

Compares the HV network performance for three financial years from 2015/2016 to 2018/2019. It shows the reduction in the number of electrical breakdowns that occurred for each financial year. There has been an increase in number of HV faults; the biggest contributor has been transformer faults. A strategy is being put in place to address this problem. The transformers need to be replaced instead of being refurbished

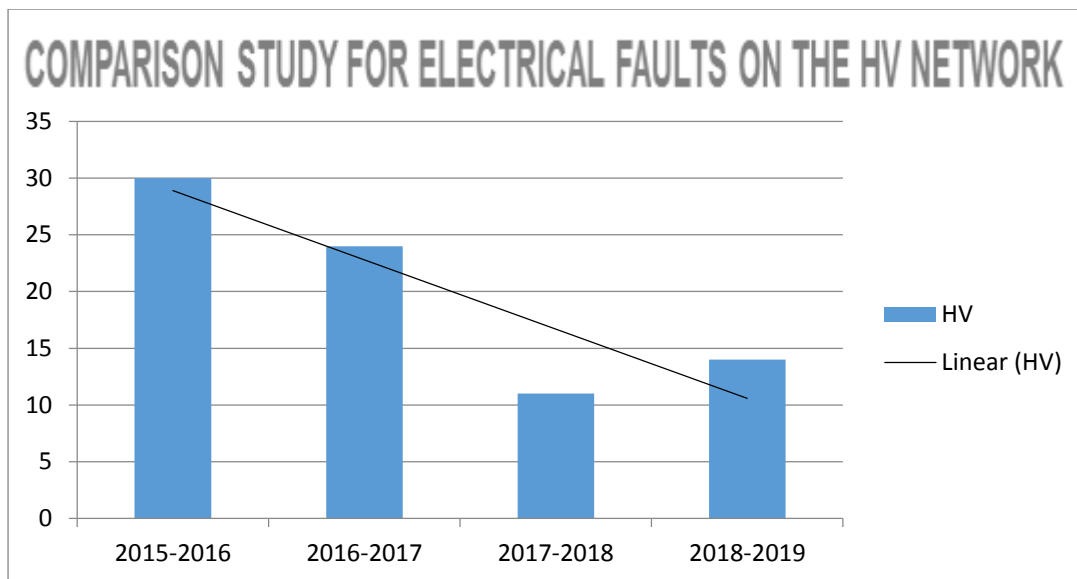
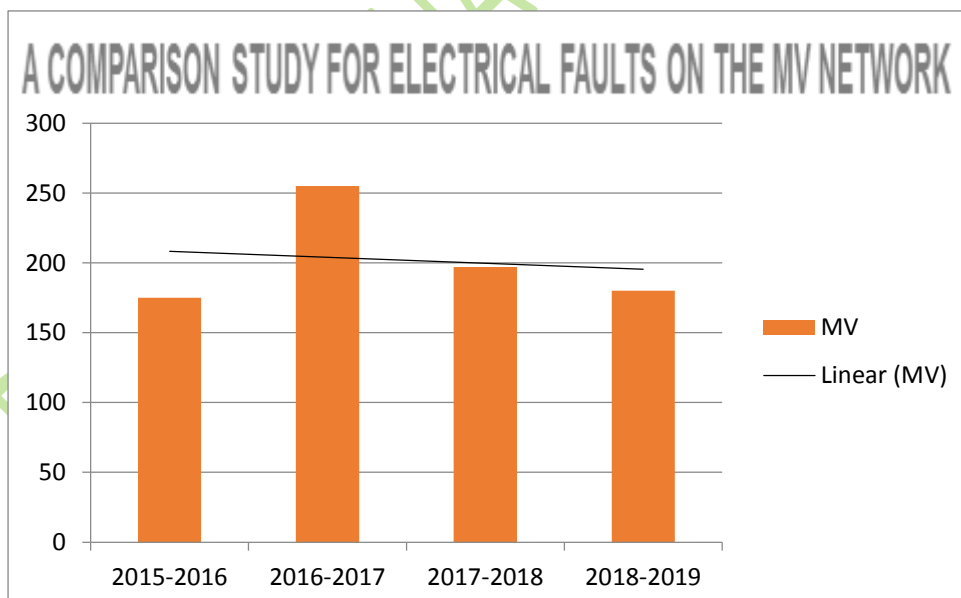


Figure 8: Performance of the MV Network for Three Financial Years (2015/201 – 2018/2019)

Compares the MV network performance for the last three financial years, from 2015/2016 to 2018/2019. It shows that a high number of electrical faults were experienced in the network in 2016 to 2017, thus a strategy was put in place to reduce the number of faults in the 2018 to 2019 financial year. As part of the strategy; cables in eSikhaleni has been replaced as maintenance activity. An order has also been awarded for cable replacement between Polaris and Capella Substation for faults affecting Alton area.



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Submission of tables

Table 4: annual planned inspections and maintenance performed

Provides information on the number of inspections and maintenance conducted by each sub-section in Operations and Maintenance section

| ANNUAL PLANNED INSPECTIONS & MAINTENANCE REPORTING | | | | | | | | | | | | | | | |
|--|--------|-----|------|-----|-----|-----|-----|-----|-------|-------|-----|------|----------------------|--------|------------|
| | MONTHS | | | | | | | | | | | | TOTAL ANNUAL TARGETS | | |
| SECTIONS | JULY | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MARCH | APRIL | MAY | JUNE | ACHIEVED | TARGET | PERCENTAGE |
| WEST | 29 | 61 | 66 | 36 | 64 | 26 | 40 | 61 | 73 | 81 | 62 | 44 | 643 | 661 | 97% |
| NORTH | 16 | 151 | 103 | 104 | 50 | 20 | 120 | 122 | 61 | 47 | 114 | 42 | 950 | 950 | 100% |
| SOUTH | 93 | 45 | 82 | 65 | 96 | 30 | 106 | 94 | 63 | 77 | 71 | 365 | 1187 | 1258 | 94% |
| DISTRIBUTION | 4 | 11 | 10 | 5 | 5 | 4 | 10 | 16 | 14 | 8 | 9 | 2 | 98 | 99 | 99% |
| PROTECTION | 2 | 0 | 0 | 2 | 1 | 0 | 1 | 2 | 3 | 2 | 2 | 1 | 16 | 21 | 76% |

Table 5: Annual unplanned breakdowns

Table provides information on the number of electrical faults or breakdowns that were attended by Operations and Maintenance section. Detailed information is accessible from documents contained in the following RPT numbers: 165348, 165975, 166569 and 167085.

| ANNUAL UNPLANNED ELECTRICAL FAULTS REPORTING | | | | | | | | | | | | | |
|--|--------|-----|------|-----|-----|-----|-----|-----|-------|-------|-----|------|-------|
| NETWORK | MONTHS | | | | | | | | | | | | TOTAL |
| | JULY | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MARCH | APRIL | MAY | JUNE | |
| HV | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 4 | 3 | 0 | 3 | 14 |
| MV | 9 | 24 | 10 | 6 | 25 | 27 | 20 | 14 | 12 | 9 | 10 | 14 | 180 |
| LV | 397 | 447 | 394 | 456 | 376 | 454 | 355 | 296 | 257 | 409 | 291 | 332 | 4464 |

Table 6: A comparison study for the number electrical faults that occurred between 2015/2016 – 2018/2019

gives a summary of a comparison study that was conducted in order to analyse the performance of the network for the period of 2015/2016 to 2018/2019 financial years.

| A COMPARISON OF THE NUMBER ELECTRICAL FAULTS THAT OCCURRED BETWEEN 2015 - 2018 | | | | |
|--|-----------|-----------|-----------|-----------|
| NETWORK | 2015-2016 | 2016-2017 | 2017-2018 | 2018-2019 |
| HV | 30 | 24 | 11 | 14 |
| MV | 175 | 255 | 197 | 180 |

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Electricity Planning and Strategy

Electricity Planning and Strategy section is responsible for ensuring that there is sufficient electricity capacity within City of uMhlathuze Municipality's license area through planning, design and development in order to accommodate new developments and provision of basic electricity supply service to communities as well as improving reliability and service life of municipal electricity infrastructure. The section ensures that planning, design and development is undertaken in accordance with the Electricity Supply Act and National Electricity Grid Code for Sub-transmission (132kV substations and Switching Stations as well as 132kV Feeders) and Distribution Network (11kV, 400V and 220V networks) Planning Criteria and Guidelines and also supports climate change as per National Climate Change Response White Paper (2011).

Electricity Planning and Strategy develop projects under following categories in order to achieve the smooth running and operating of the electricity network as well as provision of basic services to the communities within City of uMhlathuze Municipality jurisdiction:

Network Refurbishment/Renewal projects

Network Strengthening projects

Network Reliability projects

Electrification projects

Private Development projects

Public Lighting projects

Energy Efficient Demand Side Management and Renewable Energy project

The section comprises of the following sub-sections namely:

Network planning and design

Draughting

Project execution and

Energy management

All sub-sections are involved in electricity infrastructure asset creation projects value chain and they work in collaboration to develop an asset

Achievements

Table 7: Private Development Projects

| Project Name | Project Description | Category | Comment |
|--------------------------------|--|------------------|-------------------|
| RBIDZ (Richards Bay Industrial | Supply IDZ 1F development with 14MVA firm capacity by installing 2x 132kV 40MVA transformers at Indus Substation | New Installation | Project completed |

Table 8: Network Planning Projects and their categories

| Project Name | Project Description | Category | Comment |
|---|---|---------------|----------------------|
| Scorpio Substation 132/11kV 20MVA Transformer Refurbishment | Replacement of HV and MV transformers windings as well as painting of transformer tank | Renewal | Project completed |
| Cygnus Substation Transformer Installation | Installation of new 132/11kV 30MVA transformer | Strengthening | Project is completed |
| Ngwelezane Waterworks 11kV Overhead Line Replacement | Replacement MV Overhead line from Ubhejane Switching Station to Ngwelezane Waterworks Treatment Plant | Renewal | Project completed |
| Brackenham Electrification Network | Replacement of MV and LV bundle as well as pole mounted transformers with | Reliability | Project completed |

| | | | |
|--|---|---------------|--|
| Refurbishment | underground cable and mini-substations | | |
| MV Electrical Network Refurbishment | Replacement of MV cable between Ubhejane – Satellite Switching Stations | Renewal | Project is in progress and is 90% completed. It will be completed during 2019/20 |
| LV Electrical Network Refurbishment | Replacement of MV cable between Cygnus – Deneb Switching Stations | Renewal | Project is in progress and is 50% completed. It will be completed during 2019/20 |
| 11kV Formalhault Switching Switchgear Replacement | Replacement of old 11kV indoor breakers at Formalhault Switching station | Renewal | The project is in construction stage, switchgears has been ordered will be installed during 2019/20 |
| Aquadene Development | Installation of new 132/11kV 30MVA transformer | Strengthening | Transformer has been ordered and will be installed during 2019/20 |
| 132kV Oil Filled Cables in South Dunes between Hydra and Capella Substations | Replacement of old problematic 2x 7km 132kV oil filled cables between Hydra and Capella | Renewal | 42000m of 132kV XLPE cable purchased. One 132kV feeder bay at Hydra Substation completed. The installation of cable will be done during 2019/20 financial year |
| Energy Master Plan | Development of a plan containing various projects and costing for stability of electrical infrastructure stability and capacity from different energy sources | Plan | The project is at 80% and will be completed during 2019/20 |

Table9: Electrification Projects

| Project Name | Project Description | Comment |
|--------------------------------|---|-------------------|
| Mzingazi Electrification | Replacement of MV Fox Oveadline conductor with Mink | Project completed |
| Mandlanzini Electrification | Replacement of MV Fox Oveadline conductor with Mink and connections of households | Project completed |
| IDT Ngwelezane Electrification | Replacement of MV Fox Oveadline conductor with Mink and connections of households | Project completed |

Table 10: Public Lighting Projects

| Project Name | Project Description | Comment |
|---|---|--|
| High Mast Installation in Traditional Areas | Installation of 40m high mast area lighting in various wards namely: Ward 1, 3, 5, 8, 9,10, 11, 14, 16, 17, 20, 21, 22, 23, 25, 26, 27, 28, 29, 30, 33 and 34 | Project is 86% completed. 19 high masts out of 22 has been erected and awaiting power supply and 3 high masts has been energised. The project will be completed during 2019/20 |

Table 11: Energy Management Projects

| Project Name | Project Description | Comment |
|--|--|-------------------|
| Replacement of Non-energy efficient Electrical Equipment | Replacement of 400x HPS streetlights with LED's at eNseleni | Project completed |
| | The replacement of high power consumption units within waste water treatment plants Design, Supply and Delivery of Aerators Motors at Empangeni Waste Water Treatment Plant within City of uMhlathuze | Project completed |
| | Supply and Delivery of Energy Saving Building Lights with Motion or Occupant Sensors and Replacement / Retrofit High Energy Consumption Building Lights with LED Building Lights at eMpangeni Town Hall and eMpangeni Civic Centre within City of uMhlathuze | Project completed |

Photos of projects that are completed and in progress:

Picture:1 RBIDZ (Richards Bay Industrial): Installation of 2x 132kV 40MVA transformers at Indus Substation: Co-ordinates: *****



Picture:2 Cygnus Substation Transformer Installation: Installation of new 132/11kV 30MVA transformer: Co-ordinates: *****



Picture:3 132kV Oil Filled Cables in South Dunes between Hydra and Capella Substations: Co-ordinates: *****



Picture: 4Ngwelezane Waterworks 11kv Overhead Line Replacement, Co-ordinates: *****



Picture 5 Mzingazi Electrification, Co-ordinates: *****



Picture 6 Mandlanzini Electrification, Co-ordinates: *****



Picture: 7 Dumisani Makhaye Village Ward 9, Co-ordinates: *****



Picture: 8 Replacement of 400x HPS streetlights with LED's at eNseleni, Co-ordinates: *****



Picture 9 Replacement of Aerators Motors at Empangeni Waste Water Treatment Plant,
ordinates: *****

Co-



PROCESS CONTROL & PUBLIC LIGHTING

The section is responsible for monitoring and control of water reservoirs, sewer and water pump stations as well as traffic lights, street lights and fleet management systems.

The following are primary sub sections for the above mentioned divisions:

Process Control Systems

Traffic Signals

Public Lighting

Discussion

The department seek to consider a traditional maintenance approach, considering the following 3 types of maintenance which are differentiated by the nature of the tasks that were performed:

Corrective maintenance: Where the set of tasks was destined to correct the defects that were to be found in the different equipment on day to day approach.

Preventive Maintenance: Department were to maintain a level of certain service on equipment, calibration and the interventions of their vulnerabilities in the most opportune time. It is used to be a systematic character, that is, the equipment is inspected even if it has not given any symptoms of having a problem.

Predictive Maintenance: It pursues constantly know and report the status and operational capacity of the installations by knowing the values of certain variables, which represent such state and operational ability.

Process Control Systems

Technical Operations Centre monitors all Council's Pump stations and reservoirs' behaviour indicating the level of each reservoir also status of each pump station. The real time readings are logged every single day and averaged per specific intervals. The table below indicates the event logs for analogue signals in percentage showing the monthly average of each reservoir. This is just to report to Council that all instruments that were installed to specific reservoirs are up and running. The real time readings can be drawn at all times.

Traffic Signals

A large part of the work load is repair or replacement of traffic control equipment before it fails. The City of uMhlathuze (CoU) conducts semi-annual inspections of controller and signal equipment, intersection hardware, and auxiliary equipment such as traffic detection loops.

Traffic corrective maintenance is carried out after failure detection and is aimed at restoring a traffic intersection to an appropriate condition, whilst reactive maintenance is performed after a breakdown so a traffic intersection can perform its intended function. Rapid repair of equipment that has broken down is critical to ensure uninterrupted operations, minimal downtime and optimal operability. The CoU's goal is a response to traffic signal service requests/failure within one hour of notification.

Typical problems/requests that warrant an immediate response from signal maintenance crews include:

All lights out due to power outage

Signals flashing red in all directions

Loose or turned signal heads

Damage caused by vehicles

Burned out lamps

Timing Problems – long red or short green

Lamp burnouts

Controller malfunctions

Detection failures

Physical damage

Traffic progression problems

Off-hour responses to safety risks at intersections

Business unit (operations and maintenance section)

Main Function

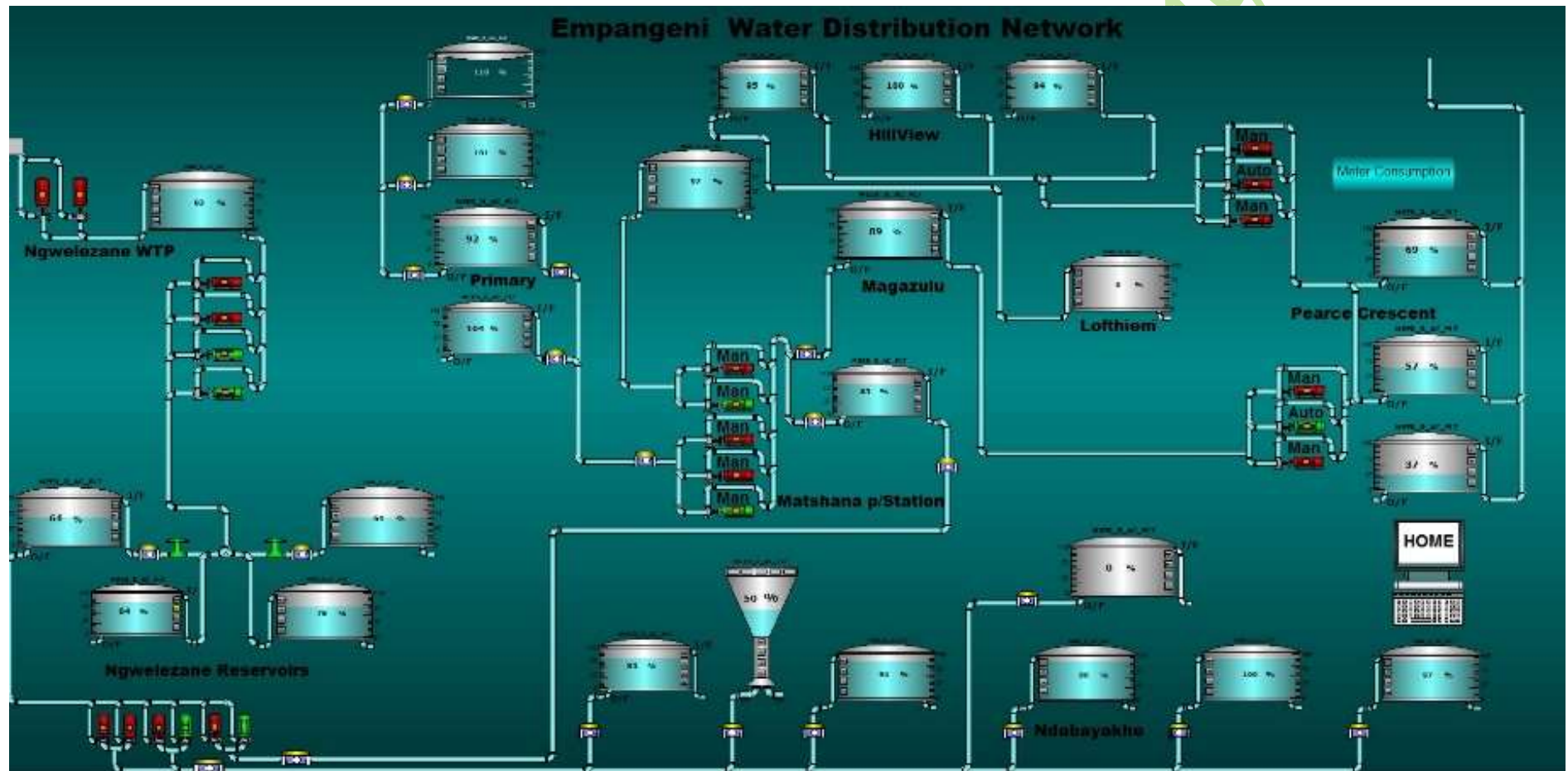
Process Control Systems, Traffic Lights and Public Lighting covers the maintenance of the following assets:

89 traffic cubicles (controllers)

Submission of photographs

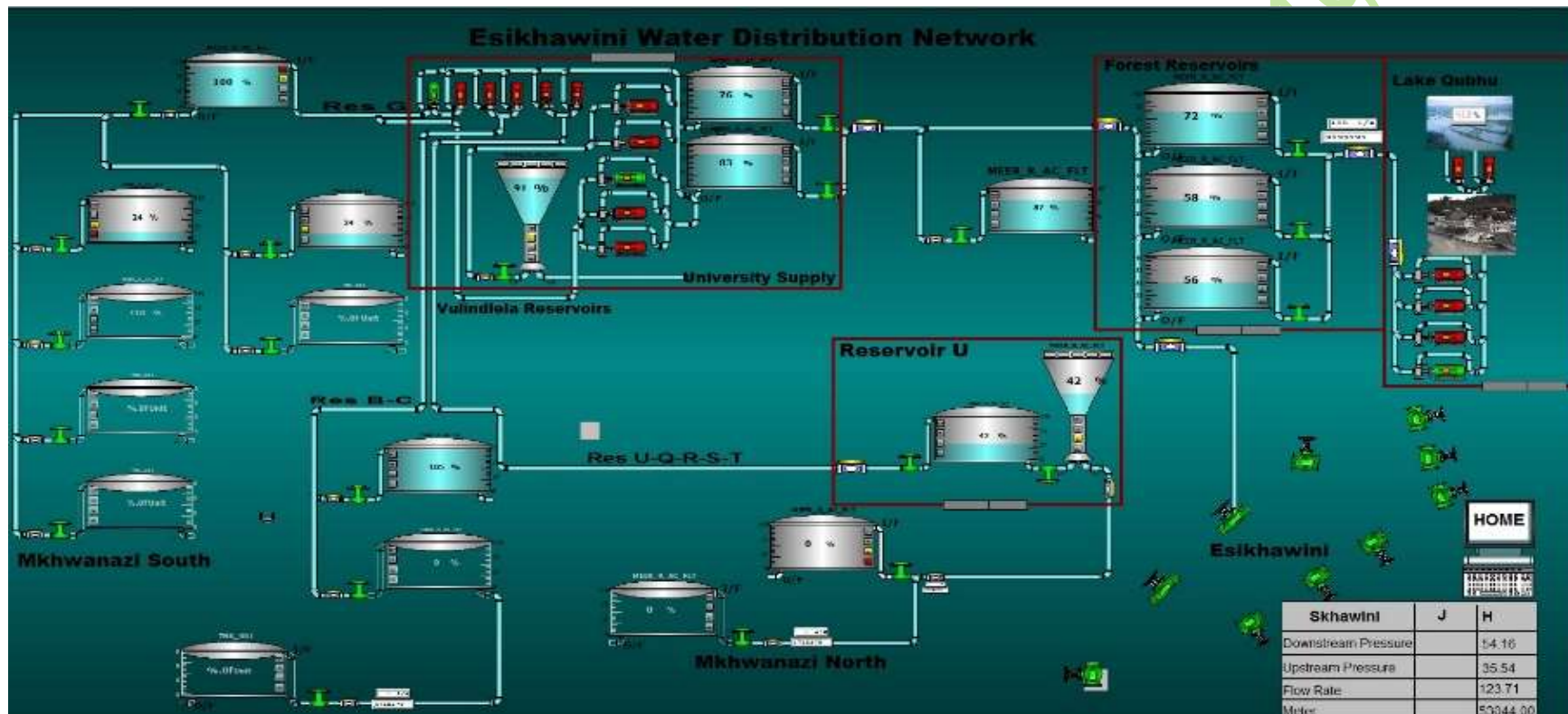
The following photographs show our water monitoring system for various places under the City of uMhlathuze jurisdiction, such as Empangeni, Esikhawini and Mzingazi as seen in figures 1 – 3.

Figure 6: Empangeni Water Distribution Network



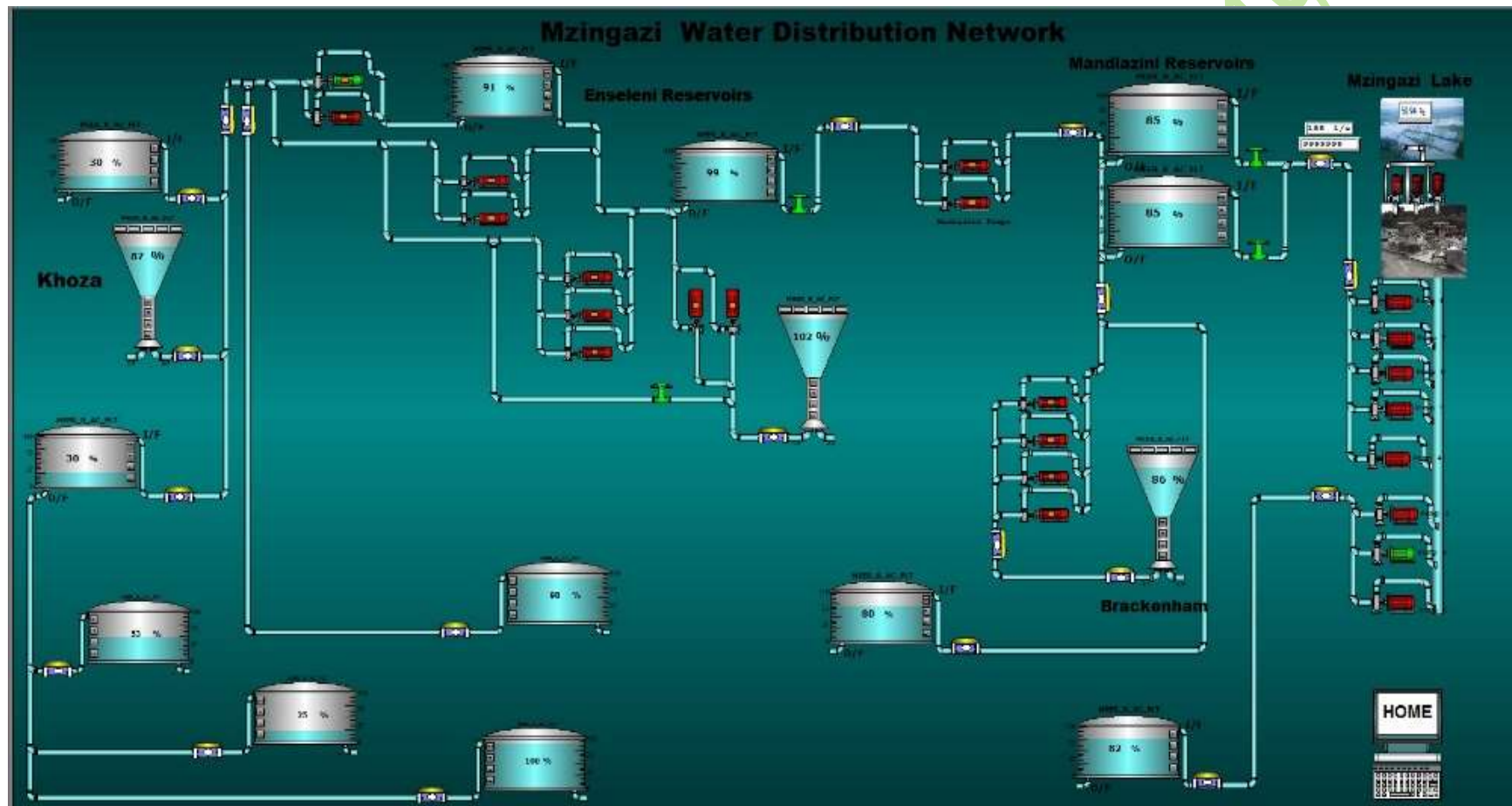
Esikhawini Water Distribution Network

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Mzingazi Water Distribution Network

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Submission of graphs

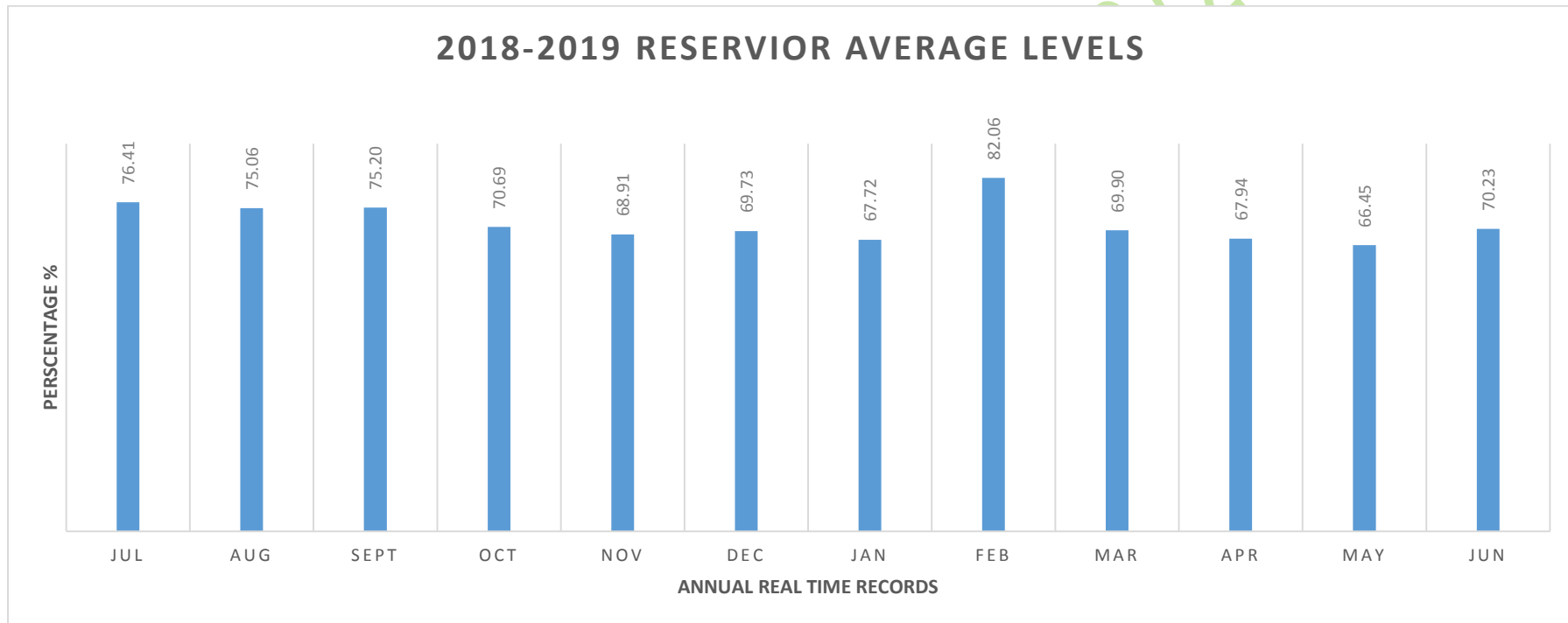


Figure 7: Average Annual Water Levels

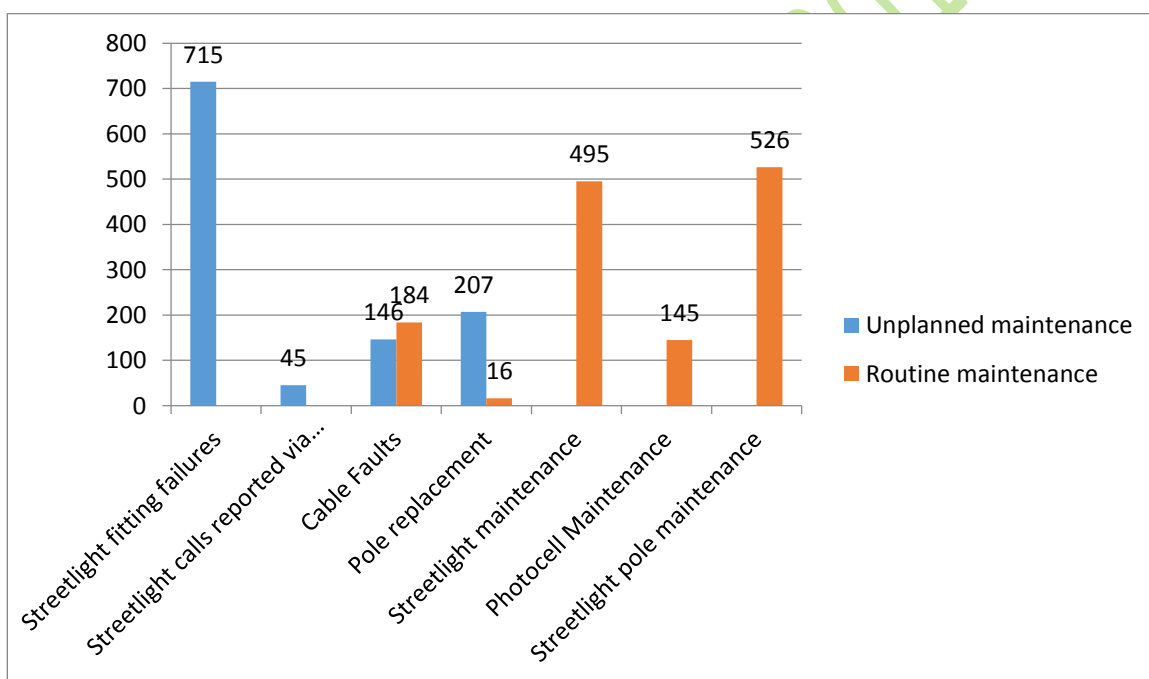
SCADA Mobile

The mobile operator is now available and able to automatically get relevant information on mobile devices herewith the link:
<http://reservoirs.umhlathuze.gov.za:8012/reservoir4/index.php/dashboard/index>

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Public Lighting Total no of Public Lighting 17583

The street lighting complaints via the call centre has processed a total of 1996 works orders which 715 were streetlight fitting failures, 146 cable failures, 75 cable thefts and 224 knocked down poles. On routine maintenance 2475 streetlights were repaired, 207 streetlight poles replaced, 145 photocells replaced and 184 streetlight cable faults repaired. The total number of lamps replaced amounted to 4358 while 402 fittings were replaced. The call centre is operational 24 hours a day on 0800222827, also allowing complainants to log calls either via the website at www.umhlathuze.gov.za, or via e-mail to streetlights@umhlathuze.gov.za.



| | Unplanned maintenance | Planned Maintenance |
|------------------------------|-----------------------------|-------------------------|
| Streetlight fitting failures | 715 | 495 |
| Cable faults | 146 | 184 |
| Pole replacement | 207 (Knocked down poles) | 16(Rotten/Rusted poles) |

| | | |
|-------------------------------|--|-----|
| Photocell Maintenance | | 184 |
| Streetlight poles maintenance | | 526 |

Figure **: Unplanned maintenance vs routine maintenance

Table **: Maintenance statistics

| | Unplanned maintenance | Planned Maintenance |
|--|-----------------------|--------------------------|
| Streetlight fitting failures | 905 | 676 |
| Cable faults | 147 | 138 |
| Pole replacement (Knocked down poles) | 284 | 185(Rotten/Rusted poles) |
| Photocell Maintenance | | 113 |
| Streetlight poles maintenance | | 410 |

FLEET MANAGEMENT AND TRANSPORTATION

The Fleet and Transportation Section is a support unit for the maintenance/ servicing and repair of the entire municipal fleet.

The fleet consists of vehicles and “yellow plant”

The section is responsible for submitting the Capital budget requirements for the replacement of fleet on an annual basis.

Departments are responsible for the daily operation, management and control of all Fleet that have been allocated to them and all Fleet requiring repairs and maintenance are booked in by the Departments.

The Fleet and Transportation Section is a support service to all departments that utilise official vehicles.

Departments are responsible for the, management and control of all vehicles and plant allocated to them.

Where possible all new Vehicles and Plant are procured with a Maintenance Plan of 160 000km or 7 years.

The maintenance plans are paid to the suppliers at the time the vehicles or plant are procured, this to ensure that they are maintained by the agents for at least a 5 or 7 year period.

Certain vehicle manufacturers do not offer a 160 000 km/7 years maintenance plan, in such cases the maximum plan available for eg. 5 years/120 000 km maintenance plan will be procured.

Special controls are required to ensure that Maintenance Plans and Warranties are not forfeited and therefore the Control of Services of Vehicles on Maintenance Plan has been monitored throughout the year jointly with the user departments who are beneficiaries in this case.

The task of monitoring service schedules of fleet on maintenance plans are managed by the official vehicle pool clerk, who obtains mileages on a monthly basis from the user departments in order to book vehicles for services.

Maintenance plans do not cover any items damaged that can be attributed to abuse.

Departments are required to submit incident reports where premature failure of a component is detected, or damages to vehicles occur.

Achievements:

Fleet tracking system:

A contract has been entered with the service provider, Fleet Horizons, for the monitoring and tracking of Council fleet.

The installation of trackers in municipal fleet has been an outstanding item for several years, and the lack of a tracking system has made it difficult to manage the fleet.

Since the installation of trackers , the incidents of vehicle theft has reduced drastically.

The tracking history is also being used as a investigation tool in cases where suspected vehicle abuse has been detected.

Staff development:

Two Mechanical Assistants that were sent on training, successfully completed the course and obtained their qualifications as Mechanics.

The two staff members were recently promoted from Mechanical Assistant to Mechanics, this success should serve as a motivation for fellow staff members.

Challenges:

The lack of sufficient capital funding to replace fleet remains a challenge.

Older fleet break down frequently and as such the maintenance budget requirements escalates annually.

The availability of spares on some older vehicles are proving to be a challenge and results in extended down time as parts have to be imported.

The cost of spares and repairs are continually escalating and therefore the regular replacement of fleet is imperative to ensure that service delivery is not affected.

Capital Projects

The capital projects consist of the fleet replacement and additional requirements as identified to render service delivery for the 2018/2019 financial year and onwards.

The following vehicles and Plant was procured

Graders X 2

Tractor loader backhoe X 1

Refuse compactors X 6

Water tankers X 5

Passenger carriers X 10

Double cab LDV's X 22

Extended cab LDV's X 3

Half ton LDV X 1

Mobile livestock trailer X1 (Animal pound trailer)

Hatch back sedan vehicles X 4

18 000L Water tankers



Graders.and.TLB



Double cab LDV's



Refuse compactors



Passenger carriers





DRAFT ANNUAL REPORT

CITY DEVELOPMENT



NONTSUNDU NDONGA

DEPUTY MUNICIPAL MANAGER- CITY DEVELOPMENT

Introduction

The City Development Department directly addresses the following National Key Performance Areas (KPA's):-

Basic Services and Infrastructure Provision;

Local Economic Development; and

A number of relevant cross cutting KPA's relating to urban and rural development as well as property management

The City Development Department also commits itself to the following Municipal Missions:

Job creation and inclusive economic growth through accelerated economic development and transformation;

Creating a safer city through integrated and community based public safety;

Planned and accelerated rural development interventions;

Promotion and maintenance of spatial equity and transformation;

Optimal management of natural resources and commitment to sustainable environmental management; and

Good governance, capable and developmental municipality.

In context of the above KPA's, the City Development Department is divided into three sections, namely: Urban and Rural Planning, Economic Development Facilitation and Public Transport Facilities and Operations Coordination. The respective Units under each of these sections are indicated hereunder:

| Urban and Rural Planning | Economic Development Facilitation | Public Transport Facilities and Operations Coordination |
|---|---------------------------------------|---|
| Land Use Management Development Administration | Business Support, Markets and Tourism | No Sub-Units |

| | | |
|---|-------------------------|--|
| Spatial and Environmental Planning Human Settlement Programmes | Property Administration | |
|---|-------------------------|--|

URBAN AND RURAL PLANNING SECTION

The Urban and Rural Planning Section is divided into four distinct units, namely:

Land Use Management;

Development Administration;

Spatial and Environmental Planning; and

Human Settlement Programmes.

The achievements of these units are outlined below.

1.1 Land Use Management

Relevant Council Goals, Objectives and Strategies

| NATIONAL KPA 6: CROSS CUTTING | | |
|--|--|---|
| Goals | Objectives | Strategies |
| 6.1 Integrated Urban and Rural Development | 6.1.1 To plan and manage existing and future development | <p>6.1.1.5 Implementation of uMhlathuze Land Use Scheme.</p> <p>6.1.1.6 Compliance with National SPLUMA, SPLUM By-law and National Building Regulations.</p> <p>6.1.1.7 Efficient processing of development application and building plans.</p> |

The Land Use Management Unit is divided into two subsections, namely:

Development Control; and

Building Control.

In line with the above IDP Objectives, the following has been achieved as per the Service Delivery and Budget Implementation Plan for the year under review.

1.1.1 Development Control

Development Control promotes orderly development through regulation, enforcement and management of land use within the City. As such, the section is responsible for processing the following planning applications:

Consent Applications;

Formal Authority Applications; and

Building Line Relaxation Applications.

The following policy and legislation framework is applicable:

uMhlathuze Spatial Planning and Land Use Management By-law, 2017;

Spatial Planning and Land Use Management Act, 2013 (Act No. 16 of 2013); and

National Building Regulations and Building Standards Act, 1977, (Act No. 107 of 1977) as amended.

uMhlathuze Land Use Scheme

The Land Use Scheme is an instrument used by the Municipality to control, regulate and guide development on all properties situated within its jurisdiction. The current Land Use Scheme has been in operation since January 2014 when it was adopted by Council.

Its latest amendment was effected on June 2015. In September 2017 Council appointed a service provider to assist with the preparation of its Land Use Scheme. This is in line with desire of Council to prepare a Single Land Use Scheme for the entire municipal area in accordance with Section 24 (1) of the Spatial Planning and Land Use Management Act, 2013 (SPLUMA), 2013 (Act No. 16 of 2013).

The single Land Use Scheme will incorporate all 34 Municipal Wards, including Traditional Authority Areas. This will assist greatly in incrementally introducing regulation of areas, which were previously excluded from the Scheme and will contribute immensely to orderly development within the City.

1.1.1.2 Richards Bay Central Business District Framework Plan

In March 2019 Council adopted the Richards Bay Central Business District Framework and its overall objective is to create a more attractive urban environment with improved functionality, better urban management, creation of new investment and economic opportunities, efficient transport system and improved urban safety and security.

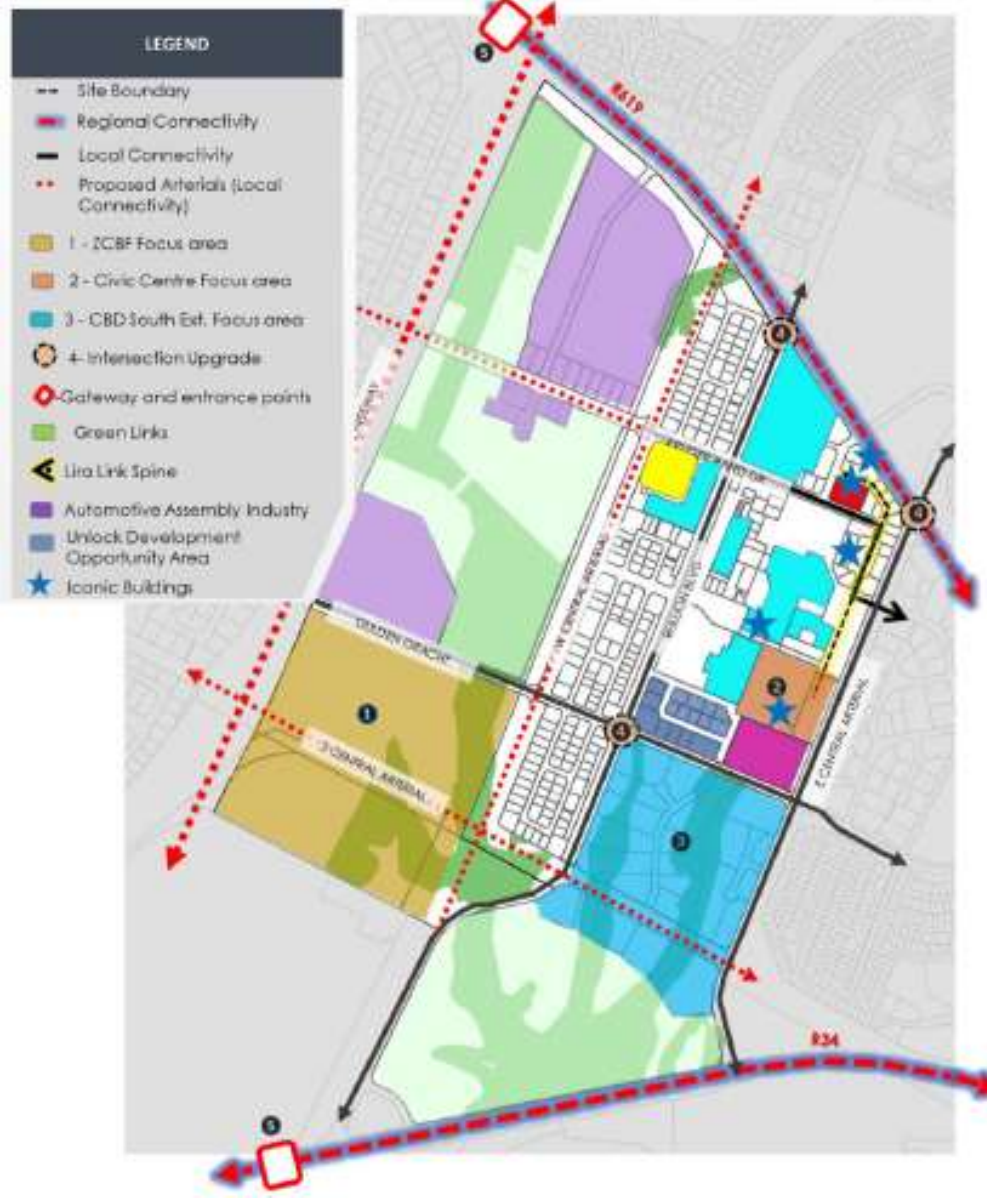


Figure xx: Richards Bay CBD Framework Plan Overview

Building Aesthetic By-law

In May 2017 Council resolved to prepare uMhlathuze Building Aesthetics By-law, which seeks to improve the aesthetic appeal of the built environment and the maintenance of the aesthetic quality in all areas that fall under the jurisdiction of the Municipality. The By-law was gazetted in the Provincial Gazette on 1 November 2018. It serves as a guiding tool for Council to promote and create a built environment within uMhlathuze that is unique, creating land marks and iconic structures that give one a sense of belonging and lasting experience.

The By-law is used in conjunction with other planning and building tools such as the National Building Regulations and Building Standards Act, the municipal Land Use Scheme and the municipal Spatial Development Framework to ensure that the design of buildings and their surrounding environment are aesthetically appealing, pedestrian friendly, and comply with the principles of New Urbanism and the Compact City.

Land Development Applications

The day-to-day responsibilities carried out by Land Use Management Section (Development Control and Building Control Subsections) includes site inspections, enforcement, processing of planning application and

attending to general public queries in relation to statutory planning requirements. The table below illustrates the number of land use management applications dealt with during 2017/2018 financial year.

| Application Type | No. | % | Financial Year |
|--------------------------|-----|-----|----------------|
| Building Line Relaxation | 177 | 77 | 2018/2019 |
| Consent | 31 | 14 | 2018/2019 |
| Formal Authority | 21 | 9 | 2018/2019 |
| Total | 229 | 100 | |

Table xx: Land Use Management Applications Assessed during 2018/2018 Financial Year

Development control remains a challenge due to development and operations commencing without town planning approvals. However, enforcement actions are taken and/or advisory services are offered in line with the uMhlathuze Land Use Scheme, Spatial Planning and Land Use Management By-law and Standard Operation Procedures.

Figure xx: Building Line Relaxation Applications Standard Operation Procedure

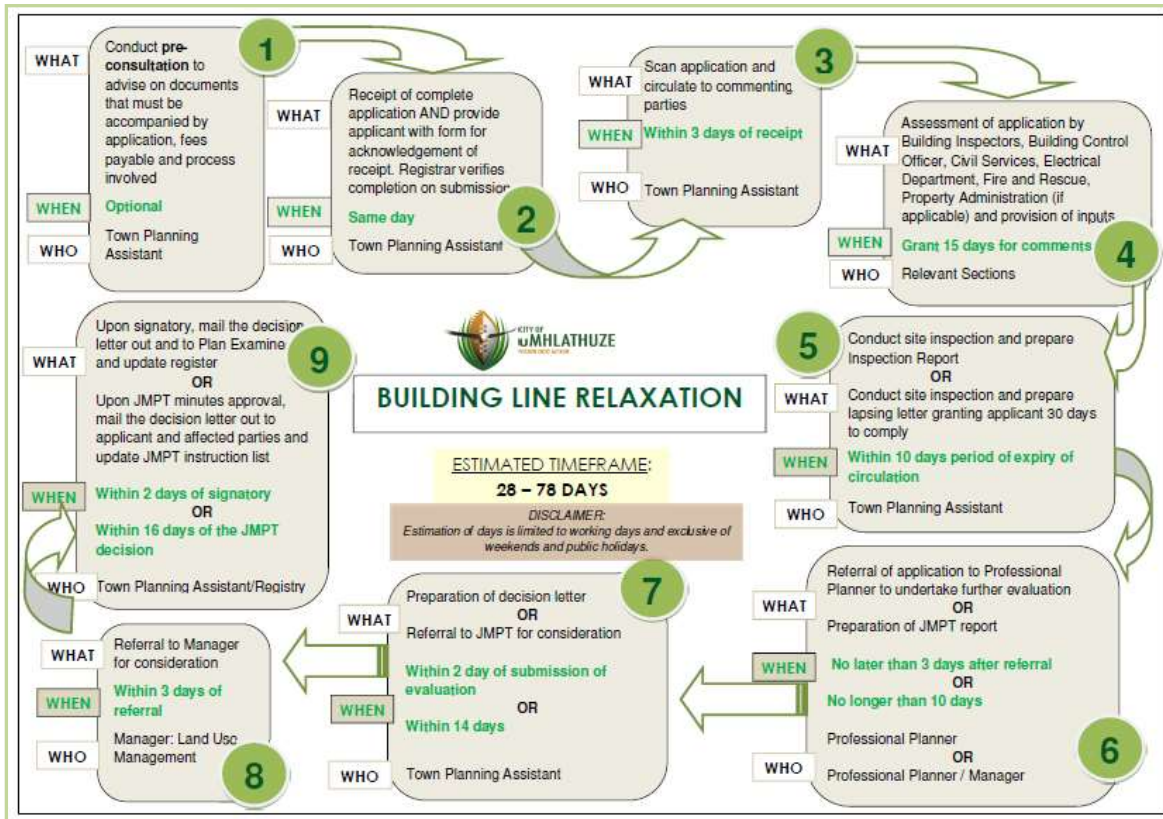


Figure xx: Consent

Applications Standard Operation Procedure

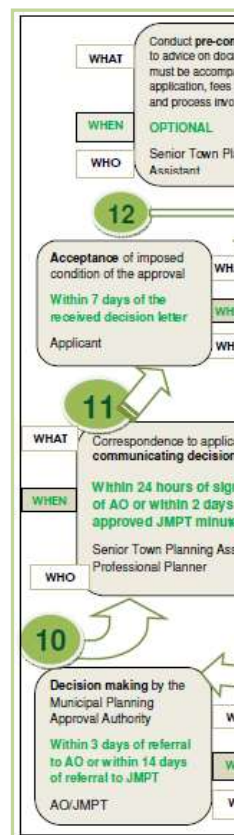
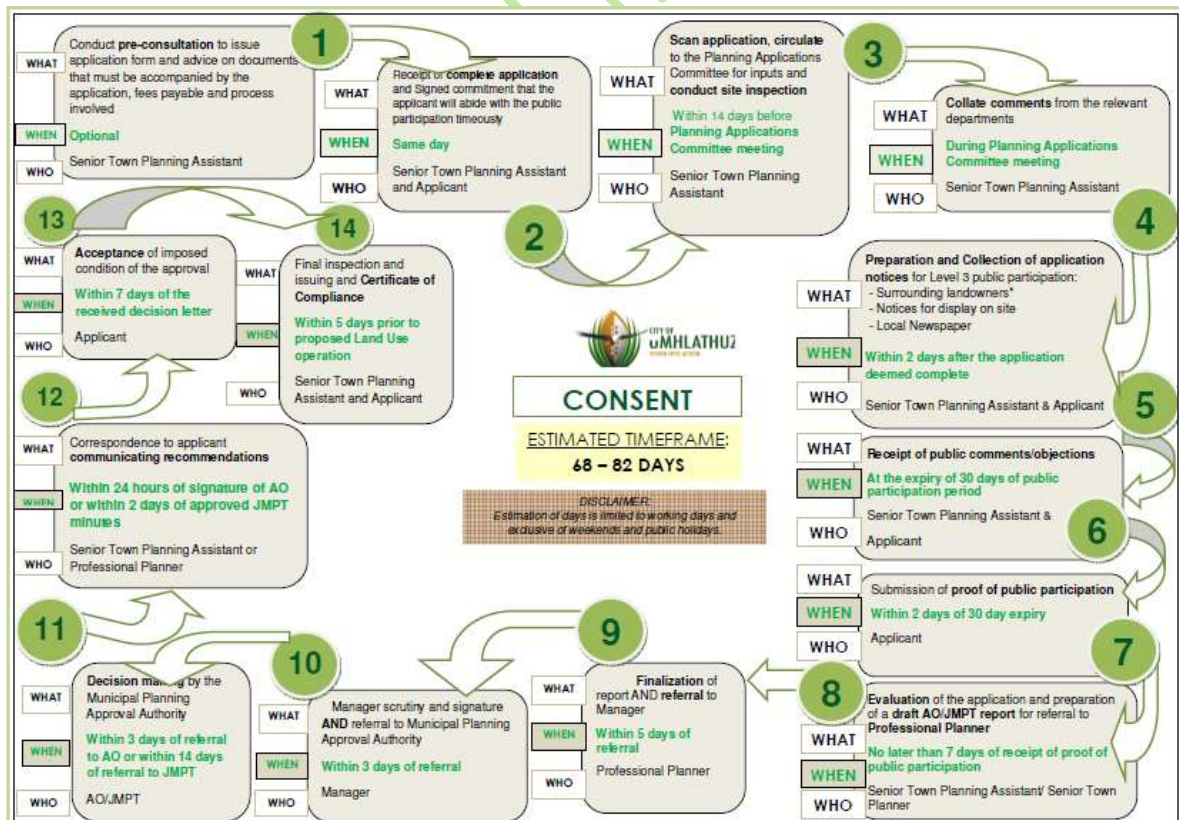


Figure xx: Formal Authority Applications Standard Operation Procedure

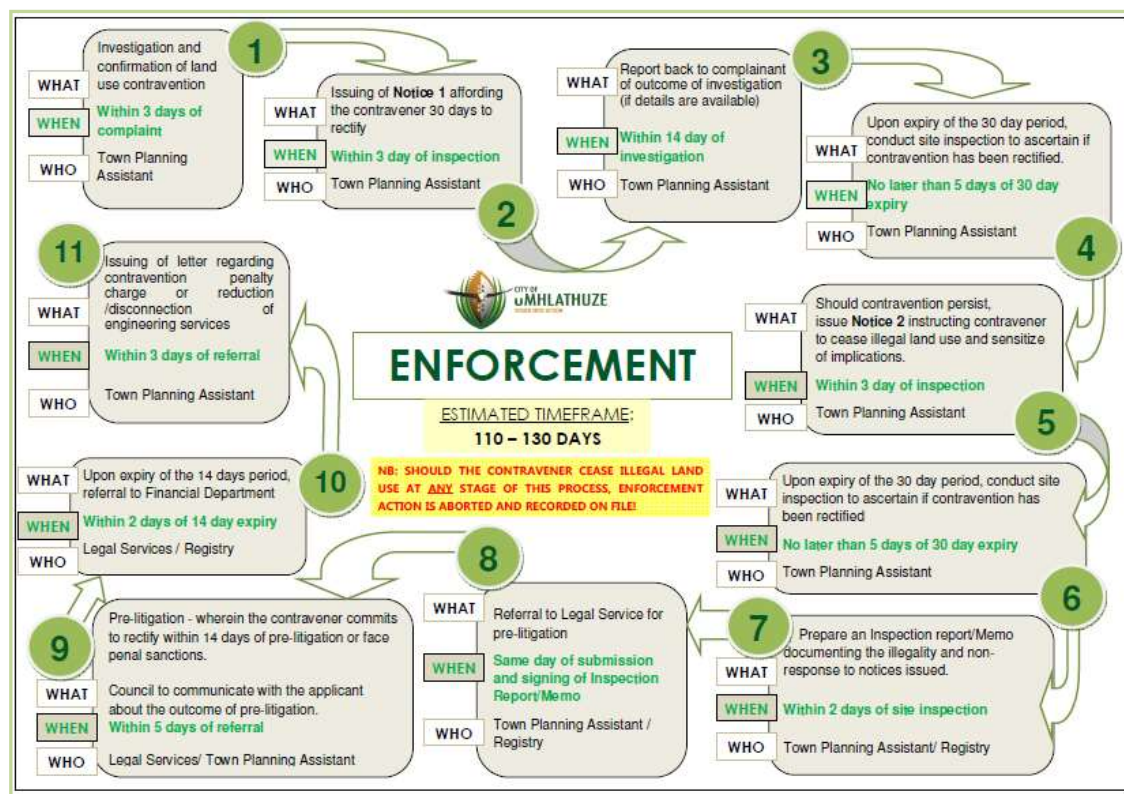


Figure xx: Enforcement Standard Operation Procedure

Building control promotes the structural integrity of all buildings erected within the City. Citizens and developers are always advised to submit building plans for municipal scrutiny and approval before commencement of alterations or additions to existing dwellings or constructing new buildings.

The relevant policy and legislation framework applicable are:

National Building Regulations and Building Standards Act, 1997 (Act No.107 of 1997) as amended;

uMhlathuze Spatial Planning and Land Use Management By-law, 2017;

Spatial Planning and Land Use Management Act, 2013 (Act No. 16 of 2013);

uMhlathuze Land Use Scheme; and

Building Aesthetics By-law, 2018.

The table below illustrates the number of building plans submitted over four subsequent financial years and estimated building cost of proposed buildings and structures at the end of each financial year.

| Financial Year | Total Number of Building Plans Submitted | Total Estimated Building Cost of Proposed Buildings and Structures (R) |
|----------------|--|--|
| 2015/2016 | 536 | 442 960 000 |
| 2016/2017 | 483 | 144 125 000 |
| 2017/2018 | 433 | 81 306 000 |
| 2018/2019 | 450 | 123 399 000 |

Table xx: Building Plans submitted over four Financial Years

The table above indicates a decline in construction industry between 2015/2016 and 2017/2018 financial years and a boom in the 2018/2019 financial year.

Building control remains a challenge due to illegal structures being constructed and appropriate enforcement actions are taken and/or advisory services are offered in line with the National Building Regulations and the Building Inspectorate's Standard Operating Procedures.

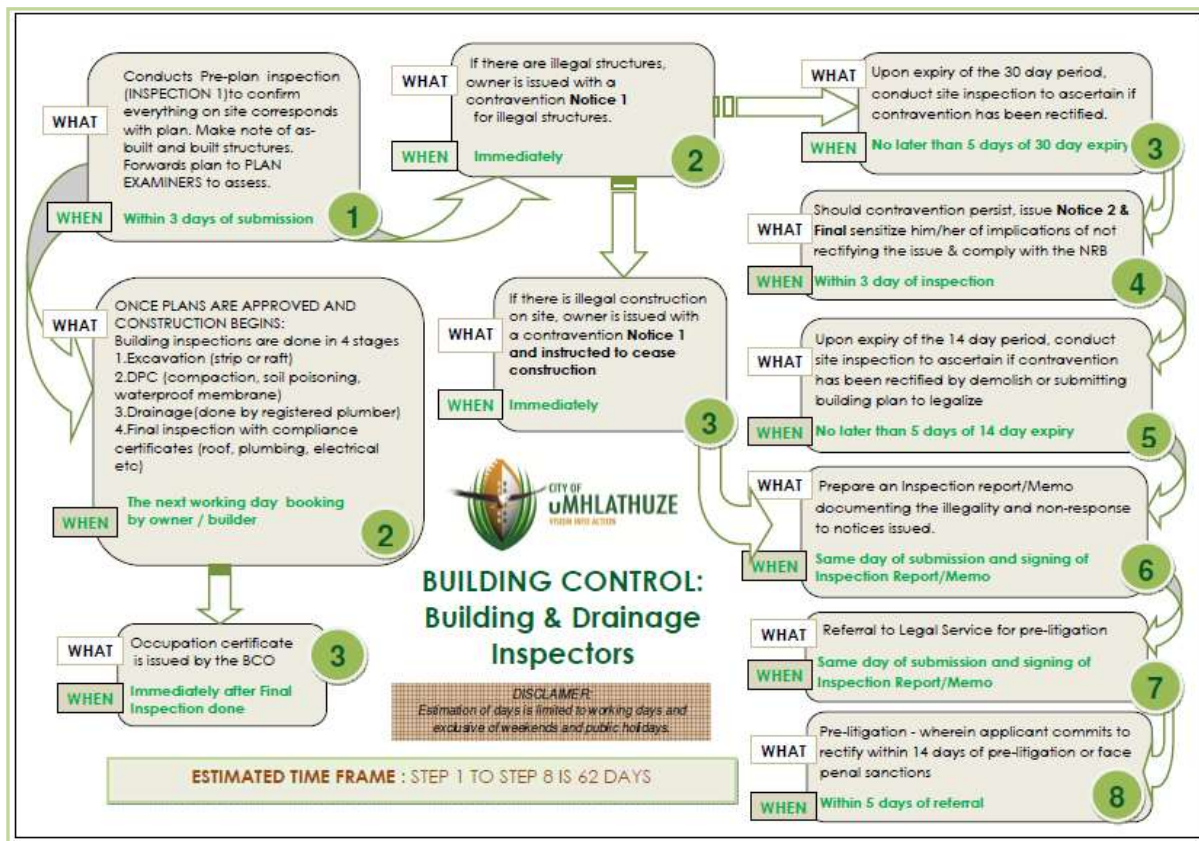


Figure xx: Building Plans Applications Standard Operating Procedure

DEVELOPME

NT ADMINISTRATION

Relevant Council Goals, Objectives and Strategies

| NATIONAL KPA 6: CROSS CUTTING | | |
|--|---|--|
| Goals | Objectives | Strategies |
| 6.1 Integrated Urban and Rural Development | 6.1.3 To ensure effective Land Use Management and Building Management | 6.1.3.2 Effective processing of development applications |

In line with the above IDP Objective, the following has been achieved as per the SDBIP for the year under review.

Implementation of the uMhlathuze Spatial Planning and Land Use Management (SPLUM) By-law, 2017

Review of the uMhlathuze Spatial Planning and Land Use Management By-law, 2017

The Municipality adopted the uMhlathuze Spatial Planning and Land Use Management By-law, which became effective on 21 September 2017.

The implementation of the by-law highlighted some shortcomings, and it was therefore proposed to review the by-law in order to ensure good governance and to aid in interpretation of the by-law.

The proposed changes were advertised for public comment, and the public participation process was successfully concluded on 6 March 2019. No objections or comments were received.

The amendments to the by-law were therefore gazetted on 9 May 2019 (Government Gazette Notice No. 2073), and the amendments are therefore now effective.

Planning Applications Received

Applications administered by the Development Administration Unit include rezoning, township establishment, subdivision and consolidation of land, development of land situated outside scheme areas, phasing or cancellation of approved layout plans for subdivision or development of land, the alteration/suspension/deletion of restrictions relating to land, permanent closure of municipal roads and public places and the removal of restrictive title deed conditions.

The section attended to the following planning applications received during 2018/2019:

| Period - 2018/2019 | Pre-applications Received | Formal Applications Received |
|--------------------|---------------------------|------------------------------|
| Q1 | 13 | 8 |
| Q2 | 15 | 4 |
| Q3 | 14 | 8 |
| Q4 | 24 | 4 |

Table xx: Land Development applications processed

Decision-making Authorities

The Spatial Planning and Land Use Management Act (SPLUMA) and the uMhlathuze Spatial Planning and Land Use Management By-law make provision for two decision-making authorities responsible for considering and approving land development and land use applications:

The Municipal Planning Tribunal

The King Cetshwayo North Joint Municipal Planning Tribunal consists of three external members and officials from the King Cetshwayo District and uMhlathuze and uMfolozi Local Municipalities. The names of the members were gazetted in terms of Provincial Gazette Notice 1639 of 10 March 2016.

The members of the Tribunal are appointed for a 5 year term, effective from 10 March 2016.

The Tribunal considers land development and land use applications as categorised in terms of Schedule 3 Item 7 of the uMhlathuze Spatial Planning and Land Use Management By-law.

The Tribunal considered 27 reports during 11 meetings held between 1 July 2018 and 30 June 2019, compared to 26 reports during 10 meetings held between 1 July 2017 and 30 June 2018.

The Municipal Authorised Official

The Municipal Authorised Official appointed is the Deputy Municipal Manager: City Development.

The Municipal Authorised Official considers land development and land use applications as categorised in terms of Schedule 3 Item 8 of the uMhlathuze Spatial Planning and Land Use Management By-law.

The Authorised Official considered 4 planning application reports processed by the Development Administration Section during the 2018/2019 financial year.

Appeals Received

Section 51 of the Spatial Planning and Land Use Management Act and Chapter 5 of the uMhlathuze Spatial Planning and Land Use Management By-law deal with the establishment and functioning of a Municipal Appeals Tribunal.

The Municipality has elected its Executive Committee as its Appeals Tribunal.

Two appeals were received during the 2018/2019 financial year in response to planning decisions made.

1.3 SPATIAL AND ENVIRONMENTAL PLANNING

Relevant Council Goals, Objectives and Strategies

| NATIONAL KPA 6 : CROSS CUTTING | | |
|--|--|---|
| GOALS | OBJECTIVES | STRATEGIES |
| 6.1 Integrated Urban and Rural Development | 6.1.1 To plan and manage existing and future development | 6.1.1.1 Review and Implement the Spatial Development Framework |
| | | 6.1.1.2 Develop precinct framework plans |
| | | 6.1.1.4 Incremental development of a Strategic Environmental Assessment for the entire municipal area |

In line with the above IDP Objectives, a number of targets and initiatives have been achieved for the year under review.

Spatial Planning

1.3.1.1 Intermediate City Municipality (ICM) Support as part of the Integrated Urban Development Framework (IUDF)

The Municipality has been benefitting from assistance provided through the ICM (Intermediate Cities Municipalities) Support Programme of the IUDF (Integrated Urban Development Framework) as a Pilot Municipality. The IUDF is a policy framework guiding the reorganization of the urban system of South Africa so that cities and towns can become inclusive, resource efficient and adequate places to live, as per the vision outlined in the National Development Plan (NDP). This new focus for South Africa steers urban growth towards a sustainable growth model of compact, connected and coordinated cities and towns. The IUDF implementation plan identifies a number of short term proposals to achieve spatial transformation.

The overall objective of the IUDF is to create efficient urban spaces by:-

Reducing travel costs and distances;

Aligning land use, transport planning and housing;

Preventing development of housing in marginal areas;

Increasing urban densities and reducing sprawl;

Shifting jobs and investment towards dense peripheral townships; and

Improving public transport and the coordination between transport modes.

The IUDF has its premise on the nine levers as indicated in the figure below.

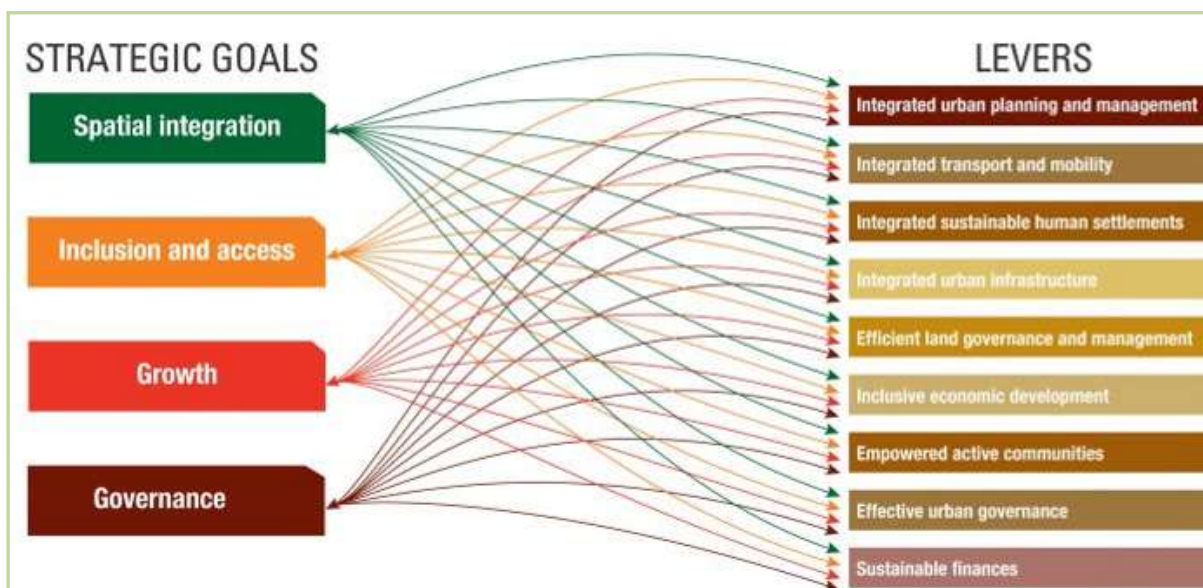


Figure xx: Strategic Goals and Levers of the IUDF

The above listed levers relate very specifically to the pillar of spatial transformation that is embraced by the Municipality. The Municipality is planning and implementing for improved public transport and investment is aimed at aiding the Township Economy and a number of processes are underway to establish integrated human settlements in the municipal area.

The following areas of support were provided to the Municipality as part of the ICM Support Programme:

Financial instruments (inclusive of Long Term Financial Planning – LTFP, Infrastructure Asset Management, Procurement and Delivery);

Spatial Visioning; and

Capital Expenditure Framework (CEF).

More details in respect of the latter two are provided hereunder:

1.3.1.2 Spatial Visioning

Visions are strategic planning instruments. They are “soft instruments” that act as a guideline to establish or develop policies. The Spatial Planning and Land Use Management Act (SPLUMA) requires of municipalities to have long term Spatial Development Frameworks (SDFs) that are reviewed annually and for these SDFs to have long term spatial visions.

The new spatial vision for the City of uMhlatuze was prepared by way of a consultative process that included the political leadership as well as internal and external stakeholders and the outcome is a coherent vision (minimum 20 years) for the economic and spatial integration and transformation of the municipal area.

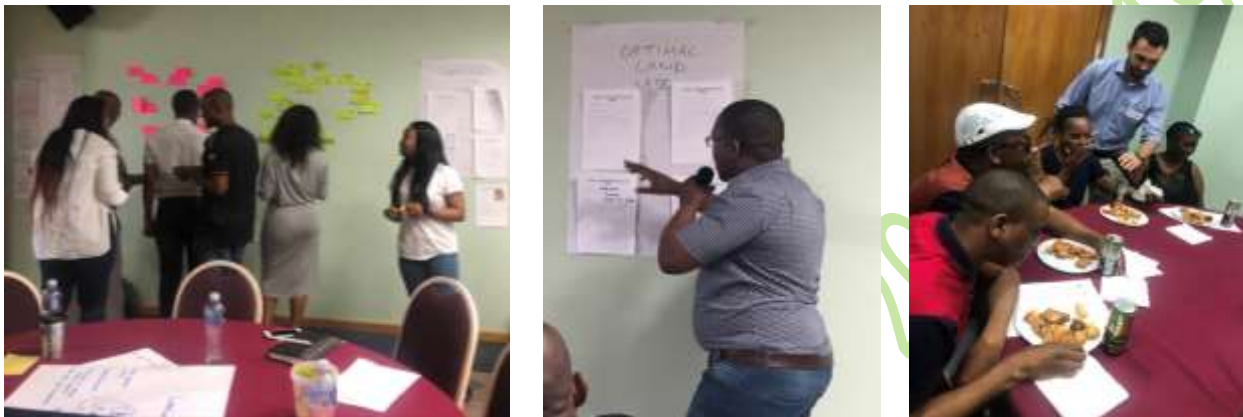


Figure xx: City of uMhlatuze Visionaries

The following principles for uMhlatuze were identified during the spatial visioning engagements:

Diversity: Nurturing, encouraging and enabling diversity on all fronts, such as cultural, traditional, religious, gender, ability, etc.

Sustainability: Institutional, Ecological, social and financial.

Choice: An area where people are able to exercise free will and have access to choice and opportunity.

Accessibility: Enabling upward mobility.

Quality of life: Quality shared public spaces.

Mobility: Ability to progress and an adaptable environment.

Affordability: For all – especially public services.

Shared societal dividends: Happiness, hope, health, safety and well being

Equality: An administration that regards ALL residents as equal.

Equity: An administration that seeks to improve equity. One that is fair and just.

Inclusivity: An administration that deliberately seeks to include the marginalized (by gender, age, race, ability).

Avant garde: Taking a long term view, forward thinking and thinking outside the box.

Democratic: Meaningful consultative processes.

Efficiency: Judicious use of public resources

The following spatial vision statement for the uMhlathuze Municipality was developed and incorporated into the municipal Spatial Development Framework (SDF).

“An agile institution that fosters spatial sustainability, resilience, equity and compact growth, supported by appropriate ICT solutions”

1.3.1.3 Capital Expenditure Framework

A Capital Expenditure Framework (CEF) is a core requirement for a SPLUMA (Spatial Planning and Land Use Management Act) compliant SDF and also is a requirement for the purpose of an Intermediate City Municipality to qualify for the Integrated Urban Development Grant (IUDG).

Amongst others, the CEF provides the Municipality with the following:

An analysis of the socio-economic context of the Municipality.

The uMhlathuze Development Approach.

A summary of the Spatial Vision.

A delineation of Functional Areas and Priority Development Areas.

Details of growth patterns, level of services provided as well as services requirements for the determined Functional Areas and Priority Development Areas.

Consolidated details of the planned capital investment by the Municipality based on various master plans and sector plans as available.

The Long Term Financial Model and Funding Envelope available to the Municipality.

An explanation of the Project Prioritisation methodology as well as the outcomes of the application of the Project Prioritisation Model. The said outcomes are presented in various ways, i.e. per programme and spatially for the 10 year period.

Budget Scenarios.

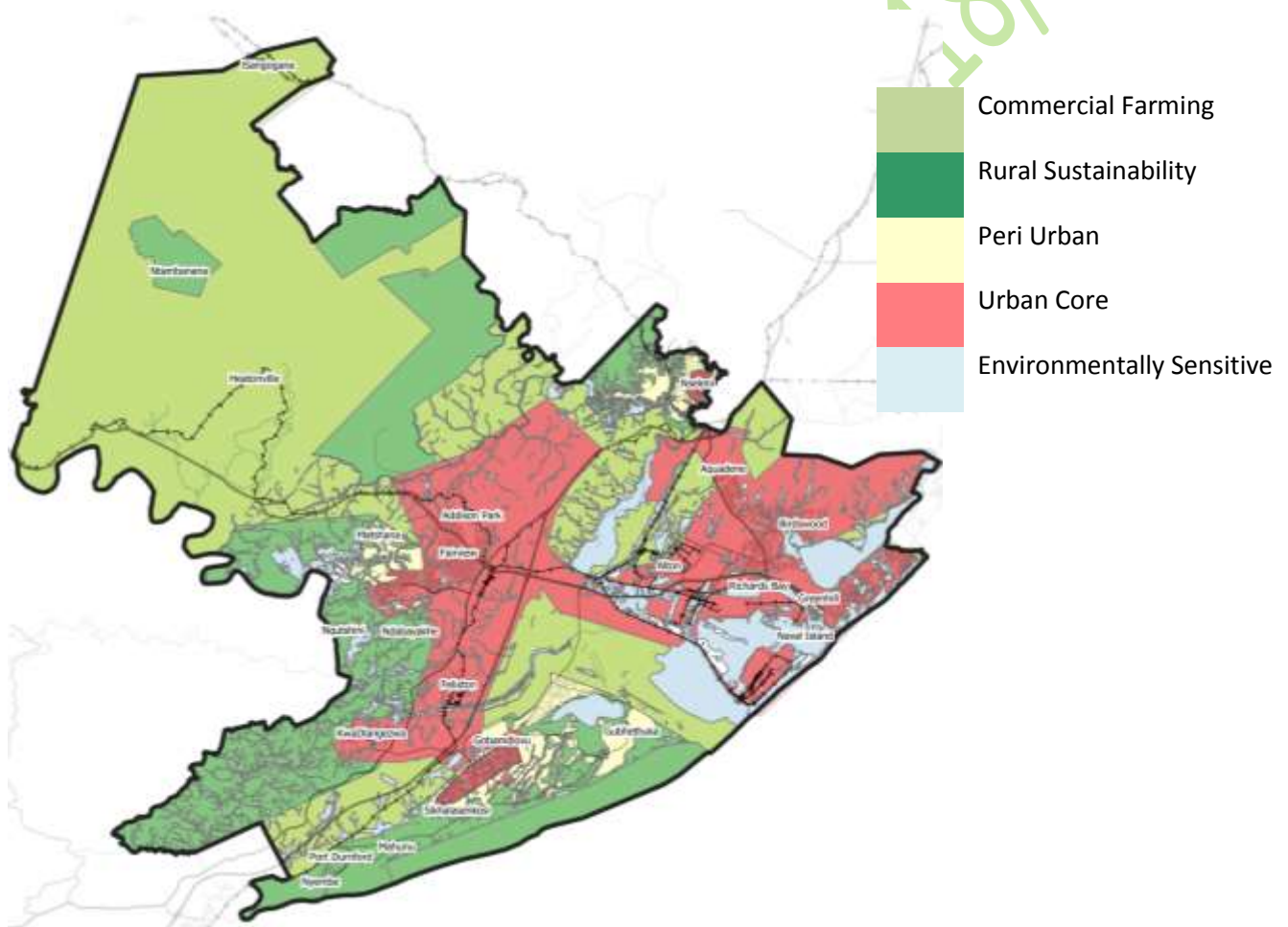


Figure xx: Mapping of uMhlathuze Functional Areas

In addition to the spatial depiction of projects, details are provided in respect of planned expenditure per Department, per MSCOA (Municipal Standard Chart of Accounts) Asset Type as well as planned expenditure in renewal/upgrade/new infrastructure.

A tailored prioritization model for the uMhlathuze Municipality was also prepared to assist in ensuring that salient projects are implemented in line with the spatial transformation agenda of the Municipality.

Spatial Development Framework (SDF) Review

The Spatial Development Framework (SDF) of the Municipality is a visual presentation of the municipality's development vision and strategies as a result it reflects the current reality, but also the logical future development options. Amongst others, the municipal SDF provides guidance to development/investment interventions by way of:

Identification of Nodes and Corridors

Restructuring Zones (Human Settlement Intervention) and Priority Housing Intervention Areas

Spatial Intervention Areas

Catalytic and Strategic Projects

Basic Services Intervention Areas

Social Services Intervention Areas

Since the inclusion of four new wards into the municipal area post the Local Government Elections of 2016, there has been steady progress toward preparing an SDF that is compliant with the provisions of the Spatial Planning and Land Use Management Act, 2013 (SPLUMA).

The second SDF Review for 2019/2020 was adopted on 29 May 2019. As part of the second review of the Municipal SDF, the following long term spatial vision and a Capital Expenditure Framework (CEF) have been included into the SDF.

“An agile institution that fosters spatial sustainability, resilience, equity and compact growth, supported by appropriate ICT solutions”

Functional Areas and Priority Development Areas have been identified. The Functional Areas are as follow:

Urban Core;

Rural Sustainability;

Peri-Urban; and

Commercial Farming.

The Priority Development Areas being identified strategic development areas, nodal areas, corridors, precincts as well as housing restructuring zones as indicated in the following map.

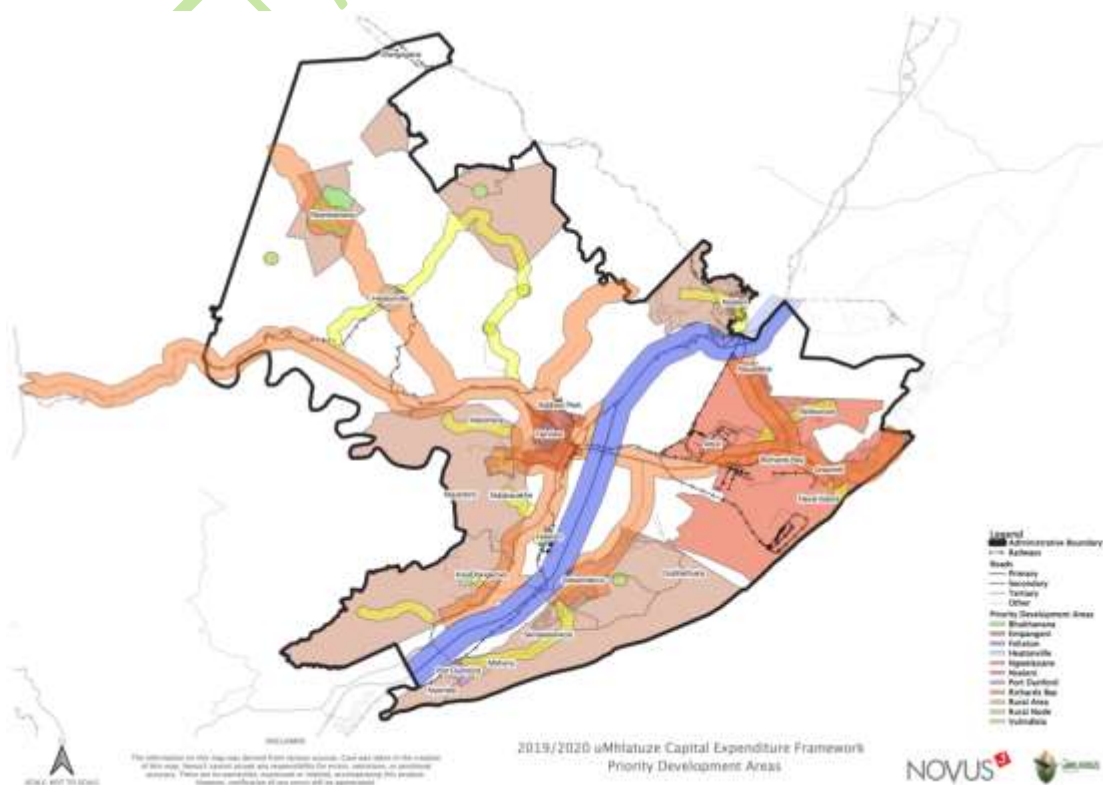


Figure xx: Mapping of uMhlathuze Priority Development Areas

Rural Framework Plans

In order to facilitate feasible service provision, the Municipality is in the process of compiling Rural Framework Plans for all rural areas within its jurisdiction. Amongst others, these plans can be used as a guiding tool when land allocations are effected.

The municipality has a five stage plan for the preparation of Rural Development Framework Plans. Phase 3 is currently underway. The following table illustrates the complete phasing approach for the preparation of the proposed Rural Development Framework Plans.

| Phase | Project Name | Status | Financial Year |
|-------|---|-----------|----------------|
| 1 | Port Dunford Rural Development Framework Plan - Mkhwanazi Traditional Authority | Completed | 2017/2018 |
| 2 | Buchanana Rural Development Framework Plan - Obuka Traditional Authority | Completed | 2018/2019 |
| 3 | Hluma Rural Development Framework Plan - KwaBhejane Traditional Authority | Underway | 2019/2020 |
| 4 | Matshana Rural Development Framework Plan - Madlebe Traditional Authority | Pending | 2020/2021 |
| 5 | Mabuyeni Rural Development Framework Plan - Dube Traditional Authority | pending | 2021/2022 |

Table xx: Rural Framework Plans

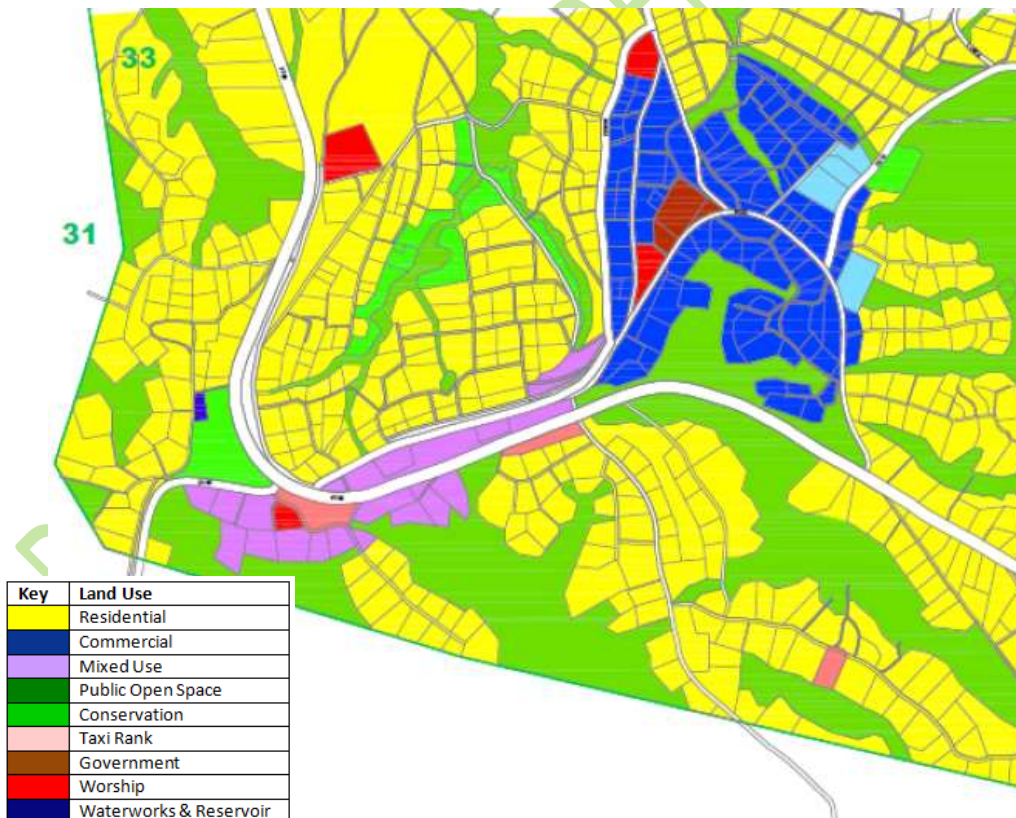


Figure xx: Buchananana Framework Plan

The following priority projects have been identified for implementation to give effect to the Buchananana Development Framework:

To obtain more information on the public transport associations active in the area as well as permit arrangements.

To discuss the proposed deproclamation of the P253.

To request prioritisation of high mast lighting in the Buchananana nodal area given the high priority given to this intervention in the Development Framework.

To obtain assistance with regard to gateway signage for the Buchananana area.

1.3.1.5 Empangeni Urban Regeneration

Following the finalization of the Empangeni CBD Revitalization Plan, Landscape Architects were appointed to prepare aesthetic guidelines for the Refurbishment/Replacement of Pavements/Walkways in the Empangeni CBD (Central Business District) for the reason that annual maintenance of Empangeni Pavements/Walkways takes place on an “ad hoc” basis and without consideration of a theme.

The following concept themes are subsequently being pursued:

Geometric forms, beadwork and colour symbolism in the landscape; and

Regeneration of the Empangeni landscape by way of ecological restoration, resource management, reduction, reuse and rehabilitation and reducing the heat island.

This process contains various proposals as grouped hereunder:

Part 1: Non-motorized Transport (NMT) users, i.e. Pedestrians and Disabled Persons:

Proposals and guidance is provided in respect of user security, safety and traffic safety as well as accessibility, convenience, comfort and environmental needs. Dimensions, materials etc. for sidewalks and walkways are provided.

Part 2: NMT users: Cyclists:

Amongst others, an analysis of cyclist groups, bicycle lane requirements and a number of design considerations are provided.

Part 3: Landscape Treatment:

Ideas for parking areas, landmarks, public squares and plazas as well as stormwater and surface runoff management are provided.

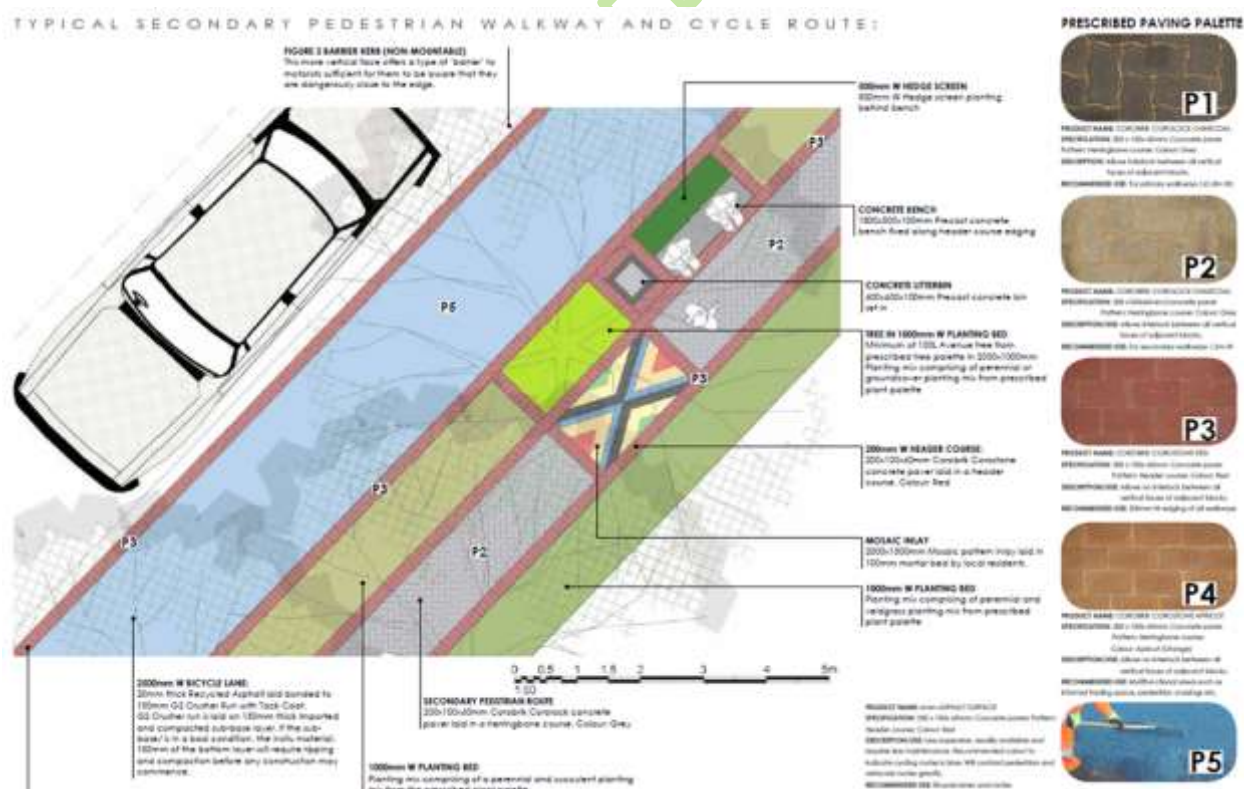


Figure xx: Proposal for Secondary Pedestrian Walkway and Cycle Routes

In order to give effect to the proposals contained in the aesthetic guidelines for the Refurbishment/Replacement of Pavements/Walkways in the Empangeni CBD (Central Business District), an interdepartmental Task Team has been established to coordinate implementation efforts in line with the proposals.

Environmental Planning

1.3.2.1 Climate Change

During 2018/2019, the City of uMhlathuze built on from commitments and climate change programs from previous years. A distinguishing achievement during the year has been the institutional efforts in embedding a climate change effort within the organization. This was achieved through a Climate Change Action Plan (CCAP), which Council adopted in October 2018. Council further resolved on the role of the Green Team to co-ordinate Climate Action and report accordingly. This is becoming increasingly important as Cities, including uMhlathuze, disclose climate action performance for statutory reporting towards nationally determined contributions, a voluntary public and global platform.

1.3.2.1.1 Institutionalization of Climate Action

The Climate change action plan presents a framework for mitigation and adaptation work until 2023. The plan adopts a risk-based approach and will focus on ten priority areas where intervention is needed:

Disaster management;

Coastal management;

Storm water management;

Water resource management;

Biodiversity and Open space management;

Air quality management;

Waste management;

Energy management;

Transport planning; and

City planning catalytic initiatives.

The appointment of a Green Team resonates with the cross cutting nature of climate action and it requires collective action and sound co-ordination. Since the appointment of the Green team, the City Development Department has co-ordinated six meetings for the Green Team to report on respective Climate Action targets. This has proven to be a very useful platform in preparation of Council's environmental programs as well as the Greenest Municipality and Arbor City Competitions that the Municipality had to prepare for over the year. Moreover the Green Team would be a think tank for advancing sustainability objectives, leveraging on partnerships with various sectors as well as dealing with compliance and enforcement issues.

1.3.2.2 Strategic Partnerships

As part of the Climate Change Action Plan, uMhlathuze has recognized that strategic partnerships are imperative for profiling, networks and access to other programs and climate finance. As such, the Municipality has embarked on programs with various partners in efforts to scale up responses to climate threats. Programs associated with each of the four partners are elaborated on below.

ICLEI

The City of uMhlathuze is a Secondary City participant in the UN funded Low Emissions Development Strategies (Urban LEDS). ICLEI, Local Governments for Sustainability, is facilitating the program, which now is in the second phase of implementation. Phase II, which was launched in 2018, sets the objective of fulfilling a range of cross-cutting objectives to reduce greenhouse Gas emissions and building climate resilience. Like Phase I (which realized the installation of 11kV solar panels at Empangeni Library, Urban LEDS II has a strong energy focus.

The City held an engagement with business and industry in November 2018 to communicate its climate action plan with partners, ICLEI, through the URBAN LEDS II project. The event was attended by 60 delegated. The Business Breakfast for Climate Action provided a useful platform to address a few issues:

Mayor Mhlongo shared the vision of the City of uMhlathuze regarding climate issues.

The municipality shared work being done on climate change such as the Climate Action Plan, the Urban Low Emissions Development Strategies II project and the uMhlathuze Water Stewardship Partnership as examples of implementation.

Business shared what they are doing and goals for energy, water and waste.

Common areas where the municipality and business can work together on climate action during three break away groups dealing with water, energy and waste.

A way forward that there needs to be ongoing engagement to track progress.



Participants at the uMhlathuze Climate Change Action Plan Summit

The Global Covenant of Mayors for Climate Change and Energy

The Mayor of the City of uMhlathuze is a signatory to the Compact of Mayors, which is the world's largest cooperative effort among mayors and city officials to reduce greenhouse gas emissions and climate risks in cities. The Covenant of Mayors helps local authorities to translate their greenhouse gas emissions reduction ambitions into reality, while taking into account the immense diversity on the ground. The process provides signatories like uMhlathuze with harmonised data compilation and reporting framework, which assists in following a systemic climate and energy planning and monitoring structure at a local level

The uMhlathuze Water Stewardship Partnership (uWASP)

The uWASP was constituted by the GIZ, National Business Initiative and the World Wildlife Fund, during the 2017 harrowing drought period where dams were sitting at 13% of their capacity. It rallied together government departments, different water users (mainly business and industry), water boards and municipalities within the uMhlathuze Catchment. The uMhlathuze Water Stewardship Partnership was a platform created to collaborate with various partners to achieve sound water resource management. The

City of uMhlathuze entered into an agreement with the uWASP in May 2019. The partnership is looking into salient catchment management objectives that were not necessarily being prioritized. The Lake Cubhu/Mzingwenya River Catchment management plan is a case in point. The project has identified a range of climate interventions to ensure that resilience of informal settlement whilst ensuring desired levels water quality is achieved.

KZN Central Climate Change Compact

The City of uMhlathuze is an active member of the KZN Central Climate Change Compact that meets on a quarterly basis. The Compact was established as a result of the Durban Adaptation Charter at COP 17, in Durban, with local municipalities pledging localized climate action. The KZN Compact of Mayors was launched in November 2018 with the objective of extending the work already done by a compact technical forum, to include the political heads of the province's leading towns and cities.

The Mayors, including Hon. Mayor M.G Mhlongo, signed a declaration which read: "We, the mayors of KwaZulu-Natal municipalities do hereby commit ourselves to the undertakings of the Durban Adaptation Charter in alignment with UNFCCC, COP 17 and the Paris Agreement. We commit to taking local actions in each of our municipalities and implementing it through the KZN Climate Change Compact of Mayors."

The compact aligns the province with global structures including the ICLEI – Local Governments for Sustainability's Africa region and the Global Covenant of Mayors. It serves to in this regard:

- improve aligning adaptation and mitigation strategies;
- making sure these considered the needs of vulnerable communities;
- ensuring sustainable development;
- making sure functioning ecosystems were a core part of municipal green infrastructure; and
- seeking innovative funding mechanisms.

At the conference, uMhlathuze, along with the following municipalities were honoured for long service:

KwaDukuza;

iLembe;

eThekwini;

Ugu;

Ray Nkonyeni;
uMzumbe;
uMdoni;
uMgungundlovu;
uMngeni;
uMshwathi;
Mtubatuba; and
Msunduzi.

The respective partnerships serve an important resource hub to leverage climate finance opportunities.

1.3.2.3 Climate Change Alignment with other emerging Policy Frameworks

The City of uMhlathuze's Integrated Urban Development Framework (IUDF) is a keystone intervention in delivering on a spatial visioning tool to inform various facets of planning for the future. For that matter, issues of climate change are reflected in every facet of the IUDF, from the framework itself to issues of Capital Expenditure Framework and prioritization models for municipal financing.

The following cross cutting themes in the IUDF address climate change:



Figure xx: Climate Change alignment with other Policy Frameworks

The IUDF from an implementation perspective seeks to transform space in order to:-

Reduce travel costs and distances – mitigation;

Aligning land use, transport planning and housing – mitigation;

Preventing development of housing in marginal areas – adaptation and mitigation;

Increasing urban densities and reducing sprawl – adaptation and mitigation;

Shifting jobs and investment toward dense peripheral townships- adaptation and mitigation; and

Improving public transport and the coordination between transport mode – mitigation.

Catalytic projects whose implementation will have a positive impact for climate action:

Comprehensive Integrated Transport Plan (CITP).

Airport Relocation – increasing efficiencies in the movement of people and goods.

Waste Water Re-use project.

Priority Housing Development Areas have been identified to improve urban efficiencies, reduce travel distances etc.

uMzingwenya settlement interventions aimed at improving resilience.

Empangeni Integrated Residential Development Project – Planning aspects include climate proofing in terms of open spaces, energy, waste management and transport planning.

HUMAN SETTLEMENTS UNIT

Human Settlements Unit falls within the Urban and Rural Planning Section.

Relevant Council Goals, Objectives and Strategies

| NATIONAL KPA 2 : BASIC SERVICES AND INFRASTRUCTURE PROVISION | | |
|--|--|--|
| Goals | Objectives | Strategies |
| 2.1 Integrated infrastructure and efficient services | 2.1.2 To promote the achievement of a non-racial, integrated society, through the development of sustainable | 2.1.2.1 Improve community standard of living through accelerated development of Integrated Human |

| | | |
|--|---------------------------------------|------------|
| | human settlements and quality housing | Settlement |
|--|---------------------------------------|------------|

| NATIONAL KPA 2 : BASIC SERVICES AND INFRASTRUCTURE PROVISION | | |
|--|--|--|
| Goals | Objectives | Strategies |
| 6.1 Integrated Urban and Rural Development | 6.1.1 To plan and manage existing and future development | 6.1.1.3 Review of Human Settlement Sector Plan |

The primary objectives of the section in line with its strategic objective as documented in the IDP are as follows:

Pursuing all available options for the release of suitable, well located state owned land for sustainable human settlements;

Promoting a variety of Housing Typologies and Densities to provide for all Demand Categories;

Improving the living environment of households in the informal settlements through incremental access to basic services and structured in situ upgrading (where suitable);

Creating other forms of tenure through Social Housing/Rental and building new Community Residential Units whilst upgrading the existing hostel blocks;

Enabling opportunities in the GAP market for households earning between R3501-R22 000 per month; and

Provision of security of tenure through issuing of title deeds.

Review of Integrated Human Settlements Plan

Council adopted the Reviewed Human Settlements Plan for 2019/2020 in May 2019.

Improving Community Standard of Living through Accelerated Development of Integrated Human Settlements

The municipality managed to secure funding in the beginning of the financial year for the 3 Integrated Residential Development Programme (IRDP) Housing Projects from the Provincial Department of Human Settlements. The funds were for the installation of internal services which include water, sewer, stormwater and roads. The projects are currently underway.

1.4.2.1 Dumisani Makhaye Village Phase 6 & 8

The project is currently sitting at 93% complete in-terms of installation of internal bulk services such as water, sewer, storm water and roads. Project started in June 2018 and will be completed in July 2019.

1.4.2.2 Empangeni Mega Housing Phase 1 (Catalytic project)

The project is currently sitting at 31% complete in-terms of installation of internal reticulation services such as water, sewer, storm water and roads. Project started in November 2018 and will be completed in March 2020.

1.4.2.3 Aquadene Housing

The project is currently sitting at 43% complete in terms of installation of internal bulk services such as water, sewer, storm water and roads. Project started in June 2018 and will be completed in March 2021.

1.4.3 Job Opportunities Created through Integrated Residential Development Programme (IRDP) Projects

The three projects have created more than 120 job opportunities through general work, as more work progresses especially for Aquadene and Empangeni more jobs will be created.



Figure xx: Empangeni Mega Housing project G5 Layer completed and Water & Sewer Pipes Reticulation

Figure xx: Aquadene Housing Project sewer pipe reticulation underway and roadworks





Figure xx: Dumisani Makhaye Village (DMV) Housing Project roadworks and sidewalks

1.4.4 Human Settlement Intervention on Operation Sukuma Sakhe (OSS) Programme

The OSS initiative prioritises households that need urgent interventions. The programme prioritises the poorest of the poor, mostly falling within the definition of “vulnerable groups”, which include the indigent, women, children and disabled persons.

The municipality together with the Provincial Department of Human Settlements has constructed seven (7) houses for the vulnerable. The houses were constructed in Wards 10, 24, 29, 31 and 33.

The Provincial Department of Humans Settlements has approved 41 beneficiaries under OSS programme from ward 11, 13 and 29. The contractor has been appointed and construction of houses will commence soon.



Figure xx: OSS elderly lady



house for an in ward 33

Figure xx: OSS house built for a person living with disability in Ward 31

1.4.5 Housing Consumer Education

Housing Consumer Education (HCE) is a programme that educates communities on their rights and obligations on government subsidies and to provide them with information to make informed decisions.

The municipality was able to provide 12 sessions in 12 wards reaching a total of 3549 people.



Figure xx: Housing Consumer Education Session with Community in Ward 28, eBomvini

1.4.6 Govan Mbeki Housing Awards

The municipality won the Best Accredited Level II municipality and Best Finance Linked Individual Subsidy Programme (FLISP) in the KZN Provincial Govan Mbeki Housing Awards in September 2018.

The Municipality also won the Best Accredited Level II municipality at the National Govan Mbeki Housing Awards in November 2018.

ECONOMIC DEVELOPMENT FACILITATION SECTION

The Economic Development Facilitation Section is divided into two distinct units, namely:

Business Support, Markets and Tourism; and
Property Administration.

The achievements of these units are outlined below.

Business Support, Markets and Tourism

Relevant Council Goals, Objectives and Strategies

| NATIONAL KPA 3: LOCAL ECONOMIC DEVELOPMENT | | |
|--|--|---|
| Goals | Objectives | Strategies |
| 3.1 Viable Economic Growth and Development | 3.1.1 To create an environment that will create jobs and alleviate poverty | 3.1.1.1 Develop and sustain urban and commercial agriculture to build food security 3.1.1.2 Facilitate and grow SMMEs 3.1.1.3 Promote local production for local needs 3.1.1.4 Review and implement the LED Strategy 3.1.1.5 Affirm local entrepreneurs |

In line with the above IDP Objectives, the following are the targets that have been achieved as per the SDBIP for the year under review.

Community Skills Development

The Strategic Road Map for Economic Development Transformation and Job Creation adopted by Council highlights the main concerns raised by businesses and the youth to be lack of access to economic infrastructure, lack of financial support, skills development, access to information and insufficient enterprise development initiatives.

During the year under review, the unit focused largely on creating an enabling environment where effective trade and skills development could take place, in order to address the concerns raised by the youth, small businesses, and the informal sector.

| Program | Activity | Beneficiaries | Outcome |
|------------------------------------|---|-------------------------|---|
| Upskilling of Unemployed Graduates | Capacitating 102 Unemployed Graduates with Driver's learners. | 102 All 34 Wards | Provision of Driver's Learners to unemployed Graduates in order for them to enter Labour Market. |
| | Offering Driving Lessons to 40 unemployed graduates. | 40 All 34 Wards | Provision of Driver's Licenses to Unemployed Graduates in order for them to enter labour Market. A Driver's License is one of the minimum requirements when one applies for Job Opportunity hence the project addressed a challenge of high unemployment rate amongst the youth. |

Table xx: Assistance to unemployed graduates



Figure xx: Leaners that obtained Valid Driver's Leaners Licenses

Job Creation Statistics

The table below shows the total number of job opportunities created by different funders per quarter for a 12 months period.

| Quarter | Funder | Number of Job |
|---------|--------|---------------|
|---------|--------|---------------|

| | | Opportunities Created |
|---|--|-------------------------------------|
| First | Private Development | 120 |
| | Expanded Public Works Programme (EPWP) | 175 |
| | Richards Bay Industrial Development Zone (RBIDZ) | 408 |
| Quarter | Funder | Number of Job Opportunities Created |
| Second | Private Development | 65 |
| | KZN Department of Human Settlements | 54 |
| | Expanded Public Works Programme (EPWP) | 31 |
| Quarter | Funder | Number of Job Opportunities Created |
| Third | KZN Department of Human Settlements | 106 |
| | Expanded Public Works Programme (EPWP) | 21 |
| | Richards Bay Industrial Development Zone (RBIDZ) | 228 |
| Quarter | Funder | Number of Job Opportunities Created |
| Fourth | KZN Department of Human Settlements | 126 |
| | Richards Bay Minerals (RBM) | 3 |
| | Private Development | 6 |
| | Expanded Public Works Programme (EPWP) | 38 |
| First-Fourth | National Department of Tourism | 74 |
| Total Number of Job Opportunities Created in the 2018/2019 Financial Year | | 1455 |

Table xx: Job Creation Statistics

2.1.2 Tourism

The following tourism projects were successfully implemented during the year under review:

2.1.2.1 Assistance to the uMhlathuze Community Tourism Organization (uCTO)

2.1.2.1.1 Successful Hosting of the Annual General Meeting (AGM) for the uCTO

The Annual General Meeting (AGM) of the uMhlathuze Community Tourism Organisation (uCTO) was held on 23 July 2018 at Richards Bay Civic Centre. The AGM was well attended by local tourism stakeholders, City of uMhlathuze officials as well the officials from the KZN Provincial Government.

On the day, it was stressed that the uCTO must be led by the private sector members who are fully involved in the Tourism and Hospitality Sector. It was further highlighted that the City has finalised its Tourism Marketing Strategy but is up to the role players as a cluster to get us to the next level. It was also emphasised that it is critical that the uCTO elect right people and the organisation must be properly registered and organised.

The AGM was also utilised to appoint a new executive committee.

| | |
|---------------------|---|
| Chairperson: | Mr Lesley Mpanza |
| Deputy Chairperson: | Ms Vanessa Le Roux |
| Treasurer: | Ms Lungile Mthembu |
| Secretary: | Ms S'phesihle Ngubane |
| Deputy Secretary: | Mr Ken Daniel |
| Additional Members | Mr Mandla Magagula Ms Annelie Jordaan Mr Bheki Nomandla Ms Erica Bates Ms Lindiwe Dube Ms Jean Van Zyl Mr Mncedisi Hlalatlu |



Figure xx: Mr Sithembiso Madlala, Chairman of the Tourism KZN Board and Mr Simphiwe Morajane from uMhlathuze Municipality at the uCTO AGM

2.1.2.1.2 uCTO Grant

uMhlathuze Municipality assisted the uCTO with a grant of R180 000.00 for the 2018/2019 financial year. The grant was paid in part payments with the understanding that the uCTO would also embark on extensive fund raising activities to cover other expenses that they have as an organisation.

The signed action plan was received by the Municipality and all actions for the 2018/2019 cycle emanated from said Action Plan.

Profiling of the Destination

2.1.2.2.1 The King's Experience Marketing Campaign

King Cetshwayo District Municipality's Kings Experience Tourism Marketing Campaign was established a few years ago with a purpose to advertise and market tourism products in the district. The Kings Experience Campaign integrates all tourism products from the five local municipalities under the district and puts them into one package. The marketing campaign is a formidable vehicle to take our tourism products to the country. The idea of targeting events is well placed because a number of people travel for entertainment.

The City of uMhlathuze partnered with the district to travel to different provinces with the campaign that encourages visitors to spend the festive season within the district and uMhlathuze region in particular.

The activation was launched on 2nd November 2018 in Mpumalanga, and then proceeded to Free State on the 16th -17th November 2018 for the second leg of the campaign. On the 16 November 2018, the programme began with live broadcast by our Political Office Bearers on the Free State Community Radio Stations. It was later followed by the activations to the different places of interests where the Kings Experience tourism information stands were manned by tourism officials from both the King Cetshwayo District and uMhlathuze Local Municipalities.

Figure xx: Participants and officials at the King's Experience Campaign in Mpumalanga



Profiling uMhlathuze in Tourism Publications

The purpose of the advertorials is to market the uMhlathuze area as well as the activities taking place around uMhlathuze. It also assists in promoting members and products of the Community Tourism Organisation (uCTO).

The strategy is and has been to advertise in publications that are well received in the tourism space and reach a wide audience as they are distributed at tourism shows, airports and tourism offices around the country. Below are some of the adverts as they appeared in these publications:



Figure
xx:
Extracts
from
African
Safari

December 2018 edition and Mzansi Travel WTM & INDABA 2018 edition

Redesign of the uMhlathuze Travel Guide

The previous Tourism Guide was designed and printed in 2015. The inclusion of the Ntambanana wards after the elections necessitated a need to include the tourism products that were not part of the previous guide.

A total of 20 000 copies were printed for distribution. The PDF version of the guide is available on the Council website, and below is a screenshot of the cover page.

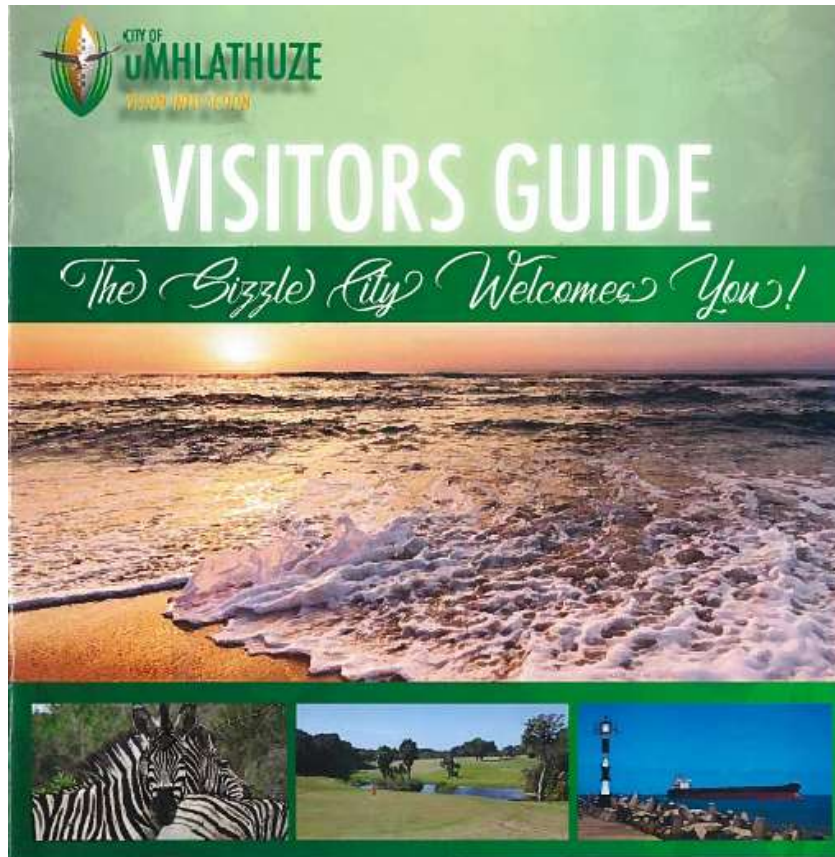


Figure xx: City of uMhlathuze Visitors' Guide

Hosting of Events

2.1.2.3.1 Successful hosting of the uMhlathuze Beach Festival 2018

The annual uMhlathuze Beach Festival was held on the 15th December 2018 at Alkantstrand Beach.

The programme included local artists who performed their latest hits to the festival goers, giving them a platform that they do not usually get of promoting their craft to such a large audience. Identification of the local artists was done by the internal Arts & culture section in partnership with the Provincial Department of Arts and Culture. There was a kids corner with jumping castles and face painting for the young ones

The draw card artists of the day were Tipcee, DJ Merlon and our own local DJ Amenisto. Council received sponsorship from King Cetshwayo District Municipality as well as the Department of Arts & Culture.



Figure xx: Public at uMhlathuze Beach Festival, December 2018

2.1.2.4 Attendance of Tourism Shows

2.1.2.4.1 Meetings Africa 2019

Meetings Africa 2019 took place at the Sandton Convention Centre from the 26th -28th February 2019. The show was officially opened by Mr Siza Ntshona, CEO – South African Tourism and several stakeholders. The highlights of the speeches were linked to South African President’s State of the National Address where the President placed the Tourism Sector as one of the Economic Drivers of the economy.

uMhlathuze Municipality took an independent exhibition stand for the duration of Meetings Africa. Officials representing Council took turns to meet and talk to various buyers from different countries.



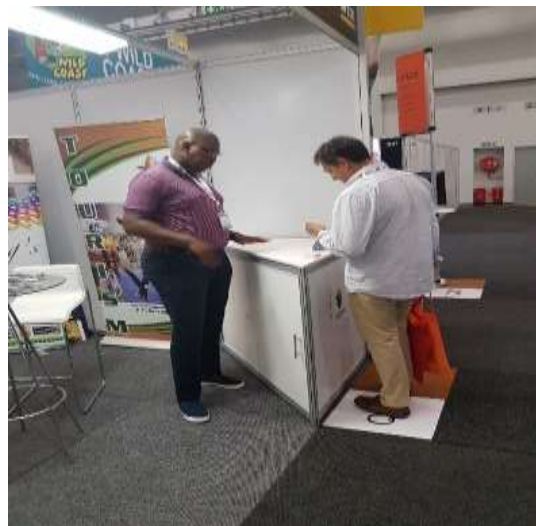
Figure xx: Participants at the Meetings Africa Conference

2.1.2.4.2 World Travel Market (WTM) Africa

World Travel Market is a Tourism and Travel Show that delivers the leading global events for the travel industry. One of six shows in the WTM portfolio, the Africa show was launched in 2014 to bring the benefits and opportunities of our global industry expertise to travel professionals in this region. It took place from the 10th -12th April 2019 in Cape Town.

uMhlathuze Municipality shared a stand with King Cetshwayo District Municipality and the uMhlathuze Community Tourism Association (uCTO). There was a good influx of exhibitors that visited the stand who showed great interest in the area. Good relations were built with the other districts and information was freely shared. Tour Operators and Tour Companies were mainly interested in the City's coastline (fishing, water sports), the Zulu Culture, Game Parks, War Histories, Birding Routes and the Dolphin Research Centre for Humpback Dolphins.

Figure xx: Participants at the World Travel Market Show



2.
1.2.4.3
Africa's
Travel
Indaba

Africa's
Travel
Indaba
is one

of the largest tourism marketing events on the African calendar and one of the top three 'must visit' events of its kind on the global calendar. This year the show had about 1 033 delegates and 1 502 buyers. The

exhibitors and visitors arrived from about 22 countries, and the platform is used by the tourism industry to network and build stronger relationships. The show took place from the 2nd – 4th May 2019 in Durban.

Apart from providing tourism related information, the show also gives officials an opportunity to have meetings and collaboration discussions with Government Departments as well as the industry as a whole.



Figure xx: Participants at the Africa Travel Indaba

2.1.2.5 Tourism Training Initiatives

2.1.2.5.1 Tourism Hospitality Programme

The KZN Hospitality Youth Training Programme was implemented in collaboration with uMhlathuze Municipality and Tourism World Academy, as an Expanded Public Works Programme (EPWP) in the City of uMhlathuze.

The objectives of the project were to provide hospitality skills to unemployed youth (18-35 years) within the jurisdiction of the municipality, and to provide experiential training for the selected beneficiaries by placing them at the selected Host Employers.

The primary objectives of the programme are to ensure that all the beneficiaries are provided Exit Opportunities which may include:

Further employment by Host Employers;

Tourism Entrepreneurship (Cooperatives etc.); and

Further training.

The beneficiaries received training in one of the following SAQA registered (CATHSSETA accredited) qualifications:

National Qualification in Food & Beverages Services NQF level: 4; and

National Qualification in Fast Food NQF level: 3

A total of 60 learners were identified for the project with 30 for Fast Food and 30 for hospitality.

2.1.2.5.2 Tourism Safety Programme

The KZN Tourism Safety Programme is a programme being implemented by the Provincial Department of Economic Development, Tourism and Environmental Affairs (EDTEA) in collaboration with uMhlathuze and AGB Business as Implementing Agent of the programme.

The objective of the project is to absorb unemployed tourism students / graduates around the province and give them practical and theory training over a 12-month period.

An expression of Interest (EOI) was sent to the department and uMhlathuze was offered 14 positions for the programme. The successful students will be placed at Alkantstrand Beach, Empangeni Museum as well as TuziGazi Waterfront.

Tourism KZN Support and Opportunities Workshop

The workshop was a partnership programme between Tourism KwaZulu Natal (TKZN) and the National Department of Tourism (NDT). The Workshop was held at the uMfolozi Hotel Casino and Conversion Centre on the 30th May 2019.

The following topics were under discussion during the workshop;

Tourism Transformation Fund;

Green Tourism Fund;

Working for Tourism Fund (EPWP); and

Tourism KZN Growth Fund.

All the tourism product owners were encouraged to make use of these funding avenues in an effort to better their business processes.



Figure xx: Participants at the Tourism KZN Support and Opportunities Workshop

2.1.3 Small, Micro and Medium Enterprises (SMME) Support

2.1.3.1 SMME One-Stop Shop Activities

2.1.3.1.1 National Youth Development Agency (NYDA)

The Empangeni branch primarily serves three District Municipalities being King Cetshwayo, uMkhanyakude and Zululand. The main function of the Agency is to create a platform for the youth in the North Coast of KwaZulu-Natal to participate in socio-economic development within each district, thus alleviating poverty and social ills and bringing in sustainable livelihoods and an environment that brings about youth development in all structures of society. NYDA interventions are aligned with the national strategies such as The New Growth Path, National Development Plan, National Development Act and the Annual Programme of Action of Government and the African Youth Charter.

The NYDA branch continues to smartly implement youth development programmes as mandated by the National Youth Policy 2015-2020, which are:

Training and skills development; and

Economic participation

The NYDA, with its explicit focus on youth, remains biased to:

Unemployed youth;

Young women;

Youth in rural areas; and

Youth living with disabilities etc.

2.1.3.1.2 NYDA Strategic Partnerships

The Empangeni branch has created and signed a Memorandum of Understanding (MoU) with Transnet as the primary objective for this financial year as well as improving accessibility and creating Jobs for young people through fundraising. Transnet has created a good relationship with different stakeholders in the area that we can take advantage of (e.g. SABS).

The NYDA has also created a good working relationship with Harambe as they have arranged to come to the branch 4 days of every month-end to train young people on computer skills. This will assist in creating a very good relationship with the Municipality.

2.1.3.1.3 NYDA Grant beneficiaries

The table below summarised the number of beneficiaries and their gender that were assisted.

| NAME & SURNAME | COMPANY | MUNICIPALITY | GENDER |
|--------------------------|-----------------------------|--------------|--------|
| Thandeka Mbuyisa | K2018224913 | uMhlathuze | Female |
| Nondumiso Mthembu | NONDUH EVENTS | uMhlathuze | Female |
| Mfihlakalo Vilakazi | YUMMY PLATTERS | uMhlathuze | Male |
| Sikhumbuzo Mngomezulu | CMOH CKHUH CONSULTING GROUP | uMhlathuze | Male |
| Sipho Mdluli | THULI JAMES | uMhlathuze | Male |
| Sethembile Nxele | GOTTA BE RICH | uMhlathuze | Male |
| Ntombifuthi Ngema | SONTO FOR ASANDE | uMhlathuze | Female |

| | | | |
|---|------------------------|------------|------|
| Nhlanhla Myeni | TOWDAH ENTERTAINMENT | uMhlathuze | Male |
| Nkosinathi Khuzwayo | UBUCIKO SOUL FOOD CAFÉ | uMhlathuze | Male |
| Sanele Mthimkhulu | CRUZZE CARWASH | uMhlathuze | Male |
| Ben Thusi | SOMFENE VISUALS | uMhlathuze | Male |
| Total Number of Youth Assisted with Grants | | | 11 |
| Total Number Trained for Business Management Training (BMT) | | | 60 |

Table xx: Number of Youth Funded with NYDA Grants

Below are the figures of some NYDA Grant beneficiaries, with the equipment that they were assisted with



with Stage, sound and tent

Figure xx: Thandeka Ndlovu from Empangeni assisted

Figure xx: Emmanuel Khuzwayo from Richards Bay assisted with Mobile Kitchen

Zikulise Community Projects

Zikulise is a registered Non-Profit Company (formerly known as a Section 21 Company) and Non-Profit Organisation. The Zikulise Community Upliftment Project NPC is facing the challenge of addressing poverty alleviation, economic and creative growth head-on by uplifting individuals unfortunate enough to be unskilled, unemployed and consequently disempowered.

The Project addresses the following community concerns:

Poverty, unemployment and crime;

Youth that lack skills to obtain employment / start own enterprises;

Empowering women;

Vulnerability of women and children; and

Vulnerability, loss of dignity and inability of people living with a disability to earn a living.

The community values, supports and encourages Zikulise's initiatives in addressing their needs in areas such as economic and creative growth, poverty alleviation and capacity building particularly with regard to the youth, women, the unemployed and self-help groups. The community members consider Zikulise as an asset to their communities.

Furthermore, cultural crafts such as traditional bead weaving, grass and textile weaving and embroidery are at great risk of no longer being passed down from one generation to another. The training that Zikulise offers is therefore considered by the community as essential for black youth.

Achievements Since Opening of the SMME One-Stop Shop

The table below illustrates all the training that has been conducted by Zikulise since the opening of the SMME One-Stop Shop.

| SUMMARY | BENEFICIARIES |
|---------------------------------|---------------|
| Baking | 71 |
| Textile Development | 60 |
| Traditional Bead Weaving | 16 |
| Incubation | 53 |
| Business Management | 138 |
| TOTAL | 338 |
| AVERAGE BENEFICIARIES PER MONTH | 31 |

Table xx: Training undertaken through Zikulise and beneficiaries

Figure xx: Beneficiaries of different types of training offered through Zikulise

2.1.3.1.6

National Development Agency (NDA)

a) Mobilization of Cooperatives and Non-Profit Organizations (NPOs)

27 Cooperatives were mobilized with a purpose of intervening to their developmental needs.



The results were as follows:

12 Cooperatives needed formalization; and

8 not legally registered.

Mobilization of NPO

38 NPOs were mobilized;

15 were trained in compliance; and

11 were trained in Financial Management.

Formalization

46 Cooperatives; and

5 NPOs.

Plan of Action

Training of Cooperatives in June. Dates to be confirmed.

2.1.3.2 Maritime Entrepreneurship / Incubator Programme

Maritime Incubator Programme is still in progress. There are 11 participants on this programme and 9 of them are from uMhlathuze Municipality. On a session held on 13 February 2019, trainers were coaching participants on how to develop Business Plans, Business Management Skills including book keeping and Financials.

2.1.3.3 Small Enterprise Development Agency (SEDA) Coaching Programme

This programme is funded by SEDA. The facilitating company is Veltra. They are coaching 33 SMMEs on Business Management. This is a ten (10) months program that started in December 2018 and will be concluded in September 2019.



Figure xx: Beneficiaries of SEDCO Coaching Programme

2.1.3.4 RBIDZ SMME Seminar

The purpose of the Richards Bay Industrial Development Zone (RBIDZ) is to develop a Special Economic Zone (SEZ) in order to attract local and foreign investors who will beneficiate South Africa's raw materials and then stimulate economic growth, develop skills and transfer, as well as create job opportunities.

This was the 5th Annual Seminar that the RBIDZ had collaborated with the Local and District Municipalities given the latter's responsibility to ensure that local communities are well vested with the opportunities available within the municipalities, as well as processes to be followed in doing business with them.

The RBIDZ currently has 2 investors that are already located within the Zone and further has various investors that are signed and in the process of adhering to regulatory requirements before they can start construction and operation of their factories.

The RBIDZ also has 2 investors that have signed investments valued at R11.5 billion, and they are at different stages towards finalising their processes.

In light of the above, the SMMEs need to be equipped with information regarding opportunities that will be available once construction and operations commence.

Therefore, for the SMMEs and other stakeholders to be ready of what is about to come and opportunities that will be brought by the investors when they start construction and operation, the RBIDZ has taken a stand to have annual SMME Engagement Seminars aimed at unpacking what the investors have in store for the suppliers. This was done by inviting some of investors to come and present business development opportunities as well as procurement opportunities.



Figure xx: Participants at the RBIDZ SMME Seminar at Ngwelezane on 13 February 2019

2.1.3.5 Skills Training conducted during 2018/2019 through the SMME One-Stop Shop by different stakeholders

| Institution | Skill | Number Of Beneficiaries |
|--------------------------------------|----------------------------|-------------------------|
| National Youth Development Agency | Business Management Skills | 60 |
| | Life Skills | 115 |
| Zikulise Community Projects | Baking | 71 |
| | Textile Development | 60 |
| | Traditional Bead Weaving | 16 |
| | Business Management | 138 |
| National Department of Tourism | Hospitality Training | 60 |
| Department of Arts and Culture | Ceramic Skills Development | 17 |
| King Cetshwayo District Municipality | Poultry Production | 32 |
| Sasol / Harambe | Business Skills Training | 100 |
| Arambe Edu-business | Business Education Skills | 15 |
| National Development Agency | Conflict Management | 26 |
| Natal Sharks Boards | Maritime Incubator | 11 |
| TOTAL NUMBER | | 721 |

Table xx: Skills training through the SMME One-stop shop

2.1.4 Informal Markets

2.1.4.1 Financial Literacy Training

The workshop was a partnership between the Municipality and ABSA Bank. The partnership came as a result of the Municipality's ongoing programme to educate as many informal traders as possible in financial literacy, business management, budgeting etc.

A total of twenty five (25) Informal Traders trading in Empangeni Lot 63 attended the workshop.

Financial literacy initiatives aim to increase financial knowledge and change financial behaviour. As informal traders receive financial education, they become more confident on financial matters and make more informed financial decisions. In the medium to long term they will become more self-sufficient and financially secure. At the same time the uMhlathuze economy will benefit from a well-educated society.



Figure

xx:
Participants

at the Financial Liereracy Training held in Empangeni Library Hall in partnership with ABSA

2.1.4.2 Informal Trading By-law, Policy and Health Education

The workshop entails Health Education, which is conducted by the Department of Environmental Health of King Cetshwayo as well as Informal Trading By-law and Policy Training.

A total of fourteen (14) Informal Traders attended the workshop.

The workshop was intended to create awareness in terms of regulations of the Environmental Health By-Law, street trading by-law and Informal Trading Policy.



Figure xx: Participants at the Health Education Workshop conducted by King Cetshwayo District Municipality Environmental Health Department

2.1.4.3 Informal Mechanics Graduation Programme

The Informal Mechanics graduation programme is a pilot project focusing on informal mechanics who are the beneficiaries of the SMME Park mechanical workshop.

A total of twenty (20) informal mechanics attended the workshop.

The programme is conducted by FILPRO a division of GUD Filters. The purpose of the programme is to develop Informal Mechanics into fully fledged automotive businesses.



Figure xx:
Participants at the Informal Mechanics Graduation Programme workshop conducted by FILPRO held in Richards Bay Library Hall

2.1.4.4 Business Management Workshop

The Business Support unit in partnership with external stakeholder Fipro held a one day business management workshop for the informal mechanics. The workshop included presentations from SARS, which focused on the importance of submitting income tax returns and the different types of returns submitted by each business. The other presentation was done by SEDA and was based on the services offered by SEDA to small businesses. The third presentation was conducted by Standard Bank which dealt with financial literacy.

A total number of twenty (20) informal mechanics attended the workshop.

The workshop is part of the ongoing programme aimed at graduating the informal mechanics into formal businesses.



Figure xx:
Business Management Workshop held at the Empangeni Council Chambers

Participants at the

Agriculture

Development Of The Agricultural Support Plan

Council adopted a uMhlathuze Strategic Roadmap for Economic Development, Job Creation and Transformation, which regards agriculture as one of the sectors that can create employment. The Municipality embarked on the development of an Agricultural Support Plan, which led to the appointment of Kgotsafalang Farms and Projects to compile the plan.

The Agricultural Support Plan draft was presented to the Executive Management Committee (EMCO) on the 12th of March 2018 and it was supported with the condition that the service provider includes an implementation plan for final approval.

A one on one consultation session with all relevant stakeholders including the private sector took place from 07 December 2017 to 01 February 2018. The uMhlathuze Municipality Agricultural Support Plan

served at EXCO on 22 August 2018 and at Council on 19 September 2018 was approved and adopted respectively.

Capacity building of emerging farmers

City Development Department partnered with the Department of Agriculture and CEDARA to train farmers on agro-processing (dairy products) and chicken processing. These capacity building trainings aim to assist farmers to tap into agro-processing opportunities and the entire value chain.

| Program | Activity | Beneficiaries | Outcome |
|-----------------|--|---------------|---|
| Agro-processing | Dairy Production - Capacitating farmers in dairy production | 29 | Producing dairy products i.e. Yoghurt and Maas |
| | Chicken Processing -Capacitating farmers in chicken processing | 26 | Producing chicken processed products i.e. burgers, strips |



Figure xx: Dairy Production and Chicken Processing in partnership with CEDARA

Goat Farming Agri-Business Training

Mdukatshani (GAP), King Cetshwayo District Municipality and uMhlathuze Municipality held a goat farming training program with goat farmers at Owen Sithole Agricultural College on 05 March 2019. The training came as a responsive approach emanating from engagements that were held with goat farmers towards the end of October 2018. Farmers had raised various concerns and challenges that they are facing with goat farming ranging from breeding issues, goat health, compliance, auctions and veterinary support.

This training was a first step towards socialising our farmers about value and opportunities within goat farming. There is still more training to come e.g. Community Animal Health Workers Training, Constructing Goat Dips, Auctioning of Goats and Breeding Goats for Commercial purposes.

| Program | Activity | Beneficiaries | Outcome |
|----------------------------|-----------------------|---------------|---|
| Goat Farming Agri-Business | Goat farming training | 58 | Goat health and goats for commercial purposes |



Figure xx: Participants at a Goat Farm training, held at Owen Sithole College of Agriculture

2.1.5.3.1 Challenges faced by Goat Farmers:

Lack of infrastructure;

Water sources;

Proper fencing;

Training from accredited institutions;

Funding;

Certification of commercial farming;

Diseases;

Markets;

Cross-breeding training;

Crowd funding information;

Research;

Agro-processing knowledge; and

Land issues with Traditional Authority.

2.1.5.3.2 Way forward:

Frequent contact with the extension officers from the Department of Agriculture;

Training to be requested from the Owen Sithole College of Agriculture; and

Benchmarking with goat farmers with vast knowledge in this industry.

Information Sharing Session

The information sharing session focuses on farmers consultation and finding out challenges faced by the livestock farmers mainly goat farmers. This session was targeted for Ntambanana community as they are also involved in livestock farming. The session took place on 19 December 2018 at Obizo Multi-purpose Centre where the Department of Agriculture presented to the goat farmers and were allowed to share their challenges.

The session was meant to assist the Municipality with financial planning and budgeting for the subsequent

financial
year



(2019/2020). Livestock farmers were invited as well as Associations of Livestock Farmers.

Figure xx: Information Sharing Session at Obizo Multi-Purpose Centre



Figure xx: Participants at the Information Sharing Session at Obizo Multi-Purpose Centre

Chillies Production

The Municipality partnered with King Cetshwayo District Municipality as well the Grove Farm in Dukaneni to train farmers to produce chillies. Two co-operatives committed to contract farming of chillies production one project from Matshana (Khanyiselwa Co-operative) and one from Mevamhlophe (Ubuhlalusebenkosi Co-operative).

The projects have already planted chillies in December 2018. The Grove has been involved in assisting farmers to plant. The Municipality will be responsible for monitoring and evaluation progress made. Below is the photographic evidence.



Figure xx: Matshana Project- Khanyiselwa Cooperative



Figure xx: Mevamhlophe Project- Ubuhlalusebenkosi Co-operative

Registration of Ten Co-operatives

To ensure successful implementation of the Agricultural Support Plan, the Department of City Development partnered with the National Development Agency to formalise Co-operatives or people working in groups to achieve similar goals. Ten Co-operatives from different wards were identified for formalisation and twelve (12) Co-operatives have been registered.

| Program | Activity | Beneficiaries | Outcome |
|--------------------------------|-------------------------------|---------------|------------------------------|
| Formalisation of Co-operatives | Registration of Co-operatives | 12 | Registered business entities |

Funding of Ten Co-operatives

To ensure successful implementation of the Agricultural Support Plan, the Department of City Development has embarked on obtaining funding for co-operatives that are operational, driven and committed. A memorandum was submitted and approved to allow for co-operatives to be funded with seedlings, implements, gardening equipment and other related infrastructure.

The materials and inputs were delivered and invoices were paid to service providers that were appointed. The total number of agricultural co-operatives supported for the 2018/2019 financial year is 99 from different wards.

| Program | Activity | Beneficiaries | Outcome |
|----------------------|-----------------------------------|---------------|--|
| Agricultural Support | Funding of ten (10) Co-operatives | 99 | Provision of inputs and infrastructure |



Figure xx: Tunnel installation and inputs at Obizo reserve

Agro-Processing Mini-Show

The Municipality partnered with the Department of Agriculture to afford agro-processors a platform to showcase their products to relevant stakeholders and private sector and source funding and access to markets. The Mini-Show took place on 06 February 2019 at Empangeni Town Hall where relevant stakeholders attended.

Stakeholders that attended the show include University of Zululand, SEDA, Owen Sithole College, Kunene Makopo Risk Solutions, National Development Agency and RBIDZ.



Figure xx: Participants from the Agro-Procession Mini-show held in February 2019

PROPERTY ADMINISTRATION SECTION

Relevant Council Goals, Objectives and Strategies

| NATIONAL KPA 6: CROSS CUTTING | | |
|-----------------------------------|---|--|
| Goals | Objectives | Strategies |
| 6.2 Immovable Property Management | <p>6.2.1 To ensure fair valuation of properties</p> <p>6.2.2 Effective Management of Council-owned Immovable Properties</p> | <p>6.2.1.1 Development and maintenance of the valuation roll in line with the Municipal Property Rates Act.</p> <p>6.2.2.1 Update the immovable asset register.</p> <p>6.2.2.2 Review and adopt the Land</p> |

| | | |
|--|--|--|
| | | <p>Sale and Lease Policy.</p> <p>6.2.2.3 Development of a Standard Operating Procedure for Land.</p> |
|--|--|--|

The City of uMhlathuze manages its fixed assets through the Property Administration Unit, which falls under City Development Department. The Property Administration Unit, which is responsible for the management of lease agreements and alienation of municipal land, has three divisions, i.e. property valuation, property alienation and property leasing.

2.2.1 Property Valuation

The Municipal Valuation Division is responsible for the valuation of immovable properties for rating purposes. The valuation of these properties is in line with the requirements as set out in the Municipal Property Rates Act No. 6 of 2006 (MPRA), as amended.

The MPRA is a national law that regulates the power of a municipality to value and rate immovable properties (that is building and land) located within the boundaries of a municipality. In a nutshell, it standardizes the valuation of properties across the board.

| General Valuation Cycle | No. of Supplementary Valuations Published | No. of properties in the Roll | No. of objections |
|-------------------------|---|-------------------------------|-------------------|
| 2 | 1 | 393 | 02 |

Table xx: General Valuation Roll

2.2.2 Property Leasing

| Type of Lease | Total number of registered leases |
|--------------------------|-----------------------------------|
| Public open space leases | 207 |
| Adopt-a-spot leases | 6 |
| Agricultural leases | 8 |

| | |
|--|-----|
| Encroachments | 55 |
| Advertising leases | 34 |
| Diverse leases for commercial | 40 |
| Diverse leases for social | 32 |
| Leased hostels | 214 |
| Cell Mast | 5 |
| Total number of leased properties during the 2018/2019 financial year: | 601 |

Table xx: Leases administered by the Municipal Leasing Division and Revenue

Regularizing of Leases Project

An advisory company was appointed to attend to the review and regularising of lease agreements, with the aim of:

Bringing the lease agreements in line with current legislation;

Increasing revenue for Council, especially with regards to historic lease agreements that are tied up in long term and indefinite periods; and

Freeing land parcels tied up in such agreements, where possible.

Regularization of certain clubs was successful and short-term lease agreements were concluded. An exception was given to National Sea Rescue Institute (NSRI) who has been given an in-principle approval for a medium-term period.

However, there were those lessees who rejected the new conditions as a result eviction summons have been issued and litigation is in progress.

Having failed to comply with the lease conditions and renewal thereto, River Rock Investments (Pty) Ltd defended their case at the Durban High Court. The Court ruled in favour of Council and an application for leave to appeal lodged by River Rock Investments (Pty) Ltd was rejected by the Durban High Court at which time the application was dismissed with costs.

2.2.2.2 Leases Approved for Execution

The following new leases were approved during the reporting period:

Request for long term lease and development proposal on Erf 1083 Nyezane eSikhawini-J;

Leasing of the Remainder of Erf 2305, Arboretum, Richards Bay;

Leasing of Public Open space for Parking purposes, a Portion of Erf 1071, iHlokohlo Street, eSikhawini-H;

Request for permission to lease Erf 714 Nkonkoni Road, Ngwelezane-B;

Request for permission to lease a Portion of the road reserve adjacent to Portion 12 of Erf 11334, corner of Krugerrand and Lira link, Richards Bay;

Request for permission to lease parking bays adjacent to Haiti Hive, Kruger Rand and Premium Promenade on Remainder of Erf 11162 Richards Bay;

Application to lease Municipal land for the operation of a Telecommunications Base Station of Erf 1812, eSikhawini-J by Vodacom (Pty) Ltd.

Request for permission to lease a portion of Public Open Space Erf 719 Nkonkoni Road, Ngwelezane-B; and

Request for permission to lease a portion of a Public Open Space on Erf 1483 iNkankane Street, eSikhawini-H.

2.2.2.2.1 Development of “The Ridge” Mixed use Commercial, Residential and Hotel

Following the tender award in 2017, the following approvals have been granted:

Environmental Impact Assessment (EIA); and

Conditions of Establishment by Joint Municipal Planning Tribunal.

Development of “Greenhills Park”

This development, through Long term lease of 35 years seeks to establish an exclusive eco-housing estate (including a high density residential component) boasting beautifully manicured and landscaped gardens/Public Open Spaces, select medical facility, Kinder- garden, recreational facilities and other complementary services, such as Water dependent sporting facilities, Professional Offices.



Figure xx: An artistic impression showing the proposed Greenhills Park

Property Alienation

2.2.3.1 Land transfers administered by the Property Alienation Division

Although Council placed a moratorium on land sales in 2015, transfer of land that was approved prior to the moratorium is being facilitated by the section.

| 2018/2019 Financial Year Transfers | | |
|------------------------------------|----------------|---------------|
| ERF No. | PURCHASER | TRANSFER DATE |
| Erf 11487 | Outlook church | November 2018 |

Table xx: Land Transfers administered by Property Administration Division

Alienation of Properties for Commercial Establishment

The transfer of Erf 1563 Nseleni-A and other adjacent properties facilitated the establishment of the eNseleni Shopping Centre, which is a long awaited commercial centre that will bring shopping experience and job opportunities closer to the community of eNseleni.

Phase 1 of the project has been completed and the mall was launched in November 2018 with Boxer as the anchor tenant.

The following franchises are on site: Boxer Supermarket, Boxer Liquor Store, Pep Store, Ackermans and Rage Shoes.

Local shops are also available that include: Salons, Bed shops and Clothing shops.

The mall is now functional as shown in the figure below:



Figure xx: Phase 1 of eNseleni Mall showing retail outlets



Figure xx: Showing Phase 2 under construction

2.2.3.3 Acquisition of Properties

From time to time, Council is required to acquire properties for Municipal Purposes and in some instances, registration of servitudes in favour of Council over privately or state owned properties.

| ERF NO | STATUS |
|---------------------------------|---------------------------------|
| Erf 1803, Alton, Richards Bay | Registered on 07 September 2018 |
| Portion 1 of Erf 216 Vulindlela | Registered on 19 November 2018 |

Table xx: Properties Acquired by Council

PUBLIC TRANSPORT FACILITIES AND OPERATIONS COORDINATION

Relevant Council Goals, Objectives and Strategies

| NATIONAL KPA: BASIC SERVICES AND INFRASTRUCTURE PROVISION | | |
|---|--|--|
| Goals | Objectives | Strategies |
| 2.1 Efficient and integrated infrastructure and services | 2.1.2 To expand and maintain road infrastructure in order to improve access and promote Local Economic Development | 2.1.2.1 Provision of public transport facilities and infrastructure in the rural areas |

4.1 Roles and responsibilities

Development and review of public transport related policies;

Conclude subsidised service contracts, commercial service contracts and negotiated contracts with operators for services within their areas;

Development and management of public transport / intermodal facilities;

Liaison with public transport stakeholders and role-players;

Operator regularisation;

Coordinate Council's routine and periodical maintenance programmes; and

Promotion of Transportation Committees.

4.2 Public Transport Policy Development: Public Transport By-law

The By-law sets out roles and responsibilities of the municipality as the local authority, public transport operators, activities and conduct that are prohibited in public transport vehicles and within the facilities

Subsequent to the approval of the draft By-law by Council, the same was workshopped with Councillors on 2 August 2018. This was to familiarise Councillors with provisions of the By-law.

Public participation on the Public Transport By-law was scheduled for the period as from 21 March to 12 April 2019 to conduct a statutory public consultation exercise. The advertisement / notice as published in four newspapers namely Zululand Observer, Mercury, Ilanga and Isolezwe.

| Public Participation Session | Date and Venue | Time |
|------------------------------|--|-------|
| 1 | 25 March 2019, Empangeni hall | 10h00 |
| 2 | 25 March 2019, Auditorium, Richards Bay | 17h00 |
| 3 | 26 March 2019, Hlanganani hall, eSikhaleni | 10h00 |

Table xx: Three public participation sessions held as per the notice

The By-law was also advertised on Council's website. Subsequent to the meetings alluded in the table above, as an added effort, correspondence was sent to various other stakeholders, drawing their attention to the existence of the draft By-law and accordingly encouraging them to make inputs.

4.3 Intermodal Facilities / Ranks improvements

In pursuance of the quest of remedying and improving conditions characterizing almost all public transport facilities, funding was allocated in order enable for intervention at Enseleni Intermodal Facility. After following all the supply chain procurement processes, a service provider was appointed to undertake the redevelopment of the rank. With the assistance of all role players, interim operational arrangements were finalised. The site was handed over to the contractor on 5 May 2019.

The planned improvements will assist in realizing the following:

Erection of shelters in both bus and mini bus terminals;

Construction of new office / administration building;

Construction of guard houses and additional ablution facilities;

Fencing-in of the rank; and

Installation of street lighting.



Figure xx: Conceptual design for the eNseleni Intermodal Facility upgrade showing the Admin Block and Loading Area



Figure xx: Conceptual design for the eNseleni Intermodal Facility upgrade showing the Bus Loading and Drop-off zone through Gate 02

4.4 Operator Regularization

During the period in question the following operating licenses related letters were issued.

| Application category | July-Sep. 2018 | Oct- Dec. 2018 | Jan- Mar. 2019 | Apr-Jun. 2019 | Total |
|---|---------------------------|-------------------------------|-------------------------------|--------------------------|--------------|
| New operating license | 0 | 13 | 1 | 1 | 15 |
| Phase 3 new applicants | 7 | 16 | 42 | 2 | 67 |
| Renewal of operating license | 35 | 17 | 33 | 33 | 118 |
| Late renewal of an operating license | 15 | 5 | 21 | 6 | 47 |
| Renewal and change of vehicle | 1 | 0 | 4 | 28 | 33 |
| Renewal of Bus Transport Licenses | 0 | 81 | 8 | 0 | 89 |
| Conversion of Bus Permits | 0 | 0 | 0 | 15 | 15 |
| Tourism Services license | 0 | 0 | 0 | 0 | 0 |
| Conversion of Permits to Operating licenses | 0 | 0 | 0 | 2 | 2 |
| New / renewal of Metered taxi license | 0 | 1 | 1 | 0 | 2 |
| New / renewal of staff transport | 0 | 0 | 0 | 0 | 0 |
| Change of vehicle | 28 | 32 | 16 | 31 | 107 |
| Change of vehicle and capacity | 0 | 0 | 1 | 0 | 1 |
| Transfer of an operating license | 4 | 0 | 2 | 2 | 8 |
| Deceased Transfer of an Operating License | 0 | 1 | 1 | 1 | 3 |

| | | | | | |
|-------------------------------------|-----------|------------|------------|------------|------------|
| Reciprocal operating agreement | 1 | 1 | 0 | 0 | 2 |
| Additional authority (Amendment) | 0 | 3 | 12 | 0 | 15 |
| Additional authority (Local ass) | 2 | 0 | 3 | 0 | 5 |
| Additional authority (External ass) | 2 | 0 | 0 | 27 | 29 |
| Duplicate operating license | 2 | 4 | 5 | 3 | 14 |
| Scholar Transport license | 0 | 0 | 0 | 1 | 1 |
| Total number of applications | 97 | 174 | 150 | 152 | 573 |

Table xx: Operating Licenses Processed from 1 July 2018 to 30 June 2019

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Financial Services



M KUNENE
CHIEF FINANCIAL OFFICER

Introduction

EXPENDITURE DIVISION

REVENUE DIVISION

The primary responsibility of council is to deliver services to the community within its jurisdiction. Section 75A of the Municipal Systems Act permits municipalities to levy and recover fees, charges or tariffs in respect of municipal service delivery functions and to recover collection charges and interest on outstanding debt.

Revenue Section strives to get the basics right by implementing adequate processes to integrate with all municipal functions along the revenue value chain. The section is committed to ensure that council fiscal baskets is sufficient to serve the uMhlathuze community with the social responsibilities, capital infrastructure, city development, a safe city, affordable shelter and basic services such water, electricity and refuse removal services. This is achieved by ensuring that all properties within the municipal cadastral are billed for property rates and all trading services consumed are adequately measured and billed.

Albeit, uMhlathuze being ranked as one of the best performing municipalities in the province and ultimately in the country; the current economic instability faced by South Africa has negative drawbacks in relation to debt collection.

According to the 2018/19 published section 71 reports from National Treasury, uMhlathuze municipality has maintained a collection rate of between 97% and 98% over the last decade with it peak at 99%, this is a strong indicator that the municipality is doing something right when it comes to Revenue Management. Not only do the city apply credit controls to safeguard municipal services consumed, consumers are

provided with arrangement of debt and credit extensions to assist those with financial constraints which also enhances consumer relations with council.

At the beginning of each financial year, medium term budgeted tariffs are determined and reviewed dependant on the prevailing economic circumstances at the time. During the 2018/19 budget process, considerations was given on the affordability of consumers as South African Economy slipped into recession on the last quarter of 2017.

The above affected the city in having to adjust projected revenue downwards as well as the consequence of increased number of days in the recovery of outstanding debt from consumers as they face hard economic down turns.

The presence of high service consumption industrial customers is an important source of revenue for the municipality e.g. Transnet, Foskor, South 32 and the Ports, there are about 10 companies which the municipality places a lot of reliance on for revenue. The biggest revenue base for the municipality is electricity.

The city is adopting the smart city concepts and a payment application is under development phase for real time paying facilities. In addition to the payment application, the third party payment facility will also be available effective from 2019/20. This facility will allow consumers and business customers to pay for their accounts at clothing and grocery shops, weekdays or weekends.

Customer relations is an integral function that is vital and critical factor of the revenue chain. Effective from 2018, Revenue has shifted focus and invested resources to foster customer relations with the public.

The City took an initiative to take the finance office teamed up with other service department to the community and conducted consumer education campaigns across the city. The campaign was based on the myriad of consumer related matters ranging from the Call Centre usage, water saving tips and leaks reporting, billing and management of the municipal accounts, fire and rescue services, electrical services, waste management, human settlement issue, Land Use and many other services rendered by the City of uMhlatuze.

The team traversed different parts of the City from eSikhaleni Township where the campaign was officially launched and moved to eMpangeni CBD where it gained more momentum. ENseleni, Vulindlela, Ngwelezana and Richards Bay CDB were also visited.

Different presentations were made to consumers and unlimited time for questions and answers made a huge impact on the consumers understanding of the municipality's processes and by-laws.

The City is now noting the drastic change of consumer and customer behaviour for the better, benefitting both ends. Water consumption patterns especially in Nseleni has decreased which is attributed to water conservation presentations done on the road shows.

Increased number of calls reporting water leaks is also noted especially from eNseleni residents. Consumers are proving to be more aware of the Credit Control Action and the associated fees and beginning to make payment arrangements.

Applications for Consumer Rebates has increased by 40% in 2019 compared to previous years. A total number of Arrangement Of Debts has also significantly increased to 1250 arrangements made from November 2018 to June 2019 compared to an average of 650 on an annual horizon.

Following are the pictures in eNgwelezane Community Centre:





Enseleni Taxi Rank



SUPPLY CHAIN MANAGEMENT

The effective Implementation of the Supply Chain Management process is vital for the Council. The Supply Chain Management (SCMU) has two Sub-units, i.e. Demand and Acquisition Management and Contract and Logistics Management.

Supply Chain Management Policy

The policy was reviewed to include provisions of Preferential Procurement Regulations of 2017 and propose an addition of Military veterans as a designated group for economic transformation. The review proposed that 40% of the municipal procurement spent be targeted for distribution as follows; EME or QSE which is at least 51% owned by Black Youth - 30%; EME or QSE which is at least 51% owned by Black Women – 30%; EME or QSE which is at least 51% owned by Black People with disabilities; EME or QSE which is at least 51% owned by Black People who are military veterans – 30%. This will be achieved through PPPFA Regulation 2017, clause 4 and 9 provisions.

Contract Management Policy

Contract Management Policy was developed and approved in 2017, which aims to assist and ensure efficient management of contracts. Section 116 of the Municipal Finance Management Act, 2003 (Act 56 of 2003) stipulates the procedure that should be followed to manage a contract procured through Supply Chain Management of a municipality. There were no issues or amendments that necessitated the review.

uMhlathuze Preferential Procurement Policy

The policy was established in terms of Preferential Procurement Policy Framework Act, Section 2(1) read together with Preferential Procurement Regulations 2017, clause 2 and The Constitution of the Republic of South African Constitution, Section 217(2) which allows an Organ of state implement procurement policy provided for categories of preference in allocation of contracts; and the protection and advancement of persons, or categories of persons, disadvantaged by unfair discrimination.

Supplier training and development

As Council's amended and approved Supply Chain Management Policy whose objective is to spend a minimum of forty percent (40%) of its annual procurement budget with historically disadvantaged individuals (HDIs), youth, women, People living Disabilities.

Below is the SCM spending report reflecting the performance under each category:

| Total SCM Spending 2018/2019 - Quarter 1 to 4 | | | | | | | | |
|---|-----------------|----------------|----------------|----------------|----------------|-----|----------------|------------|
| Categories | Q1 | Q2 | Q3 | Q4 | TOTAL | HDI | | % Achieved |
| Total spend per quarter | 113 756 385,35 | 231 202 535,26 | 197 018 256,53 | 133 966 001,47 | 675 943 178,40 | | | |
| State owned | R9 947 955,06 | 14 792 723,29 | 27 695 466,31 | 169 012,66 | | | | |
| Total spend excluding state owned | R103 808 430,29 | 216 409 811,97 | 169 322 790,22 | 133 796 988,81 | 623 338 021,29 | 40% | 249 335 208,52 | |
| EME or QSE with at least 51% ownership by Black Women | R43 804 284,30 | 36 602 700,42 | 21 514 166,71 | 19 320 370,32 | 121 241 521,74 | 40% | 99 734 083,41 | 122% |
| EME or QSE with at least 51% ownership by Black Youth | R30 373 103,93 | 35 246 361,38 | 27 483 417,78 | 46 208 363,76 | 139 311 246,84 | 40% | 99 734 083,41 | 140% |
| EME or QSE with at least 51% ownership by Disabled Black People | R309 523,33 | 1 358 710,35 | 190 033,32 | 157 411,00 | 2 015 678,00 | 20% | 49 867 041,70 | 4% |
| Total spent through targeted groups | 74 486 911,55 | 73 207 772,15 | 49 187 617,80 | 65 686 145,08 | 262 568 446,59 | 42% | 249 335 208,52 | 105% |
| | | | | | | | | |

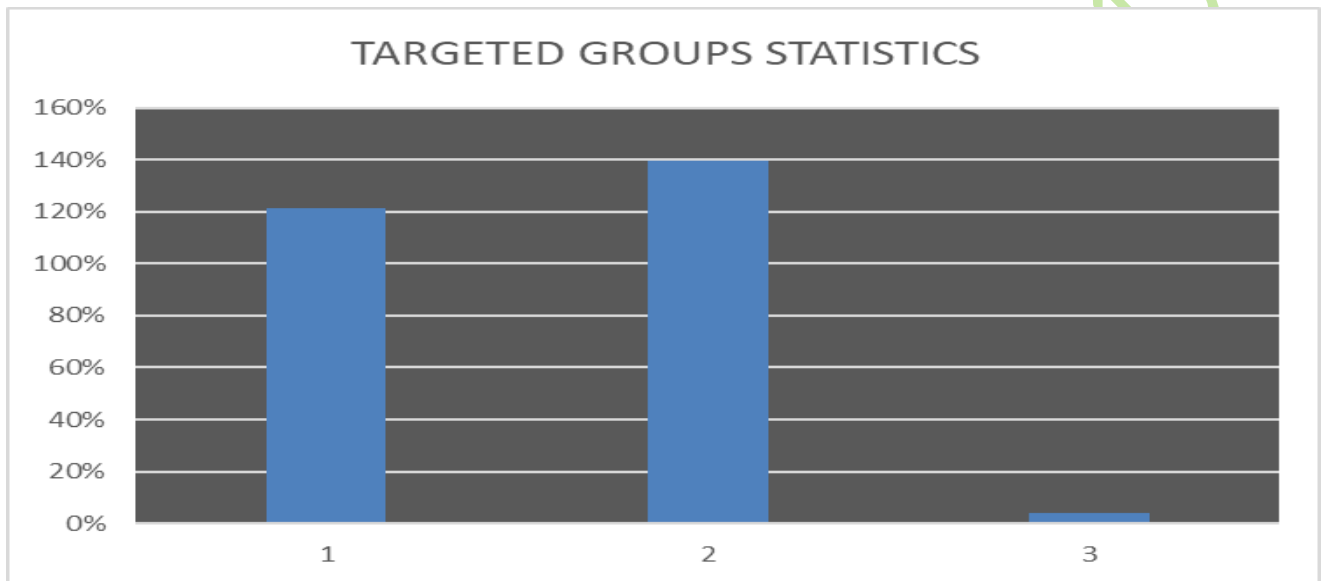
The targeted procurement policy of the municipality is slowly but surely meeting the objectives set, that of improving the lives of the people. In the first year of implementation, 2016/17 financial year, 40% set aside was R348 million. Out of this amount the local black women category achieved **175% (R244 million)**, youth was **94% (R131 million)** and People living with Disabilities was **0.87% (R605 Thousand)**.

In the second year ending 2018, there is an improvement where the youth has already achieved **102% (R134 million)**, women **91% (R117 million)** and the People living with Disabilities **2% (R1.6 million)**.

In the third year ending June 2019, there is an improvement where the youth has already achieved **140% (R139.3 million)**, women **122% (R121.2 million)** and the People living with Disabilities **4% (R2.0 million)**.

These percentages grow in value in the second and third year in proportion to the first year. Having said that, uMhlathuze is very clear with this programme of uplifting the youth in our area. However, challenges are still encountered from these groupings more especially around compliance perspective, their financial management skills and access to finance. However, there has been good improvement in three year comparison.

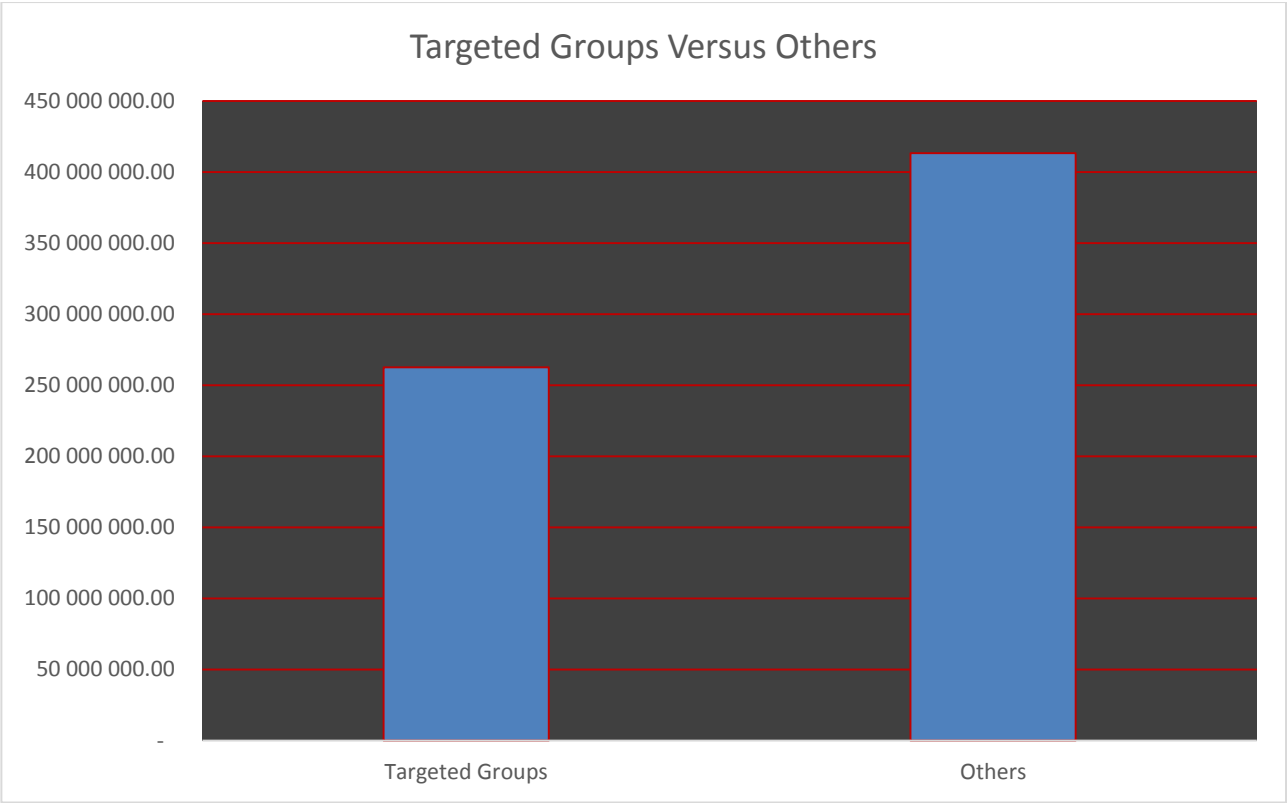
Achievement of purchase orders allocated to Women, Youth and People Living Disabilities:



Targeted Groups versus Other Suppliers

Council also continued to use its objective criteria, in terms of the developmental local government, in ensuring that more work is awarded to local suppliers, this includes the target procurement to the marginalised youth, women and People Living Disabilities owned companies.

The graph below illustrates positive contribution of the objective criteria:



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APPENDICES:

APPENDIX A: COUNCILLORS, COMMITTEE ALLOCATION AND COUNCIL ATTENDANCE



Name: Mhlongo Mduduzi Gift
Party: ANC
MAYOR OF THE MUNICIPALITY



Name: Sibiya Duduzile
Party: ANC
DEPUTY MAYOR OF THE MUNICIPALITY



Name: Mkhize Silondile Gcinekile
Party: ANC
SPEAKER OF COUNCIL



Name: Lourens Manie
Party: ANC
CHIEF WHIP OF COUNCIL

EXECUTIVE COMMITTEE



Name: Mhlongo Mduduzi Gift
Party: ANC
EXCO
Chairperson: Finance



Name: Sibiya Duduzile
Party: ANC
EXCO
Chairperson: Corporate Services



Name: Gumedede Tobias Seze
Party: IFP
EXCO
Deputy Chairperson: Finance



Name: Mthethwa Khethomusha Ngikhethi
Party: IFP
EXCO
Deputy Chairperson: Corporate Services



Name: Ndimande Dumsani Joseph
Party: ANC
EXCO
Chairperson: Infrastructure Services



Name: Sookroo Meera
Party: ANC
EXCO
Chairperson: City Development



Name: Mthembu Babhekile Constance
Party: ANC
EXCO
Deputy Chairperson: Infrastructure and Technical Services



Name: Phahla Thamsanqa M'cord
Party: ANC
EXCO
Deputy Chairperson: City Development



Name: Zikhali Raphael Mduduzi
Party: ANC
EXCO
Chairperson: Community Services



Name: Fourie Louis Christofel Mathys
Party: DA
EXCO
Deputy Chairperson: Community Services

Ward Councillors:



Name: Cebekhulu Langelihle Goodman
Party: ANC
Ward No: 1
Cell phone: 0782259347



Name: Botha Christo Marius
Party: DA
Ward No: 2
Cellphone: 0828395816



Name: Henning De Vet
Party: DA
Ward No: 3
Cellphone: 0814336643



Name: Zondo Lucky Praisegod
Party: ANC
Ward No: 4
Cellphone: 0739376316



Name: Ntuli Dumisani Fairman
Party: ANC
Ward No: 5
Cellphone: 0835737596



Name: Ndimande Dumsani Joseph
Party: ANC
Ward No: 6
Cellphone: 073 479 8776



Name: Khuzwayo Vusumuzi Nelson
Party: ANC
Ward No: 7
Cellphone: 0837145218



Name: Wanda Thabisile Patricia
Party: ANC
Ward No: 8
Cell phone: 0731721369



Name: Palmer Erwin Andre
Party: ANC
Ward No: 9
Cellphone: 0834096887



Name: Gulo Thembi Gugu
Party: ANC
Ward No: 10
Cell phone: 0829650224



Name: Zibani Ntombenhle Thembelihle
Party: ANC
Ward No: 11
Cell phone: 0839780478



Name: Cele John Nhlakanipho
Party: ANC
Ward No: 12
Cell phone: 0834211478



Name: Hadebe Jabu Mavis
Party: ANC
Ward No: 13
Cell phone: 0835221062



Name: Ntuli Sinenhlanhla Simphiwe
Party: ANC
Ward No: 14
Cellphone: 0730644263



Name: Zuma Sikhumbuzo Gladman
Party: ANC
Ward No: 15
Cellphone: 0730974630



Name: Phahla Thamsanqa M'cord
Party: ANC
Ward No: 16
Cellphone: 0796050900



Name: Zondi Graduate
Party: ANC
Ward No: 17
Cellphone: 0734240193



Name: Mjadu Khulekani
Party: ANC
Ward No: 18
Cellphone: 0820445405



Name: Zulu Sipho Mbongeleni
Party: ANC
Ward No: 19
Cellphone: 0787531095



Name: Khumalo Rhoda
Party: ANC
Ward No: 20
Cellphone: 0715986571



Name: Mthembu Samuel Ntandane
Party: ANC
Ward No: 21
Cellphone: 0825830163



Name: Ncanana Hamilton Nkosinathi
Party: ANC
Ward No: 22
Cellphone: 0823430652



Name: de Lange Barend Jacobus
Party: DA
Ward No: 23
Cellphone: 0833217844



Name: Dlamini Siphosenkosi Gift
Party: ANC
Ward No: 24
Cellphone: 0834037292



Name: Mathe Thamsanqa Bongani
Party: ANC
Ward No: 25
Cellphone: 0838722535



Name: Joseph Leslie Samuel
Party: ANC
Ward No: 26
Cell phone: 0823078262



Name: Mzimela Simphiwe
Party: ANC
Ward No: 27
Cell phone: 0721221019



**Name: Ntanzu Phikelakhe
Madlanyoka
Party: ANC
Ward No: 28
Cell phone: 0835243685**



**Name: Mathenjwa Prince
Mthuzi
Party: ANC
Ward No: 29
Cell phone: 0839565583**



**Name: Mpungose Muzi Sylvester
Cyril
Party: ANC
Ward No: 30
Cellphone: 0721152350**



**Name: Ntombela Sipho Francis
Party: ANC
Ward No: 31
Cellphone: 0824370406**



**Name: Ndlovu Mntozofika
Party: ANC
Ward No: 32
Cellphone: 0767814751**



**Name: Xulu Zakheleni Zibuse
Party: IFP
Ward No: 33
Cellphone: 0722807976**



**Name: Makhanya Ntuthuko
Fanelesibonge
Party: ANC
Ward No: 34
Cellphone: 0833566613**

PARTY REPRESENTATIONS



Name: Mhlongo Mduduzi Gift
Party: ANC
MAYOR OF THE MUNICIPALITY



Name: Sibiya Duduzile
Party: ANC
DEPUTY MAYOR OF THE MUNICIPALITY



Name: Mkhize Silondile Gcinekile
Party: ANC
SPEAKER OF COUNCIL



Name: Lourens Manie
Party: ANC
CHIEF WHIP OF COUNCIL



Name: Mthembu Babhekile Constance
Party: ANC
PR – EXCO
Cellphone: 0722566660



Name: Zikhali Raphael Mduduzi
Party: ANC
PR – EXCO
Cellphone: 0730588380



Name: Sookroo Meera
Party: ANC
PR-EXCO
Cellphone: 0765033535



Name: Cele Nonhlanhla Reginaldah
Party: ANC
PR
Cellphone: 0788355529



Name: Sibiya Khonzeleni Duduzile
Party: ANC
PR-EXCO

Cellphone: 0762447526



Name: Mbatha Purriety Thenjiwe
Party: ANC
PR
Cellphone: 0633802438



Name: Mbokazi Musawenkosi Mazonjani
Party: ANC
PR
Cellphone: 0721428154



Name: Mbonambi Khululiwe Ntombenhle
Party: ANC
PR
Cellphone: 0827668660



Name: Skumbuzo Mabaso
Party: ANC
PR
Cellphone: 0820502481



Name: Gumede Tobias Seze
Party: IFP
PR – EXCO

Cellphone: 0763566148



Name: Mthethwa Khethomusha Ngikhethi
Party: IFP
EXCO



Mpanza Celinhlanhla Nicholas
Party: IFP
PR



Name: Ozias Zakhele Mthembu
Party: IFP
PR
Cell: 0728574290

Name:



**Name: Sooryanarian
(Sagra) Simmadhri
Party: IFP
PR**



**Name: Ivan Alexander Stone
Party: IFP
PR
Cell: 0836433393**



**Name: Dini Emmanuel Ntuli
Party: IFP
PR**



**Name: Mkhulise-Khumalo Gugulethu
Party: IFP
PR**

Cellphone: 0179985159



**Name: Mabuyakhulu Jeon Zakhe
Party: IFP
PR
Cellphone: 0737604696**



**Name: Cleopatra Nonhlanhla
Nyawo
Party: IFP
PR
Cellphone: 0736967050**



**Name: Thandazani Thusi
PARTY: IFP
PR
Cellphone: 0731460809**



**Name: Mthembu Solile Phildah
Party: IFP
PR
Cellphone: 0737715837**



**Name: Fourie Louis Christofel
Mathys
Party: DA
PR - EXCO
Cellphone: 0823356271**



Name: Khonzi Edith Nkosi (Ndlovu)
PARTY: DA
PR
Cellphone: 0729894940



Name: Alen Viljoen
Party: DA
PR
Cellphone: 0824984216



Name: Naidoo Karanagie
Party: DA
PR
Cellphone: 0798890411



Name: Magubane Siphesihle Lwandile
Party: DA
PR
Cellphone: 0727739183



Name: Ngubane NN
Party: EFF
PR
Cellphone: 0730249807



Name: Hlabisa Khulezweni Simphiwe
Party: EFF
PR
Cellphone: 0780232715



Name: Mohlala MR
Party: EFF
PR
cellphone: 0765876251

APPENDIX B: COMMITTEE ALLOCATION AND COUNCIL ATTENDANCE

SECTION 79 - COUNCIL AND OFFICIAL REPRESENTATION ON COMMITTEES FOR THE 2016 TO 2021 TERM OF OFFICE

DMS#1156700

| COMMITTEE | CHAIR | DEPUTY CHAIR | ANC | DA | IFP | |
|---|--------------------|--------------------------|---|------------------|---|-----|
| Bylaws | P T Mbatha (F) | C G Mkhulisi-Khumalo (F) | P M Ntanzu (M) D E Mngomezulu (M) N T Zibani (F) S N Mthembu S G Dlamini(M) S S Ntluli (F) S F Ntombela | A Viljoen (M) | S P Mthembu (F) I Stone (M) | |
| COMMITTEE | CHAIR | DEPUTY CHAIR | ANC | DA | IFP | |
| Standing Orders and Disciplinary Committee | S G Mkhize | M Lourens (M) | S G Zuma (M) S B Mabaso (M) P T Mbatha (F) D J Ndimande (M) R Khumalo (F) D E Mngomezulu (M) | L C M Fourie (M) | N T Thusi (M) C G Mkhulise-Khumalo (F) | |
| uMhlathuze Public Transport Liaison Committee (UPTLC) & | M S C Mpungose (M) | K N Mthethwa (F) | L G Cebekhulu (M) D F Ntuli (M) V N Khuzwayo (M) L P Zondo (M) G Zondi (M) K Mjadu (M) T B Mathe (M) | S L Magubane (M) | J Z Mabuyakhulu (M) C N Mpanza (F) | K S |
| Public Participation Committee under convenorship of the Speaker | S G Mkhize | C M Botha (M) | L S Joseph (M) P M Ntanzu (M) S Mzimela (M) N F Makhanya (M) T G Qulo (F) J M Hadebe (F) S S Ntuli (F) | K E Nkosi (F) | T S Gumede (M) N T Thusi (M) | |

SECTION 80 - COUNCIL AND OFFICIAL REPRESENTATION ON COMMITTEES FOR THE 2016 TO 2021 TERM OF OFFICE

| COMMITTEE | CHAIR | DEPUTY CHAIR | ANC | DA | IFP | |
|--|-----------------|------------------|--|------------------|--|-------|
| Corporate Services (CORPS) | K D Sibiya (F) | K N Mthethwa (F) | M Lourens (M) K N Mbonambi (F) J M Hadebe (F) L S Joseph (M) J N Cele (M) N F Makhanya (M) S M Mthembu (M) | S L Magubane (M) | S Simmadhri (M) O Z Mthembu (M) | S P M |
| Community Services (COMS) Geographical Naming Committee (See reference elsewhere in document) | R M Zikhali (M) | L C M Fourie (M) | D J Ndimande (M) D F Ntuli (M) T G Qulo (F) V N Khuzwayo K Mjadu (M) D E Mngomezulu (M) G Zondi (M) | K Naidoo (F) | N T Thusi (M) Z Z Xulu (M) | |
| Financial Services (FS) | M G Mhlongo (M) | T S Gumede (M) | P T Mbatha (F) N R Cele (F) H N Ncanana (M) S Mzimela (M) S G Zuma (M) T B Mathe (M) M Ndlovu (M) | A Viljoen (M) | I Stone (M) S Simmadhri (M) | |
| City Development (CD) | M Sookroo (M) | T Phahla (M) | M M Mbokazi (M) P M Ntanzi (M) L P Zondo (M) N T Zibani (F) S S Ntuli (F) S G Dlamini (M) S F Ntombela (M) | C M Botha (M) | O Z Mthembu (M) J Z Mabuyakhulu (M) |) |

| | | | | | | |
|--|------------------|----------------|--|---------------|--------------------------------------|-------|
| Infrastructure Services (INFRA) See Council Resolution 11689 of 20 June 2017 re separation of department | D J Ndimande (M) | T S Gumede (M) | E A Palmer (M) P M Mathenjwa (M) S M Zulu (M) M S C Mpungose (M) L G Cebekhulu (M) T P Wanda (F) R Khumalo (F) | H de Wet (M) | J Z Mabuyakhulu (M) C N Nyawo (F) | K S H |
| Energy and Electrical Services (EES) See Council Resolution 11689 of 20 June 2017 re separation of department | B C Mthembu (F) | T M Phahla (M) | M Lourens (M) S G Mkhize (F) M M Mbokazi (M) D J Ndimande (M) N R Cele (F) S S Ntuli (F) | K E Nkosi (F) | C N Mpanza (M) S P Mthembu (F) | S P M |

| COMMITTEE | CHAIR | DEPUTY CHAIR | ANC | DA | IFP | EFF |
|--|---------------|----------------|--|------------------|--|-----|
| <p>1. SPLUMA</p> <p>2. Council Resolution 10157B (4.3) 9 June 2015 be amended to read as follows:</p> <p><i>“4.3 the following seven Councillors be nominated to serve as a subcommittee of the Executive Committee in order to consider any appeals submitted in terms of the Spatial Planning and Land Use Management Act, 2013, and the KZN Planning and Development Act, 2008:</i></p> | ----- | ----- | <p>S G Mkhize (F)</p> <p>M Sookroo (F)</p> <p>B C Mthembu (F)</p> <p>T M Phahla (M)</p> | L C M Fourie (M) | <p>K N Mthethwa (F)</p> <p>T S Gumede (M)</p> | |
| <p>uMHLATHUZE MUNICIPALITY</p> <p>GEOGRAPHICAL NAMING</p> <p>COMMITTEE</p> | M Lourens (M) | S G Mkhize (F) | <p>M G Mhlongo (M)</p> <p>K D Sibiya (F)</p> <p>R M Zikhali (M)</p> <p>M M Mbokazi (M)</p> <p>N T Zibani (F)</p> <p>K N Mbonambi (F)</p> <p>N R Cele (F)</p> | H de Wet (M) | <p>J Z Mabuyakhulu (M)</p> <p>C N Mpanza (M)</p> | |

MPAC ESTABLISHED IN TERMS OF THE MUNICIPAL STRUCTURES ACT 1998, MUNICIPAL SYSTEMS ACT 2000 AND MUNICIPAL FINANCE MANAGEMENT ACT OF 2003

| COMMITTEE | CHAIR | DEPUTY CHAIR | ANC | DA | IFP | |
|---|----------------|--------------|---|-----------------|---|-------|
| Municipal Public Accounts Committee (MPAC) | S B Mabaso (M) | I Stone (M) | M S C Mpungose (M) E A Palmer (M) T P Wanda (F) T G Qulo (F) J M Hadebe (F) K N Mbonambi (F) S F Ntombela (M) | B J de Lange(M) | C G Mkhulise-Khumalo (F) N T Thusi (M) | N N N |

SECTION 62 ESTABLISHED IN TERMS OF THE LOCAL GOVERNMENT MUNICIPAL SYSTEMS ACT, 32 OF 2000

| COMMITTEE | CHAIR | DEPUTY CHAIR | ANC | DA | IFP | |
|--|---------------|--------------|---|---------------|----------------------------------|--|
| Section 62 Appeals Committee <u>To be handled by the relevant Department and Committee Officer based on portfolio of origin</u> | M Lourens (M) | | P M Mathenjwa P T Mbatha (F) N R Cele (F) S M Zulu (M) | C M Botha (M) | C N Nyawo (F) S P Mthembu (F) | |

** has not convened in this Term of Office – no appeals submitted

LOCAL LABOUR FORUM ESTABLISHED IN TERMS OF THE ORGANISATIONAL RIGHTS AGREEMENT

| Local Labour Forum | CHAIRPERSON | DEPUTY CHAIRPERSON | <u>Employer Component</u> | <u>Employee Component</u> | NO OF 2007 |
|--------------------|--------------------|--------------------|--|--|---|
| | Clr K D Sibiya (F) | S C Dlamini | K D Sibiya (Dep Ch) S Magubane (M) K N Mbonambi (F) L S Joseph (M) B Nzuza A Lombaard N Miya P Dlamini G Mthembu N Khumalo (FS) T Mathebula S Simmadhri (M) | 12 x Organised labour <u>SAMWU (8)</u> D P Mthiyane (Chair) P C Nxumalo D M Luthuli V M Khoza B L Gumede S C Dlamini P S Ndlovu H M Mthethwa <u>IMATU (4)</u> E Zondi M Zungu W Xulu Z B Myeza | the L made 12 em Deals ORA FOR I Dr N J Mr N M Mr M K Ms N M Ms S M Mr S H Mr N K |

AUDIT COMMITTEE, PERFORMANCE AUDIT, PERFORMANCE EVALUATION PANELS

| | | |
|------------------------------------|---|--|
| Audit Committee | <p><u>Members</u></p> <p>Mr S Nkonzombi (Chairperson) Miss B Zulu Mr A Dhuki Mrs J Ndlovu</p> <p><u>Office of the AG</u></p> <p>Mr J Nkosi (Audtr General's Office) Mr L Lutchman (Audtr Genrl's Office)</p> <p><u>On Invitation</u></p> <p>Chairperson: MPAC</p> | <p><u>Senior Management</u></p> <p>Dr N J Sibeko (MM) Mr N Mthethwa (COO) Mr S Hlela (DMM:INFRASTRUCTURE) Mr M Kunene (CFO) Ms S Masondo (DMM:CORS) Mrs T Mathebula (DMM:COMS) Ms N Ndonga (DMM:CD) Mr N Khumalo (DMM: EES)</p> |
| Performance Audit Committee | <p>New members elected as per <u>CR 10664 dated 24 February 2016</u></p> <p>Chairperson - <u>Dr M J Ndlovu</u></p> <p>Mr R M J Baloyi</p> <p><u>Deputy Mayor</u> – Clr K D Sibiya (F)</p> <p><u>Alternate</u> - Clr R M Zikhali (M)</p> | <p>ON INVITATION</p> <p><u>Chairperson of MPAC</u></p> <p>Clr K E Nkosi</p> |

| | | |
|---|---|--|
| Performance Evaluation Panel – Heads Of Departments (Section 57 Employees) | Municipal Manager – uMhlathuze Municipality Chairman Of Performance Audit Committee Municipal Manager – <u>Mfolozi</u> Member Of Executive Committee | Dr N J Sibeko Dr M J Ndlovu K E Gamede K D Sibiya (Deputy Mayor) (F) <u>Alternate</u> - Clr R M Zikhali (M) |
| Performance Evaluation Panel (Municipal Manager) | Mayor - uMhlathuze Municipality Member Of Executive Committee Chairman Of Performance Audit Committee Municipal Mayor – <u>Mfolozi</u> Member Of A Ward Committee | M G Mhlongo (Mayor) (M) K D Sibiya (Deputy Mayor) (F) Dr M J Ndlovu Clr S W Mgenge E S Luthuli <u>Alternate</u> - Clr R M Zikhali (M) |

BOARD OF TRUSTEES

| COMMITTEE | EMPLOYER REPRESENTATIVES | EMPLOYEE REPRESENTATIVES |
|-------------------|--|---|
| Board Of Trustees | Clr A Viljoen (M) - Chairperson Deputy Mayor, Clr K D Sibiya (F) Clr S G Mkhize Clr N T Thusi (M) | N Montgomery (Principal Officer) T Moamosi S A Pienaar B Mathebula N M C Zulu Simeka |

GRANTS IN AID COMMITTEE

| COMMITTEE | CHAIRPERSONS OF SECT 80 COMMITTEES | DMM REPRESENTATIVES |
|---------------|---|-------------------------------------|
| Grants in Aid | R M ZIKHALI (COMMS) M SOOKROO (CITY DEV) M G MHLONGO (FINANCIAL SERVICES) | T MATHEBULA N NDONGA M KUNENE |

AIRPORT WORKING COMMITTEE

| COMMITTEE | COUNCILLORS | OFFICIALS AND CONCESSIONAIRE |
|---------------------------|--|---|
| Airport Working Committee | Clr M G Mhlongo (M) Clr M Lourens (M) | T Phahla – Manager: Diverse Administration (Chairperson) E Raper – Deputy Manager: Financial Services B Mbhamali - Civil Engineer A Vumba – Manager: Fire And Rescue Services N Miya: Manager Legal Services Not more than 4 members representing the concessionaire |

BATHO PELE COMMITTEE

| COMMITTEE | COUNCILLORS | OFFICIALS |
|----------------------|---|--|
| Batho Pele Committee | <u>COUNCILLORS</u> <u>Elected proportionally as follows:</u> <u>ANC</u> Clr M G Mhlongo(M) Clr K D Sibiya (F) Clr S G Mkhize (F) Clr R M Zikhali (M) Clr M M Mbokazi (M) Clr N R Cele (F) Clr D J Ndimande (M) <u>IFP</u> Clrs I A Stone (M) Clr K N Mthethwa (F) <u>DA</u> Clr A Viljoen (M) | T Phahla B M Dladla M Nzimande N Khumalo S Mbatha T Mdumela T Zondi T Gumede Z Masango Z Mdluli N Zulu |

RAPID RESPONSE TEAM

| COMMITTEE | SPEAKER/OFFICIALS | DESIGNATION |
|----------------------------|---|---|
| Rapid Response Team | <ol style="list-style-type: none">1. Clr S G Mkhize2. Dr N J Sibeko3. Mr N Mthethwa4. Mr M Kunene5. Ms S Masondo6. Ms N Donga7. Ms T Mathebula8. Mr S Hlela 9. Nkanyiso Khumalo | <ol style="list-style-type: none">1. Speaker (Convenor)2. Municipal Manager3. Chief Operations Officer4. Chief Financial Services5. Deputy Municipal Manager: Corporate Services6. Deputy Municipal Manager: City Development7. Deputy Municipal Manager: Community Services8. Deputy Municipal Manager: Infrastructure and Technical Services9. Deputy Municipal Manager: Electrical and Energy Services |

INTERNAL COMMITTEES

SUPPLY CHAIN MANAGEMENT COMMITTEES

| BID SPECIFICATION COMMITTEE | | BID EVALUATION COMMITTEE | | BID ADJUDICATION COMMITTEE | |
|--------------------------------------|----------------------------------|---------------------------------|--|--------------------------------------|-----------------------------------|
| MS N NDONGA - CHAIRPERSON | DEPARTMENT CITY DEVELOPMENT | MR S MHLONGO | DEPARTMENT FINANCIAL SERVICES | MR M KUNENE - CHAIRPERSON | DEPARTMENT: FINANCIAL SERVICES |
| MS P GUMBI | DEPARTMENT FINANCIAL SERVICES | MRS N DLAMINI | DEPARTMENT FINANCIAL SERVICES | MR S MBATHA | DEPARTMENT: CITY DEVELOPMENT |
| MR Z MASANGO | DEPARTMENT COMMUNITY SERVICES | MS G GAZU | DEPARTMENT COMMUNITY SERVICES | MS S S MASONDO | DEPARTMENT: CORPORATE SERVICES |
| MR S MORAJANE | DEPARTMENT CITY DEVELOPMENT | MR T GUMEDE | DEPARTMENT FINANCIAL SERVICES | MR S KHUMALO | DEPARTMENT: FINANCIAL SERVICES |
| MS Z NGCOBO | DEPARTMENT FINANCIAL SERVICES | MR B KHUMALO | DEPARTMENT CORPORATE SERVICES | MR N KHUMALO | DEPARTMENT: INFRASTRUCTURE |
| MR B V NZUZA | DEPARTMENT CORPORATE SERVICES | MR N KHUMALO | DEPARTMENT ELECTRICAL & ENERGY SERVICES | MR S HLELA | |
| | | MS S MADUMA | DEPARTMENT CITY DEVELOPMENT | VACANCY | |
| | | MR R MBATHA | DEPARTMENT INFRASTRUCTURE | | |
| | | MS N NDWANDWA | DEPARTMENT INFRASTRUCTURE | | |

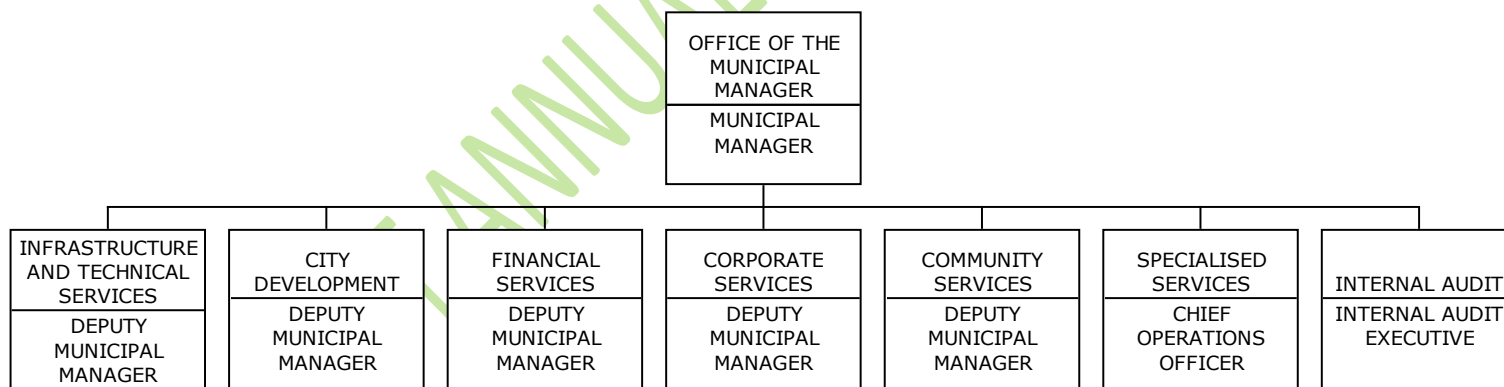
INTERNAL/MANAGEMENT COMMITTEES

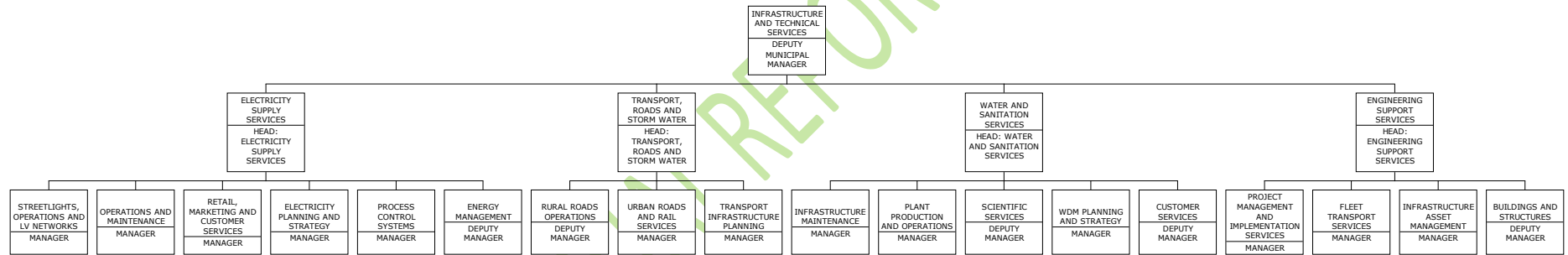
| INFORMATION AND COMMUNICATION TECHNOLOGY STEERING COMMITTEE | | ENTERPRISE RISK MANAGEMENT COMMITTEE | |
|---|--|---|---|
| <p><u>COMMITTEE OFFICER</u></p> <p>Established in terms of Resolution 6894 of 24 August 2010</p> <p>COO ADDED ito RESOLUTION 10401 3 NOVEMBER 2015</p> | <p><u>MEMBERS</u></p> <p>MUNICIPAL MANAGER</p> <p>CHIEF OPERATIONS OFFICER</p> <p>CHIEF FINANCIAL OFFICER</p> <p>DEPUTY MUNICIPAL MANAGER: CORPORATE SERVICES</p> <p>DEPUTY MUNICIPAL MANAGER: CITY DEVELOPMENT</p> <p>DEPUTY MUNICIPAL MANAGER: COMMUNITY SERVICES</p> <p>DEPUTY MUNICIPAL MANAGER: INFRASTRUCTURE</p> <p>DEPUTY MUNICIPAL MANAGER: ELECTRICAL & ENERGY SERVICES</p> <p>HEAD OF SECTION : INFORMATION COMMUNICATION AND TECHNOLOGY</p> | <p><u>COMMITTEE OFFICER</u></p> <p>Administrative duties – EXTRACT FROM CHARTER</p> <p>The Chief Risk Officer, or such person as appointed by the Committee, shall be the secretary of the Committee.</p> <p>Established in terms of Resolution 9223 OF of 25 APRIL 2014</p> | <p><u>MEMBERS</u></p> <p>MUNICIPAL MANAGER</p> <p>CHIEF FINANCIAL OFFICER</p> <p>DEPUTY MUNICIPAL MANAGER: CORPORATE SERVICES</p> <p>DEPUTY MUNICIPAL MANAGER: CITY DEVELOPMENT</p> <p>DEPUTY MUNICIPAL MANAGER: COMMUNITY SERVICES</p> <p>DEPUTY MUNICIPAL MANAGER: INFRASTRUCTURE</p> <p>DEPUTY MUNICIPAL MANAGER: ELECTRICAL & ENERGY SERVICES</p> <p>HEAD OF SECTION: INFORMATION COMMUNICATION AND TECHNOLOGY</p> |

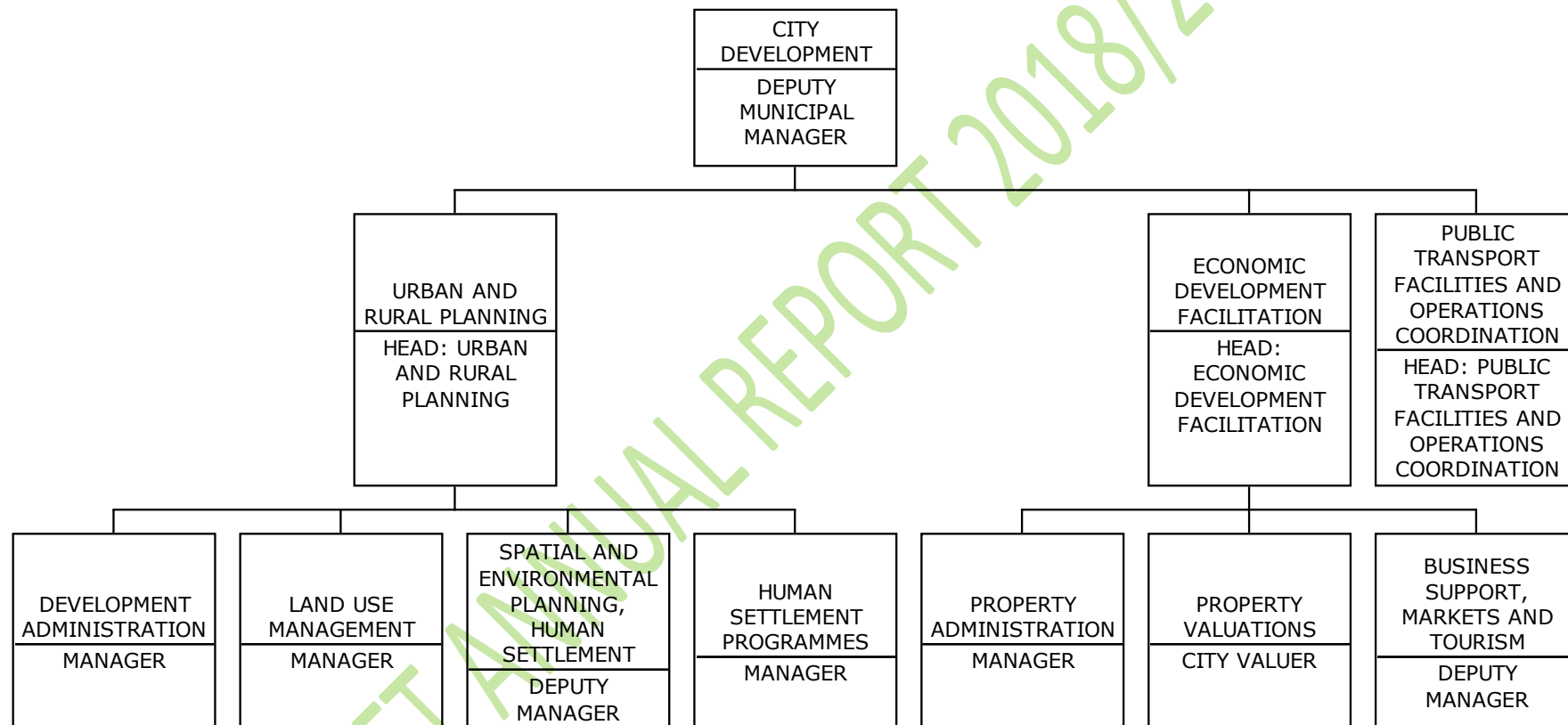
| STANDARDS COMMITTEE | | FACILITIES MANAGEMENT COMMITTEE | |
|-------------------------------|---|---------------------------------|--|
| <u>OWN SECRETARIAT</u> | <u>MEMBERS</u> ARNOLD ALLEN CEDRIC KOEKEMOER ESTELLE RAPER NATALIE KLUCKOW SARAH PIENAAR SBONELO ZONDI THEA JORDAN THEMBA PHAHLA | <u>OWN SECRETARIAT</u> | <u>MEMBERS</u> ALBAN MBATHA ERNST VAN BILJON ESTELLE RAPER GUGU KHWELA MTHOKOZISI MHLONGO NTOKOZO KHUMALO SBONELO ZONDI SIYABONGA KHUMALO THEMBA PHAHLA WANDILE MBUYAZI |

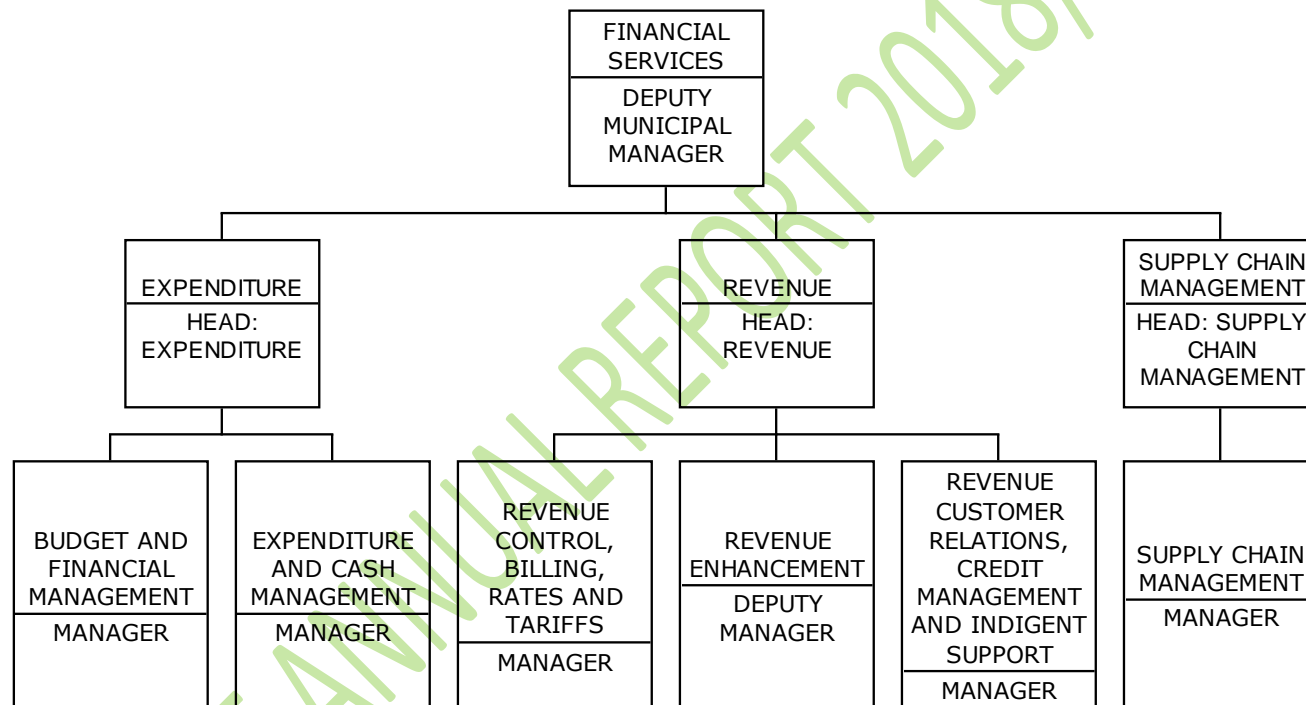
DRAFT ANNUAL REPORT 2019-2020

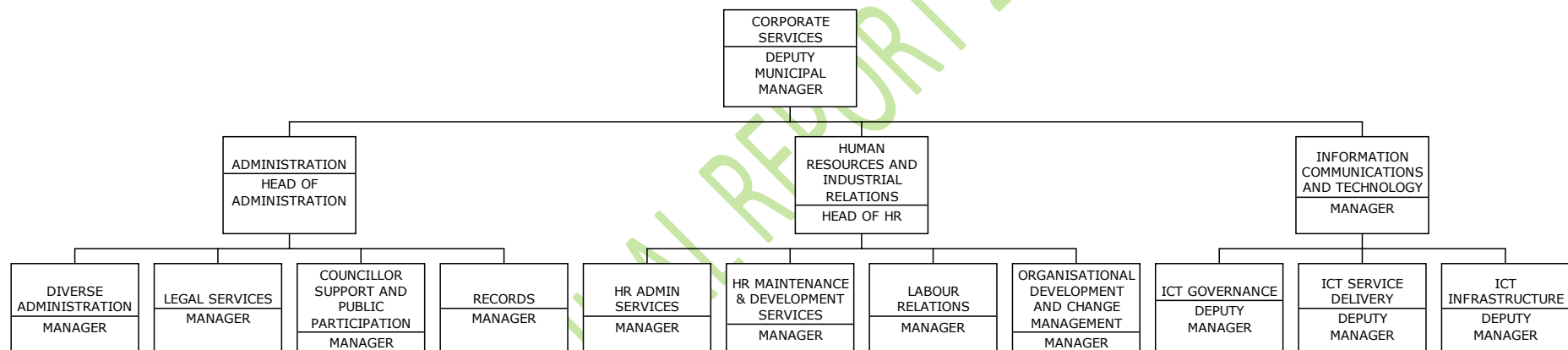
APPENDIX C: THIRD TIER ADMINISTRATIVE STRUCTURE

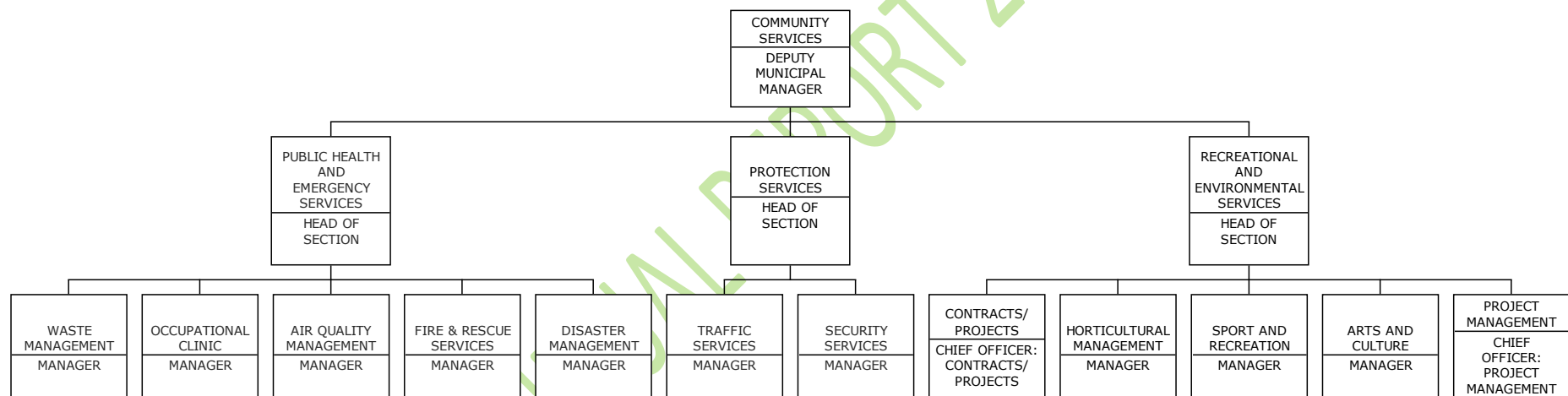


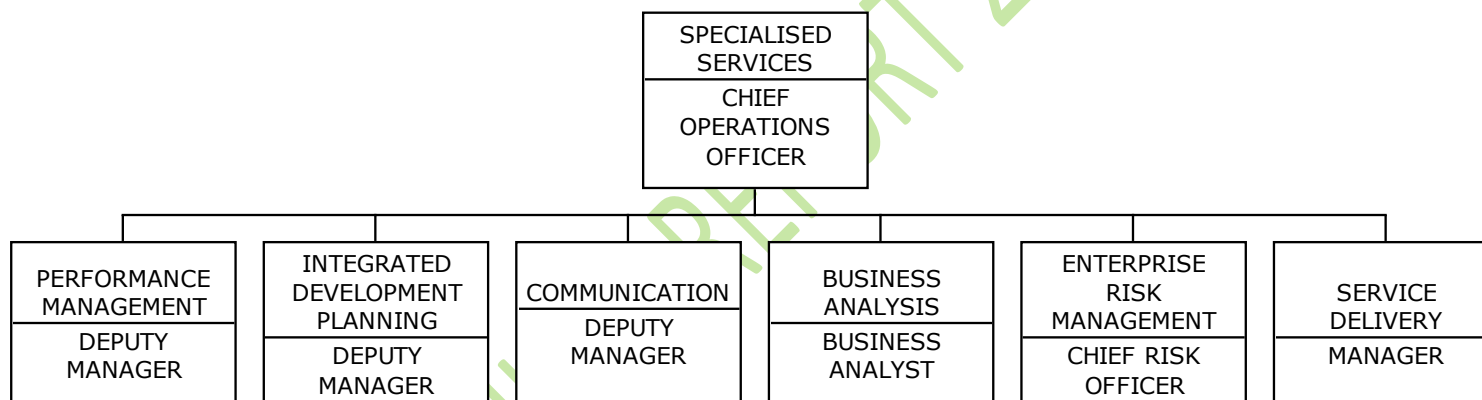












APPENDIX D: FUNCTIONS OF THE MUNICIPALITY

| SERVICE DELIVERY UNIT | PROGRAMME | FUNCTIONS |
|-------------------------------------|--|--|
| Office of the Municipal Manager | Internal Audit | Municipal Public Accounts |
| | Risk Management | Manage Risk Management framework |
| | Integrated Development Planning | Strategic Planning, Business Planning, City Development Strategies |
| | Performance Management | Organisational Performance Individual Performance Community Satisfaction |
| | Public Communications | Public Relations Media Liaison Website Administration |
| Corporate Services | Diverse Administration Services | Secretariat Services |
| | Legal Support Services | Contracts, Conveyance and Business Licensing Legislation, Litigation and Opinions |
| | Records Management | Central Registry |
| | Facilities Management | Oversee satellite office |
| Councillors | Councillor Support and Public Participation Services | Office of the Mayor Office of the Speaker Special Programmes |
| Public Safety and Security Services | Fire & Rescue Services | Fire Prevention Fire Training Fire and Rescue Operations Fire and Rescue Administration |

| SERVICE DELIVERY UNIT | PROGRAMME | FUNCTIONS |
|-----------------------|--------------------------------------|---|
| | Traffic Services | Crime Prevention Licensing (Vehicles) Traffic Operations and Administration Traffic Control Room |
| | Security Services | |
| | Disaster Management | |
| Water and Sanitation | Plant Production and Operations | Plant Availability (Water and Wastewater Treatment Plants) |
| | | Plant Availability (Pumpstations) |
| | | Wastewater Final Effluent Quality Compliance (General Authorization March 2004 and General Standard 9225 May 1984) |
| | | Water Treatment Final Portable Water Compliance (SANS241-2011) |
| | Infrastructure Maintenance | Water and Wastewater Network Reliability Program |
| | | Planned Maintenance Program for all Pumpstations |
| | | Planned Maintenance Program for all Network Pipelines |
| | | Planned Maintenance Program for all Water Meters |
| | Scientific Services | Blue and Green Incentive Based Program |
| | | Surface Water Monitoring Program (DWA Guidelines 1996) |
| | | Wastewater Quality Monitoring Program (General Authorization 18 March 2004 / General Standard 9225 18 may 1984) |
| | | Water Services Bylaw Compliance Program |
| | | Online Water Quality Monitoring Program |
| | Water Demand Management and Strategy | Water Loss Management Program |

| SERVICE DELIVERY UNIT | PROGRAMME | FUNCTIONS |
|-----------------------------|---|---|
| | | Water and Wastewater Demand Management Program |
| | | Water Services Development Plan Annual review |
| | | Water Services Bylaws Annual review |
| | | Water Safety and Risk Abatement Annual Review |
| | | Bulk Water and Wastewater Master Plan Development and Review |
| | | Wastewater Effluent Re-Use Program |
| | Customer Services | |
| Electricity Supply Services | Streetlights, Operations and LV Networks | Electrical Planned Maintenance |
| | | Reticulation, Operations and Maintenance |
| | Operations and Maintenance | Electrical Protection |
| | | Electrical Cable Faults |
| | | Electrical Network Switching |
| | | Electrical Light Current |
| | Electricity Retail, Marketing and Customer Services | Electricity Retail and Auditing |
| | | Electricity Marketing and Customer Services |
| | Electrical Planning and Strategy Services | Electrical Planning |
| | | System Reinforcement |
| | | Electricity Contracts |
| | Process Control Systems | Planned Maintenance Program (Telemetry and Scada Systems) |
| | | Planned Maintenance Program (Instrumentation) |
| | | Planned Maintenance Program (Radio Engineering) |
| | | Master Plan Development and/or Review (Process Control Systems) |

| SERVICE DELIVERY UNIT | PROGRAMME | FUNCTIONS |
|---------------------------------|--|--|
| | Energy Management | |
| Transport, Roads and Stormwater | Rural Roads Operations | Planned Rural Road Maintenance Program for Kwa Madlebe |
| | | Planned Rural Road Maintenance Program for Kwa Dube |
| | | Planned Rural Road Maintenance Program for Kwa Mkhwanazi |
| | | Planned Rural Road Maintenance Program for Kwa Khoza |
| | | Planned Maintenance Program for all Pedestrian Bridges |
| | | Construction of New Culverts and Bridges |
| | | Management and Monitoring Program for all Rural Road Mining Operations |
| | Urban Roads and Railway Services | Planned Urban Road Maintenance Program (North) |
| | | Planned Urban Road Maintenance Program (South) |
| | | Planned Urban Road Maintenance Program (West) |
| | | Planned Rail Maintenance Program for all Urban Areas |
| | | Planned Urban Road Maintenance Resealing Program for all Urban Areas |
| | | Planned Urban Road Marking & Signage Program(All Areas) |
| | Transport Infrastructure Planning and Strategy | Transport Infrastructure Plan Development and/or Annual Review |
| | | Traffic Management Studies Program (All Areas) |
| | | Transport Master Plan (Urban, Rural and Rail) |
| | Storm Water Systems , Catchment and Coastal Management | Stormwater Management Bylaw Annual Review |
| | | Stormwater Drains Planned Maintenance Program |
| | | Catchment Management Program |

| SERVICE DELIVERY UNIT | PROGRAMME | FUNCTIONS |
|------------------------------|--|---|
| | Public Transport Operations | Coastal Management Program |
| | | Road Side Furniture Development Program |
| | | Public Transport Integration Program |
| | | Public Transport Master Plan Program |
| Health and Cleansing | Solid Waste Management | Waste Management Inland |
| | | Waste Management Coastal |
| | | Waste Management Administration |
| | Occupational Health Care | |
| | Pollution Control | Air Pollution Control and Environmental Impact |
| Engineering Support Services | Engineering Projects Management and Implementation | Electrical Projects Implementation Program |
| | | Civil Engineering Projects Implementation Program |
| | | Mechanical Projects Implementation Program |
| | | Capital Project Funding Program |
| | Fleet Management Services | Fleet Planned Maintenance Program |
| | | Equipment and Small Plant Planned Maintenance Program |
| | | Vehicle Utilization and Optimization Program |
| | | Vehicle Replacement Program |
| | Municipal Infrastructure Asset Management | |
| | | GIS Management Program |
| | | Integrated Infrastructure Plan Program (Development & Review) |
| | | Maintenance Plans Program Management |

| SERVICE DELIVERY UNIT | PROGRAMME | FUNCTIONS |
|---------------------------------------|------------------------------------|---|
| | | Technical Operations Centre Management Program |
| | | Engineering Document Management Program |
| | Municipal Buildings and Structures | |
| | | Planned Building Maintenance Program (Civils) |
| | | Planned Building Maintenance Program (Electrical) |
| | | Planned Building Maintenance Program (Mechanical) |
| | | Building Construction and New Works Program |
| | | Planned Structures Maintenance |
| Recreation and Environmental Services | Horticultural Management | Biodiversity (Cemeteries) and Conservation |
| | | Operations management |
| | Sport & Recreation | Recreational Facilities Management |
| | | Sport and Recreation Development |
| | Arts and Culture | Public Libraries |
| | | Museum |
| | | Community Halls and Thusong Centres |
| | Recreational Projects Management | |

| SERVICE DELIVERY UNIT | PROGRAMME | FUNCTIONS |
|-----------------------------------|--|---|
| | Horticultural Contracts Management | |
| Local Economic Development | Community Capacity Building & Training | |
| | Business Support | |
| | Development & Support of markets | |
| | Economic Facilitation | |
| | Marketing & Tourism Development | |
| Urban and Rural Planning | Land Use Management (LUMS) | Building Management and Control |
| | | Planning and Development Evaluation |
| | | Development Control, Appeals and Consent use |
| | | Surveys, Analysis, Data, Research and GIS information |
| | Spatial and Environmental Planning | |
| | Development Administration | |
| | Human Settlement Programmes | |
| Economic Development Facilitation | Property Administration | |
| | Property Evaluations | |
| | Business Support, Markets and Tourism | Tourism |
| | | Business Support and Markets |
| | | Investment Promotion |

| SERVICE DELIVERY UNIT | PROGRAMME | FUNCTIONS |
|---|--|---|
| Public Transport Facilities and Operations Coordination | | |
| Human Resource and Industrial Relations Services | HR Administration Services | HR Administration |
| | | Recruitment, Selection and Placement |
| | | Employment Equity |
| | Personnel Maintenance and Development | SHE Risk Management |
| | | Training, Development and Education |
| | | Employee wellness |
| | Labour Relations Management | |
| | Organisation Development and Change Management | |
| Information, Communications and Technology Services | ICT Governance | |
| | ICT Service Delivery | |
| | ICT Infrastructure | |
| Expenditure | Budget and Financial Management | Budget and Financial Control |
| | | Annual Financial Statements, Assets, Reporting and Loans |
| | Expenditure and Cash Management | Creditors Management |
| | | Payroll and Policy Management |
| Revenue | Revenue Control, Billing, Rates and Tariffs | Rates, Non-Metered Services, Cash Control |
| | | Revenue Control, Tariff Design, Budget and Reporting |
| | | Billing, Metered Services, System Tariff Administration and |

| SERVICE DELIVERY UNIT | PROGRAMME | FUNCTIONS |
|-------------------------|--|---|
| | | Reporting |
| | Revenue Enhancement | Metered Services |
| | | Sundry Services |
| | Revenue Customer Relations, Credit Management and Indigent Support | Branch Management and Community Liaison |
| | | Customer Relations and Indigent Support |
| Supply Chain Management | Demand and Acquisitions | |
| | Stores Control | |
| | Logistics and Supply Chain Management Risk | |

APPENDIX E: WARD REPORTING AND THE FUNCTIONS OF WARD COMMITTEES

Public Participation and Councillor Support

The Constitution of the Republic of South Africa in section 152 lists the objects of local government, among them is to provide democratic and accountable government for local communities and to encourage the involvement of communities and community organisations in the matters of local government.

Pursuant to these noble objectives, as set out in the Constitution, Council has taken a deliberate decision to strengthen and intensify its public participation drive. The Corporate Services Department has a unit called Councillor Support and Public Participation. It is charged with ensuring that there is an organised and structured manner in which the municipality communicates and/or consults the community on their developmental needs, so that intervention programmes can target real community needs.

Ward Committees

As it is embedded in the Constitution for the democratic government, public participation is central in deepening democracy. Public participation is described as an open, accountable process through which individuals and groups within selected communities can exchange views and influence decision-making. It is a process of engaging people, deciding, planning and playing an active role in the development and operation of services that affect their lives. Public participation narrows the social gap between the communities and the elected representative. Communities are defined as wards and each ward has to elect a Ward Committee which is a central representative structure that links the community with Council and ensures that communities take part in the decisions in the affairs that affect their lives. To fulfil the abovementioned objective, Council has undergone a programme of electing Ward Committee members in all thirty four (34) wards.

As part of Council's commitment to motivate ward committee members, Council has a budget of R4million for ward committee out-of-pocket expenses; ward committees received a stipend on R1 344.00 per month with an increase of 7% every financial year.

APPENDIX F: WARD INFORMATION

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 1

| | Name | Gender | Portfolio /Sector | Contact Number |
|------|------------------------|--------|--------------------|----------------|
| Cllr | L G Cebekhulu | Male | Chairman | 0782259347 |
| 1 | Mwandla Joyful | Male | Tourism | 0835184913 |
| 2 | Mbatha Nomusa | Female | Education | 0721771211 |
| 3 | Myeni Happines | Female | Community Services | 0782097060 |
| 4 | Mthiyane Nkosingiphile | Male | Youth Sector | 0797799355 |
| 5 | Myeni Dumsani | Male | Infrastructure | 0795517295 |
| 6 | Khoza Vincent Melusi | Male | Safety & Security | 0723848395 |
| 7 | Mthethwa Dumisani | Male | Financial Services | 0721842893 |
| 8 | Ximba Rebbecca | Female | Health | 0788307378 |
| 9 | Gerson Dennis Lionel | Male | Business | 0832296544 |
| 10 | Mthembu Sihle Jeffrey | Male | Corporate Services | 0738550737 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 2

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|----------------------------|--------|---|----------------|
| Clr | C M Botha | Male | Chairman | 0828395816 |
| 1 | Ostreline Zane Carl | Male | Ward Secretary Meerensee(Right side of Anglers Rod) | 0827329552 |
| 2 | Simmadhri Shanette Somarie | Female | Corporate Services | 0721771211 |
| 3 | Pittendrigh Donald | Male | Technical Services / Veldenvlei | 0782097060 |
| 4 | Kearns Rynie | Female | Sports Club | 0797799355 |
| 5 | Ferreira John | Male | Meerensee (Lest side of Anglers Rod) | 0795517295 |
| 6 | Sedice Robin | Male | Finance (Businesses) | 0721842893 |
| 7 | Benjamin Angela | Female | Wildenweide | 0788307378 |
| 8 | Scates-Wood Bridget Anne | Female | Community Services (Community Wellbeing) | 0604378980 |
| 9 | De Wet Henning | Male | Waterfront and Beaches | 0832296544 |
| 10 | Le Roux Vanessa | Female | City Development (Tourism) | 0738550737 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 3

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|-------------------------------|--------|---------------------|----------------|
| Clr | De Wet Henning | Male | Chairman | 0832296544 |
| 1 | Meiring Vincent | Male | Transport | 0824506460 |
| 2 | Samshuyzen Andre | Male | Education | 0832771628 |
| 3 | Riekert Kobus | Male | Community Services | 0833959983 |
| 4 | P.Andrew Clifford | Male | Youth Sector | 0844900012 |
| 5 | Modise Carl | Male | Infrastructure | 0847055171 |
| 6 | Pillay Saloshini | Female | Financial Services | 0834624958 |
| 7 | Thurtell Phyllis | Female | Health | 0762218931 |
| 8 | Naidu Vathanaige | Female | Safety and Security | 0847917200 |
| 9 | Vacant | | | |
| 10 | Mathenjwa Khumbuzile Khonziwe | Female | Corporate Services | 0723061372 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 4

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|----------------------|--------|---------------------------------|----------------|
| Clr | L P Zondo | Male | Chairman | 0739376316 |
| 1 | Mabuyakhulu Cebile | Female | Sports and Recreation | 0630165047 |
| 2 | Khumalo Khethi | Female | Education | 0733279387 |
| 3 | Cele Thembinkosi | Male | Transport | 0733279387 |
| 4 | Cele Thabile L | Female | Ward Secretary and Religious | 0734227255 |
| 5 | Mhlongo Khulekani | Male | Community Policing Forum | 0735999605 |
| 6 | Dladla Cedrick | Male | Agriculture & Business | 0835399360 |
| 7 | Hlongwane Sifiso | Male | Traditional | 0735048307 |
| 8 | Chili David | Male | Infrastructure | 0603647228 |
| 9 | Thusi Nomvula | Female | Rates payment | 0725120574 |
| 10 | Msimango Nompumelelo | Female | Social Development & Disability | 0833664331 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 5

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|-------------------------|--------|---------------------------|----------------|
| Clr | D F Ntuli | Male | Chairperson | 0835737596 |
| 1 | Sokhulu Thokozane | Male | Sports & Recreation | 0787231360 |
| 2 | Mtshali Thulisile I | Female | NPO | 0780808497 |
| 3 | Cebekhulu Thabi | Female | Disaster | 0733006919 |
| 4 | Mpanza Musa | Male | Safety & Security | 0730554468 |
| 5 | Ngcobo Nkosinomusa | Male | Ward Secretary and Health | 0733886657 |
| 6 | Mtetwa Nombuso | Female | Projects | 0838627139 |
| 7 | Khoza Nombuso | Female | Education | 0767731589 |
| 8 | Makombeti Thembinkosi | Male | Transport | 0603098514 |
| 9 | Khambule Ammelia Nomusa | Female | Education / Agriculture | 0717151428 |
| 10 | Vilakazi Xolani | Male | Transport | 0710358786 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 6

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|------------------------|---------------|----------------------------|-----------------------|
| Clr | D J Ndimande | Male | Chairperson | 0734798776 |
| 1 | Buthelezi Mathula | Male | Peace & Stability | 0789018225 |
| 2 | Mkhize Dolly | Female | Secretary | 0734140796 |
| 3 | Mthembu Nelson Thulani | Male | Traditional Leader | 0737274342 |
| 4 | Mthethwa Nomusa | Female | Agricultural & Rural | 0726469026 |
| 5 | Mthembu Zandile | Female | Education | 0717385123 |
| 6 | Mthlane Khonziwe | Female | Religious | 0783671352 |
| 7 | Nkwanyana Bongani | Male | Sports & Youth Development | 0736927334 |
| 8 | Xaba Witness Sandleni | Female | Health | 0721490675 |
| 9 | Mdluli Nkosinathi | Male | Economic Development | 0733139618 |
| 10 | Mathaba Fisokwakhe | Male | Transport | 0728068911 |
| 11 | Msane ntombizodwa | Female | CDW | 083 201 1542 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 7

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|----------------------|--------|---------------------------------|----------------|
| Clr | Khuzwayo V.N | Male | Chairperson | 0837145218 |
| 1 | Linda Maria | Female | Traditional | 0604861105 |
| 2 | Zibani Ncane | Female | Economic Development | 0718312654 |
| 3 | Banda Moses | Male | Safety & Security | 0790544088 |
| 4 | Myeni Siya | Male | Sports | 0738081964 |
| 5 | Mngomezulu Dumsile | Female | Education | 0633377897 |
| 6 | Mthethwa Zodumo | Female | Social Development | 0730007852 |
| 7 | Mpanza Alson | Male | Senior Citizenship & Disability | 073 7494 351 |
| 8 | Ntombizodwa Biyela | Female | Infection, Prevention, Control | 072 5114 457 |
| 9 | Mhlongo Philisiwe | Female | Ward Secretary and Health | 074 6080 176 |
| 10 | Tembe Dumisani Isaac | Male | Electricity & Road | 072 0457 350 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 8

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|-------------------------------|--------|------------------------------|----------------|
| Clr | T.P Wanda | Female | Chairperson | 0731721369 |
| 1 | Madide Khanyisile C | Female | Religious. | 0769159771 |
| 2 | Msomi Mary Maureen | Female | Women's. | 0839683008 |
| 3 | Shabalala Thembinkosi Justice | Male | Sports and Recreation. | 0833736286 |
| 4 | Mpungose N.A | Male | Peace and Stability | 0834226295 |
| 5 | Gumede V.E.B | Male | Secretary and Infrastructure | 0634101387 |
| 6 | Mthethwa Solomon | Male | Disability | 0782187229 |
| 7 | Mkhwanazi Makhosi | Female | Health | 0639139218 |
| 8 | Mhlongo Lungile | Female | Education | 0728572973 |
| 9 | Mthethwa Vusi | Male | Youth | 0733579809 |
| 10 | Mpanza Winnie | Female | NGO 's and CBO's | 0632969219 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 9

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|----------------------------|--------|---------------------|----------------|
| Clr | E A Palmer | Male | Chairman | 0834096887 |
| 1 | Tholinhlanhla F Mngomezulu | Female | Health | 0826811919 |
| 2 | Jali Mable Khulile | Female | Social Welfare | 0794555219 |
| 3 | Mnguni C.Sfundo | Male | Sports & Recreation | 0738503231 |
| 4 | Sibiya Langelihle Ruth | Male | Agriculture | 0735205744 |
| 5 | Majola Bonginkosi E | Male | Housing | 0735356858 |
| 6 | Sukreben Kevin | Male | Safety & Security | 0726862205 |
| 7 | Cito Pietro Pierre | Male | Secretary | 0722495324 |
| 8 | Fourie Luan | Male | Housing | 0795228043 |
| 9 | Mchunu Seluleko | Male | Transport | 0730983792 |
| 10 | Ntuli Nkululeko | Male | Sports & Recreation | 0783076872 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 10

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|-------------------------------|--------|--|----------------|
| Clr | Qulo T.G | Female | Chairlady | 0829650224 |
| 1 | Shenge Samukelisiwe Gugulethu | Male | Sports& recreation | 0731299419 |
| 2 | Bila Zandile Patricia | Female | Roads& Transport | 0780888430 |
| 3 | Dlamini Mduduzi | Male | Secretary Youth, Education & Profession | 0730873752 |
| 4 | Nsele Nkosinathi | Female | Faith Base Seat | 0836566126 |
| 5 | Ndlovu Ntombikayise | Female | Health, Home Affairs & DSD | 0720705994 |
| 6 | Mbambo Phumzile | Female | Informal Traders | 0844576643 |
| 7 | Mkhwanazi Hlengiwe | Female | Business Sector | 0768222672 |
| 8 | Mkhwanazi Thabisile | Female | Senior Citizen & Security | 0723405047 |
| 9 | Nene Thobekile | Male | Women Seat | 0722460596 |
| 10 | Madida Sfiso | Male | Water & Sanitation | 0822121514 |
| 11 | Mnguni Wonder | Male | CDW | 0837787883 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 11

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|-------------------|--------|------------------------------|----------------|
| Clr | N.T Zibane | Female | Chairman | 0839780478 |
| 1 | Kubheka Patrick | Male | Traditional Affairs | 0734744914 |
| 2 | Zulu Nhlanhla | Male | Roads and Infrastructure | 0721876833 |
| 3 | Mhlongo Mduduzi | Male | Religious | 0791758517 |
| 4 | Mthembu Zwelihle | Male | Youth and Sports | 0738725334 |
| 5 | Mhlongo Sipho | Male | Safety and Security | 0762956333 |
| 6 | Mpanza Khululiwe | Female | Education | 0837726087 |
| 7 | Mangazi Zwethula | Male | Agriculture | 0788492982 |
| 8 | Nxumalo Samukele | Female | Social Development | 0638553992 |
| 9 | Nzuza Khetha | Female | Ward Secretary Health | 0717836502 |
| 10 | Mpunzana Jacob | Male | Water and Sanitation | 0716334533 |
| 11 | Zibani Nonhlanhla | Male | Community Development Worker | 0832011486 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 12

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|-------------------------------|--------|--------------------------|----------------|
| Clr | Cele J.N | Male | Chairman | 0834211478 |
| 1 | Dube Sonnyboy Nana | Male | Water and Sanitation | 0710455182 |
| 2 | Sibiya Siphamandla James | Male | Education | 0786442031 |
| 3 | Sibiya Mbuyiseni Thulani | Male | Ward Secretary Sports | 0764527603 |
| 4 | Mtshali Jabulani | Male | Housing | 0710112845 |
| 5 | Makhase Sipho Bhandu | Male | Infrastructure | 0766476237 |
| 6 | Madonsela Beatrice Phiwokuhle | Female | Welfare | 0827014261 |
| 7 | Dube Zodwa Goodness | Female | | 0838974333 |
| 8 | Gazu Hlobisile Priscilla | Female | Transport | 0725888545 |
| 9 | Shongwe Silindile Happiness | Female | Health and Safety | 0604737127 |
| 10 | Mpanza Thandazile Angelica | Female | Disability | 0635984318 |
| 11 | Zibani Nonhlanhla | Female | CDW | 0832011486 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 13

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|------------------------------|--------|---|--------------------------|
| Clr | Hadebe J.M | Female | Chairman | 0835221062 |
| 1 | Ntuli Martin Thathokwakhe | Male | Electricity | 0738442247 |
| 2 | Mpanza Khulekani | Male | Ward Secretary Youth | 0733988922 |
| 3 | Mdlalose Phumlani | Male | Transport | 0782531666 0717078232 |
| 4 | Hlongwane Mabanga | Male | Water and Sanitation | 0781641158 |
| 5 | Mthethwa Eunice | Female | Health | 0736463337 |
| 6 | Mtshali Mirriam | Female | Women and Disability | 0786956799 |
| 7 | Mbokazi Nkosinathi | Male | Traditional | 0825446433 |
| 8 | Ngcobo Ntombemhlophe | Female | Safety and Security | 0783446527 |
| 9 | Mthiyane Zamani | Male | Deputy Secretary Sports and Recreation | 0731909010 |
| 10 | Gumede Vusimuzi | Male | Youth | 0744655389 |
| 11 | Sbonelo Ndunakazi | Male | CDW | 0832030038 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 14

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|--------------------|---------------|---|-----------------------|
| Clr | S.S Ntuli | Female | Chairman | 0730644263 |
| 1 | Mtshali Sabelo | Male | Sports | 0730416962 |
| 2 | Mthembu Bhakizenzo | Male | Safety& Security | 0726807217 |
| 3 | Gumede Thandiwe | Female | Human Settlement | 0781348358 |
| 4 | Majola Zwelonke | Male | Ward Secretary Arts& Culture, Rural Sanitation | 0784017269 |
| 5 | Mkhize Nonhlanhla | Female | Transport, Health | 0733878676 |
| 6 | Dube Zanele | Female | Social Development & Women empower | 0725295517 |
| 7 | Mchunu Phindeshowe | Male | Waste Management | 0631941839 |
| 8 | Phashe Zanele | Female | Rural Roads | 0785453828 |
| 9 | Nxumalo Thembisile | Female | Economic Development | 0781903498 |
| 10 | Sibiya Siphamandla | Male | Education | 0788861344 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 15

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|---------------------|--------|------------------------------|----------------|
| Clr | SG Zuma | Male | Chairman | 0730974630 |
| 1 | Mazibuko Thembisile | Female | Ward Secretary and Education | 0744940121 |
| 2 | Dube Thobile | Female | Religious | 0825359906 |
| 3 | Mthembu Judas | Male | Safety & Security | 0724558297 |
| 4 | Magagula Phillip | Male | Traditional Affairs | 0722614642 |
| 5 | Kubheka Lindiwe | Female | Disability | 0760246896 |
| 6 | Myeni Sibongakonke | Male | Transport | 0724701758 |
| 7 | Hadebe Boniwe | Female | Youth Development | 0726388228 |
| 8 | Ndlovu Sani | Male | Sports & Recreation | 0720518763 |
| 9 | Mthiyane Nana S | Female | Social Development | 0782511315 |
| 10 | Zulu Goodman K | Male | Business Sector | 0738291462 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 16

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|-------------------------------|--------|--|---------------------------|
| Clr | Phahla | Male | Chairman | 0796050900 |
| 1 | Zulu Sfiso Sibonelo | Male | Sports and Recreation | 0783258563 |
| 2 | Mkhwanazi Nokulunga Bridgett | Female | Education and Youth Development | 0760222772 |
| 3 | Zungu Sibahle Sanelisiwe | Female | Woman elderly and Orphaned | 0765380875 |
| 4 | Wynne Rita Pinky | Female | Ward Secretary Electricity & Roads Infrastructure | 0737270869 |
| 5 | Madonsela Nkosinathi Emmanuel | Male | Human Settlement & Sanitation | 0839456936 |
| 6 | Gumede Nonhlanhla | Female | Environmental Services | 0721742010 |
| 7 | Mncube Vuyisile Cycology | Male | Social Development, Health & Home Affairs | 0814080064- 0737206161 |
| 8 | Cele Philapedia Lungile | Female | Disability & Religious Forum | 0832041512/ 0761491302 |
| 9 | Mncwango Gugu | Female | Water | 0839233321 |
| 10 | Khuzwayo Zamani | Male | Safety & Security | 0732127181 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 17

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|---------------------|--------|---------------------------|--------------------------|
| Clr | Zondi G | Male | Chairman | 0734240193 |
| 1 | Sbonelo Mhlongo | Male | Youth | 0781204857 |
| 2 | Dlamini Phakade | Male | | 0795597430 |
| 3 | Dinga Zikhali | Male | Disability | 0826280666 |
| 4 | Visagie Gerlie | Female | | 0732065234 |
| 5 | Nkosingiphile Ngema | Female | Religious | 0724582875 |
| 6 | Manase Mpanza | Male | Social & Welfare | 0832087891 |
| 7 | Bright Gumede | Male | Transport & Sport | 0829302129 0781297627 |
| 8 | Ntombifuthi Madide | Female | Ward Secretary and Health | 0836616437 |
| 9 | Nombuso Thetiso | Female | Woman & Child | 0768974781 |
| 10 | R.B Yimba | Male | Safety & Security | 0786677240 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 18

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|--------------------------------|--------|---------------------|----------------|
| Clr | Mjadu Khulekani | Male | Chairman | 0820445405 |
| 1 | Ncanana Nontobeko | Female | Business Forum | 0720447166 |
| 2 | Dumisa Siphesihle Hloniphile P | Female | Education | 0799451401 |
| 3 | Mhlongo Nozipho Smangele | Female | Transport | 0731822333 |
| 4 | Ntshangase Makhosi | Female | Agriculture | 0839759154 |
| 5 | Sikhakhane Londiwe Portia | Female | Health | 0818391613 |
| 6 | Sithole Thokozani | Male | Traditional Affairs | 0606365050 |
| 7 | Mnguni Siphiwe | Male | Safe and Security | 0832532348 |
| 8 | Buthelezi Muziwakhe | Male | Human Settlement | 0721163029 |
| 9 | Mkhwanazi Elvis Thabani | Male | Sports | 0747631707 |
| 10 | Mthethwa Sbonelo P | Male | Infrastructure | 0633745843 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 19

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|---------------------------|--------|---------------------------|----------------|
| Clr | Zulu S.M | Male | Chairman | 0787531095 |
| 1 | Phiwa Buthelezi | Male | Secretary and Traditional | 0729527184 |
| 2 | Mtshali Bonisiwe Virginia | Male | Disability | 0732256180 |
| 3 | Jabu P Fihlela | Female | Women & Children | 0630843943 |
| 4 | Ngema Prudence | Female | Education | 0647349176 |
| 5 | Thusi Lwazilwemkosi B | Female | Welfare | 0633601681 |
| 6 | Mthembeni Mpanza | Male | Infrastructure | 0728689360 |
| 7 | Khulekani Mtshali | Male | Peace & Stability | 0785441612 |
| 8 | Smangele Ntenga | Female | Religious | 0731883356 |
| 9 | Thandi C Ntsele | Female | Health | 0733355490 |
| 10 | Mahlangu Thembinkosi P | Male | Sports | 0631739520 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 20

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|---------------------------|--------|---------------------------------|----------------|
| Clr | Khumalo Rhoda | Female | Chairperson | 0715986571 |
| 1 | Mthethwa Sabathile | Female | Disability | 0710080866 |
| 2 | Ngobese Zibuyisile Frieda | Female | Health and Traditional | 0791512595 |
| 3 | Dube Bongwiwe | Female | Women and Children | 0739094515 |
| 4 | Calane Thamsanqa | Male | Education | 0723621889 |
| 5 | Myeni Thembinkosi Sakhile | Male | Infrastructure | 0606414145 |
| 6 | Ndlovu Vela | Male | Senior Citizens and Agriculture | 0790866779 |
| 7 | Zikhali Bonakele | Female | Transport and Ward Secretary | 0736329269 |
| 8 | Mabanga Andries Mdu | Male | Youth / Recr & Safety | 0790454849 |
| 9 | Mbuyisa Walter | Male | Welfare and Media | 0769759050 |
| 10 | Sithole Nelisiwe | Female | Education and Religious | 0824206219 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 21

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|---------------------------|--------|------------------------------|--------------------------|
| Clr | Mthembu S.N | Male | Chairman | 0825830163 |
| 1 | Nkosi Alfred Thengamehlo | Male | Safety & Security | 0710786227 |
| 2 | Mngomezulu Senzo Wiseman | Male | Health | 0814367966 0738448568 |
| 3 | Mchunu Siyabonga | Male | Sports & Recreation | 0608847714 |
| 4 | Dludla Mafika Sibusiso | Male | Agriculture | 0723822743 |
| 5 | Mfusi Zanele Lerato | Female | Ward Secretary and Education | 0710845348 |
| 6 | Mncube Sthembiso | Male | Transport | 0730509189 |
| 7 | Zulu Phumulani Sibusiso | Male | Disability | 0726895514 0818554351 |
| 8 | Xulu Siyabonga Hopewell | Male | Traditional Healers | 0835146866 |
| 9 | Mzila Nomvula Siphumelele | Female | Youth | 0738434927 |
| 10 | Sabelisiwe Phiri | Female | Religious | 0791111151 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 22

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|-------------------------------|--------|----------------------------------|----------------|
| Clr | Ncanana H.N | Male | Chairman | 0823430652 |
| 1 | Khoza Hlengiwe Voice | Female | Traditional Affairs | 0820816219 |
| 2 | Mthembu Rejoice Dududzile | Female | Secretary Roads and Transport | 0738933010 |
| 3 | Mthethwa Peter Michael | Male | Agriculture & Informal Trading | 0797167521 |
| 4 | Mthiyane Nokuthula Ntombenhle | Female | Senior Citizen & Disability | 0712279729 |
| 5 | Mbuyazi Sandile Goodenough | Male | Housing | 0656569376 |
| 6 | Hlubi Sonto | Female | Sport & Recreation | 0725303043 |
| 7 | Sikhakhane Sandile | Male | Youth & Education | 0834864252 |
| 8 | Dube Thokozani Bhongoza | Male | Water & Sanitation | 0739565420 |
| 9 | Mhlongo Sibusiso | Male | Business Sector | 0712114600 |
| 10 | Makhathini Phumlani | Male | Health | 0832438111 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 23

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|------------------------------|--------|-----------------------|----------------|
| Clr | B J de Lange | Male | Chairperson | 0833217844 |
| 1 | Mbuyazi Phakamani | Male | Zidedele Village | 0767915326 |
| 2 | Masondo Kwandile Praisewell | Male | Zidedele Village | 0621880460 |
| 3 | Hlabisa Lindokuhle Siboniso | Male | Central Business Area | 0768203628 |
| 4 | Mdletshe Nompilo Thuli | Female | Youth and Farms | 0734567274 |
| 5 | Mnguni Sindi Sibongile | Female | Heuwelland School | 0722543398 |
| 6 | Msezane Musawenkosi Johannes | Male | eMpangeni Prep School | 0734253821 |
| 7 | Mkhwanazi Senzo | Male | eMpangeni Prep School | 0833779374 |
| 8 | Tlou Sipho Dan | Male | Nyala Park Area | 0728085854 |
| 9 | Zondi Ngcebo | Male | Heuwelland School | 0714853383 |
| 10 | Mngomezulu Mandla | Male | Noordgesig Area | 0835240233 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 24

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|----------------------------|--------|----------------------------------|--------------------------|
| Clr | Dlamini S.G | Male | Chairman | 0718312206 |
| 1 | Msweli Ayanda Zethu | Female | Youth Development | 0787597269 |
| 2 | Mbatha Zithulele James | Male | Peace & Stability | 0834899276 |
| 3 | Nyawo Nkosini | Male | Infrastructure | 0767015273 |
| 4 | Zulu Thokozani Mandlenkosi | Male | Senior Citizens | 0782036580 |
| 5 | Gwala Sikhumbuzo Aubrey | Male | Ward Secretary and Businesses | 0604802093 |
| 6 | Lawana Mxolisi Micheal | Male | Education | 0824132167 0814013361 |
| 7 | Khumalo Vusimuzi | Male | Disability | 0720173310 |
| 8 | Buthelezi Ntombikhona | Female | Agriculture and Forestry | 0734869827 |
| 9 | Zungu Bhekizenzo | Male | Social Development | 0769828696 |
| 10 | Khumalo Dolly Bianca | Female | Health | 0717054760 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 25

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|------------------------|--------|---------------------------------|----------------|
| Clr | Mathe T.B | Male | Chairman | 0838722535 |
| 1 | Zwane David | Male | SPORTS & RECREATION | 0832406909 |
| 2 | Makhathini Thembinkosi | Male | TRADITIONAL & INFRASTRUCTURE | 0833429694 |
| 3 | Ntuli Siphamandla | Male | YOUTH | 0737962447 |
| 4 | Xulu Nonhlanhla | Female | SOCIAL DEVELOPMENT | 0766649931 |
| 5 | Khumalo Siphamandla | Male | RELIGIOUS | 0794288566 |
| 6 | Mbili Sindisiwe | Female | WOMAN & CHILDREN | 0733665439 |
| 7 | Shange Xolani | Male | HEALTH & EDUCATION | 0785573993 |
| 8 | Mkhwanazi Senzo | Male | SAFETY & SECURITY | 0736239923 |
| 9 | Sithole Sibusiso | Male | ROAD & TRANSPORT | 0849491163 |
| 10 | Manqeke Mbongeni | Male | AGRICULTURE | 0794519963 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 26

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|---------------------|--------|-----------------------|--------------------------|
| Clr | L.S Joseph | Male | Chairman | 0823078262 |
| 1 | Stainbank Phillip | Male | Housing & Development | 0790442533 |
| 2 | Mkhwanazi Siyabonga | Male | All | 0725069866 |
| 3 | Nzuza Sibusiso | Male | Sports & Recreation | 0837315430 |
| 4 | Ngcobo Phumelele P | Female | Social Welfare | 0733076561 |
| 5 | Vilakazi Zonke P | Female | Safety & Security | 0737294587 0629837649 |
| 6 | Ntuli Thenjiwe | Female | Water & Sanitation | 0793689886 |
| 7 | Christian Yenkiah | Male | Social Welfare | 0824668567 |
| 8 | Pillay Krish | Male | Water & Sanitation | 0840908433 |
| 9 | Vacant | | | |
| 10 | Ashraff Shaik | Male | Safety & Security | 0626529529 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 27

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|-------------------------------|--------|----------------------|----------------|
| Clr | Mzimela Simphiwe | Male | Chairman | 0721221019 |
| 1 | Dhlokhlo Celumusa Bayede | Male | Sports & Recreation | 0737821537 |
| 2 | Gumede Nomthandazo Promise | Female | Water & Sanitation | 0723539091 |
| 3 | Mthiyane Sithembiso | Male | Home Affairs | 0839822383 |
| 4 | Mtshali Mthobisi Senzosenkosi | Male | Education | 0710825186 |
| 5 | Mofokeng Zandile Kotsho | Female | Transport | 0835714106 |
| 6 | Madela Zinhle Snenhlanhla | Female | Secretary and Health | 0737231524 |
| 7 | Mtshali Thulani Arthur | Male | Safety & Security | 0735143699 |
| 8 | Mhlongo Dumisani Nhlanhla | Male | Agriculture | 0833557622 |
| 9 | Mnyandu Thulani | Male | Social Development | 0658718159 |
| 10 | Mbatha Sakhile Cyril | Male | Infrastructure | 0782423932 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 28

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|-----------------------------|--------|-------------------------------|----------------|
| Clr | P M Ntanzu | Male | Chairperson | 0835243685 |
| 1 | Majola Zanele Zithobile | Female | Health | 0717056398 |
| 2 | Kumalo Muziwakhe Zamokwakhe | Male | Sports | 0828181368 |
| 3 | Zulu Michael Mandla | Male | Education | 0732319953 |
| 4 | Mtembu December Getson | Male | Agriculture | 0822174009 |
| 5 | Mafuleka Dominic David | Male | Coordinator of all portfolios | 0795958979 |
| 6 | Myeni Doreen | Female | Social Development & Housing | 0734683962 |
| 7 | Madida Henry Mandla | Male | Safety Liaison committee | 0603390976 |
| 8 | Zondi Nozipho | Female | Women Development | 0735847296 |
| 9 | Khoza Goodman Sibusiso | Male | Transport | 0829778856 |
| 10 | Zikhali Nhlonipho Nelisa | Male | Youth Development | 0781506504 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 29.

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|------------------------------|--------|------------------------------------|----------------|
| Clr | Prince Mthunzi Mathenjwa | Male | Chairman | 073 264 8101 |
| 1 | Mbokaz I Muzikayise Abednigo | Male | Youth Sports | 0769275628 |
| 2 | Vacant | | | |
| 3 | Mngomezulu Nkosinathi Simiso | Male | Infrastructure | 0733316111 |
| 4 | Dube Zakhona | Female | Health | 0713515949 |
| 5 | Sibiya Sidudla Thandazile | Female | Agriculture | 0796254965 |
| 6 | Zuilu Mandlenkosi Vincent | Male | Safety & Security | 0839859860 |
| 7 | Mkhonza Bonginhlahla | Male | Social Development | 0724479902 |
| 8 | Gumede N Busisiwe | Female | Secretary | 0828430237 |
| 9 | Mhlongo Belina Cingeni | Female | Senior Citizen, Woman and children | 0721436367 |
| 10 | Gumede LS | Male | Transport | 0739563836 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 30

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|--------------------------------|--------|---|----------------|
| Clr | Mpungose M S C | Male | Chairman | 0721152350 |
| 1 | Mkhwanazi Prudence Ntombi | Female | Agriculture | 0710536646 |
| 2 | Gumede Thandeka | | 0716631701 | 0716631701 |
| 3 | Nsele Ntombikayise Thulisiwe | Female | Traditional Affairs | 0712230949 |
| 4 | Ngwenya Simangele Nombuso | Female | Sports & Recreation | 0822144805 |
| 5 | Ndlamlenze Nondumiso Sindisiwe | Female | Ward Secretary and Safety & Security | 0731398316 |
| 6 | Ndlovu Xolani | Male | Rural Development | 0765786758 |
| 7 | Nene Richard Phakamani | Male | Transport | 0731622809 |
| 8 | Mdletshe Sbongile | Female | Health | 0730530264 |
| 9 | Zungu Lindani | Male | Secretary/Housing | 0634997116 |
| 10 | Ngcamu Nonkululeko | Female | | 0760848698 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTERS WARD 31

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|---------------------------------|--------|---|----------------|
| Clr | SF Ntombela | Male | Chairman | 072 524 5575 |
| 1 | Manqele Bongani Nomduya | Male | Safety and Security | 079 039 7432 |
| 2 | Ntshangase Bhekisisa Sbongiseni | Male | Sports, Youth | 072 978 7272 |
| 3 | Ngobese Simangaliso | Male | Water | 060 954 3885 |
| 4 | Dlamini Vumile Maureen | Female | Ward Secretary and Health | 076 425 8819 |
| 5 | Zungu Thandazile | Female | Deputy Secretary Home Affairs | 079 591 7795 |
| 6 | Mthembu Ncamsile Hlengiwe | Female | Electricity | 079 925 0602 |
| 7 | Mdlalose Wonderboy | Male | Agriculture | 072 779 5300 |
| 8 | Mthembu Themba Derrick | Male | Traditional Affairs , Roads & Transport | 079 663 9037 |
| 9 | Manqele Vusumuzi | Male | Education | 073 636 6818 |
| 10 | Magwaza Thembinkosi | Male | Housing | 073 392 5510 |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 32

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|----------------------|--------|--------------------------|----------------|
| Clr | M Ndlovu | Male | Chairman | 0767814751 |
| 1 | Mtshali Sthabiso | Male | Infrastructure | 0711944589 |
| 2 | Mchunu H.B | Male | Safety and Security | 0799482206 |
| 3 | Mthembu Funukwazi | Male | Ward Secretary and Roads | 0734368772 |
| 4 | Xulu Nomfundo | Female | Health | 0832380308 |
| 5 | Nxumalo Mphiliseni | Male | Education | 0712762047 |
| 6 | Cebekhulu P.N.T | Male | Sports and Recreation | 0781303406 |
| 7 | Sthole Bongani | Male | Agriculture | 0736739337 |
| 8 | Ngwane Cebile Marcia | Female | Disability | 0768033594 |
| 9 | Mthembui Siphoh | Male | Traditional Affairs | 0767769164 |
| 10 | Zungu Sinenhlanhla | Female | Youth | 0604787122 |
| | | | | |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 33

| | Name | Gender | Portfolio /Sector | Contact Number |
|------|-----------------------------|--------|-------------------------|--------------------------|
| Cllr | Xulu Z.Z | Male | Chairman | 0722807976 |
| 1 | Makhaza Bheki Sibusiso | Male | Tourism | 0738802302 |
| 2 | Biyela Mhlonipheni Emmanuel | Male | Transport | 0720317891 |
| 3 | Ntombela Zandile Nobuhle | Female | Secretary and Education | 0715292591 |
| 4 | Msimango Goodwill | Male | Education | 0731298273 |
| 5 | Mbuyazi Bonginhlanhla | Male | Traditional | 0712470435 |
| 6 | Biyela Mphiweni Vusi | Male | Sports & Recreation | 0790189990 |
| 7 | Zungu Mbali Nokuthula | Female | Community Services | 0792669561 0717844504 |
| 8 | Ziqubu Norman Thulubheke | Male | Water & Sanitation | 0796808866 |
| 9 | Mtshali Vela | Male | Business Economics | 0767937953 |
| 10 | Zungu Ernest | Male | Religious | 0724556663 |
| | | | | |

CITY OF UMHLATHUZE WARD COMMITTEE MEMBERS ATTENDANCE REGISTER WARD 34

| | Name | Gender | Portfolio /Sector | Contact Number |
|-----|------------------------------|--------|---|----------------|
| Clr | Makhanya | Male | Chairperson | 0833566613 |
| 1 | Nxumalo Lungile | Female | Health | 0725967850 |
| 2 | Mdletshe Lethukuthula | Female | Youth | 0785523055 |
| 3 | Khumalo Phiwayinkosi Mboneni | Male | Sports and Recreation | 0844276163 |
| 4 | Mkhwanazi Simphiwe | Female | Welfare | 0727163572 |
| 5 | Manqeke Mimy Theresa | Female | Housing | 0713753998 |
| 6 | Ebbie Sphiwe Mthembu | Female | Traditional Affairs | 0826226636 |
| 7 | Sphiwe Manqeke | Female | Senior Citizen Disability | 0736374756 |
| 8 | Brenda S Mthembu | Female | Ward Secretary and Safety and Security | 0719258029 |
| 9 | Ramsamy Appah | Male | Agriculture | 0837911687 |
| 10 | Zikhali Angel | Female | Education | 0793470365 |
| | | | | |

| | |
|-------------------------|--|
| APPENDIX G | : AUDIT COMMITTEE REPORT |
| APPENDIX H | : LONG TERM CONTRACTS AND PUBLIC PRIVATE PARTNERSHIP |
| APPENDIX I | : MUNICIPAL ENTITY/SERVICE PROVIDER PERFORMANCE SCHEDULE |
| APPENDIX J | : RECOMMENDATION OF THE MUNICIPAL AUDIT COMMITTEE |
| APPENDIX K (I) | : REVENUE COLLECTION PERFORMANCE BY VOTE |
| APPENDIX K (II) | : REVENUE COLLECTION PERFORMANCE BY SOURCE |
| Appendix K (III) | : ASSESSMENT BY THE MUNICIPALITY'S ACCOUNTING OFFICER OF ANY ARREARS ON MUNICIPAL TAXES AND SERVICE CHARGE |
| APPENDIX L | : CONDITIONAL GRANTS RECEIVED: EXCLUDING MIG |
| APPENDIX M (I) | : CAPITAL EXPENDITURE – NEW ASSETS PROGRAMME |
| APPENDIX M (II) | : CAPITAL EXPENDITURE – UPGRADE/RENEWAL PROGRAMME |
| APPENDIX N | : CAPITAL PROGRAMME BY PROJECT CURRENT YEAR |
| APPENDIX O | : CAPITAL PROGRAMME BY PROJECT FOR ALL WARDS CURRENT YEAR |
| APPENDIX P | : SERVICE CONNECTION BACKLOGS AT SCHOOLS AND CLINICS. |
| None | |
| APPENDIX Q | : SERVICE BACKLOGS EXPERIENCED BY THE COMMUNITY WHERE ANOTHER SPHERE OF GOVERNMENT IS RESPONSIBLE FOR SERVICE PROVISION |
| APPENDIX R | : DECLARATION OF LOANS AND GRANTS MADE BY THE MUNICIPALITY |
| APPENDIX S | : DECLARATION OF RETURNS NOT MADE IN DUE TIME UNDER MFMA S71 |

APPENDIX T : TOP RATED RISKS 2017/2021

| RISK RANK | RISK REF | RISK NAME | RESIDUAL RISK RATING (RRR) | RISK TREATMENT PLANS |
|-----------|----------|--|----------------------------|---|
| COU#01 | CD17 | Climate Change: Inadequate adaptation ability | 25 | FAP1. Review / update Climate Change Strategy/ Low Strategy |
| COU#02 | CD18 | Climate Change: Greenhouse gas contributions | 25 | FAP2. Appoint a Green Team to address climate change Terms of Reference (TOR) for the team FAP3. Develop a climate change action plan FAP4. Monitor and evaluate the climate change plan (annual reporting)- linked to Integrated Development Plan (IDP) FAP5. Affiliation with additional strategic partners |
| COU#03 | EES02 | Decreasing reliance on electricity as a source of energy | 25 | FAP1. Consultant appointed to develop the energy strategy FAP2. Revising of applicable Bylaws |
| COU#04 | EES01 | Inadequate reliability of electricity supply | 25 | FAP1. Reviewing electrical asset management plan. FAP2. Budget for electronic surveillance and security |
| COU#05 | CD02 | Poor standard of living in rural and urban areas for vulnerable groups | 25 | FAP1. Annual review and update of strategic planning a. Spatial Development Framework (SDF) ; b. Human Settlements Framework FAP2. Fund and develop the Rural Framework Plans- 2017-2021 fin year FAP3. Pursue implementation of NUSP proposals- 2017-2021 fin year: Feasibility studies for Nseleni and Umzingwani FAP4. Implementation of Level 2 Accreditation mandate FAP5. Motivate for and Secure funding/resources to implement Settlement Plan |
| COU#0 | CD26 | Unplanned settlements on Council | 25 | FAP1. Annual review and update of strategic planning |

| | | | | |
|--------|-------|--|----|---|
| 6 | | owned land (including environmentally sensitive areas); land invasions of non-Council owned land (including environmentally sensitive areas) | | FAP2. Continuous engagement with ITB and relevant issues in Traditional Areas |
| COU#07 | EES03 | Inability to supply unplanned future demand of electricity | 25 | FAP1. Monitoring of contractor performance |
| COU#08 | EES07 | Settlement under electrical servitude | 25 | FAP1. Moving of the power lines when the budget is FAP2. Designs for new powerlines route will be deve |
| COU#09 | EES08 | Ineffective Fleet Management | 25 | FAP1. Action plan on implementation of Audit finding FAP2. Vehicle tracking system Installation FAP3. Provision of access to all Supervisors to ensure and driver behaviour |
| COU#10 | FS16 | Inadequate mSCOA Business Reform | 25 | FAP1. Support plan in Enterprise Resource Planning (SLA)on GoLive to ensure that MSCOA amendments FAP2. Business Process Re-engineering FAP3. MSCOA Training for Non-financial managers FAP4. Change Management Programme for MSCOA (CS) |
| COU#11 | IS07 | Failure to successfully execute capital projects | 25 | FAP1.Relook at section to Increase capacity in Project be submitted to Council FAP2. Separate planning and execution of projects-1 FAP3. Approval of TOR- Project Steering Committee FAP4. Monthly monitoring of Capex by department |
| COU#12 | IS09 | Coastal Erosion | 25 | FAP1. Extension of Geobag Revetment Wall northwa FAP2. Completion and finalising of Memorandum of |

| | | | | |
|------------|--------------|--|----|---|
| | | | | <p>between COU and Transnet</p> <p>FAP3. Increased and continuous sand pumping from Transnet as per MOU between COU and Transnet</p> <p>FAP4. Further Coastal Erosion Study to be conducted Transnet for increased sand volumes, and construction control measures</p> <p>FAP5. Implementation of beach erosion maintenance</p> |
| COU#1 3 | COUOHS 01 | Non-compliance of municipal facilities with the OHS Act requirements | 25 | <p>FAP1. Updating of all relevant compliance certificates (all Council buildings)</p> <p>FAP2. Emergency Planning and Response 3 year program</p> <p>FAP3. Occupational Hygiene surveys for all Council V</p> <p>FAP4. Update and replenishment of all compliance s</p> |
| COU#1 4 | FS08 | Deterioration of debt collection | 20 | <p>FAP1. Alignment of processes between FS, IS and EE</p> <p>FAP2. Consumer training program in consultation wi</p> |
| COU#1 5 | CD10 | Increased unemployment | 20 | <p>FAP1. Construction of a Business Centre: Esikhaleni</p> <p>FAP2. Establishment of a Construction Incubator</p> <p>FAP3. Review the Skills Audit and Budget for Skills D</p> |
| COU#1 6 | COUOSH 03 | Inadequate or insufficient Engineering and/or Administrative Controls to mitigate any potential hazards in the working environment | 20 | <p>FAP1. AIA study on all machinery and equipment to engineering controls and gap analysis</p> <p>FAP2. From the AIA study, the creation of an action p replacement of all tools, equipment and machinery, the lifts</p> <p>FAP3. Implementation of UMSAP to address the doc</p> |
| COU#1 7 | COUOHS 05 | Failure to identify, assess and manage Occupational Health and Safety risk to acceptable levels | 20 | <p>FAP1. Formulation of OHS Baseline Risk Assessment Deputy Municipal Manager's</p> |

| | | | | |
|------------|--------------|--|----|--|
| COU#1 8 | COMS01 | Inadequate public safety and security | 20 | FAP1. Management of Internal CCTV Programme po FAP2. Implementation of Integrated Public Safety Str FAP3. Approval and implementation of Bylaw on Alc FAP4. Conducting of multi-disciplinary public safety FAP5. Sustaining of the Bicycle project |
| COU#1 9 | COMS09 | Occurrence of disasters | 20 | FAP1. Appointment of consultant to develop a Disas Disaster Management Plan : City Wide FAP2. Documented Community Education and Awar compiled |
| COU#2 0 | FS17 | Reduced financial resources due to the adverse economic climate | 20 | FAP1. Prioritizing expenditure for economic infrastru investment, revenue and job creation FAP2. Finalize projects prioritization model (discuss v FAP3. Advocate for Management Accounting in the |
| COU#2 1 | EES04 | Inadequate Asset Management | 20 | FAP1. Implementation of recommendations from ER FAP2. Revision of maintenance and refurbishment pl FAP3. Top 5 assets per section in terms of risk (water facilities) FAP4. Report top 5 per quarter FAP5. Asset Management System implementation |
| COU#2 2 | EES06 | Failure of and shortened economic lifespan of infrastructure and facilities | 20 | FAP1. Asset Management System Project Phase 1 im FAP2. Decentralizing of budgeting to departments fo |
| COU#2 3 | FS13 | Compromised service delivery/ Non-adherence to legislative requirements | 20 | FAP1. Capitation of SCMU with allocated budget for FAP2. Implement audit action plan FAP3. Develop procedures and process plans for new |
| COU#2 4 | COUOHS 02 | Unsafe conditions as a result of inadequate or poorly maintained | 20 | FAP1. Re-launching of the importance of on-the-job FAP2. Creation of a central database for all plant, too |

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| | | tools, equipment and machinery | | require specialized training to prioritize all compliance budget FAP3. The implementation of UMSAP will assist with maintenance FAP4. Improvement of access control including installing workplaces FAP5. Implementation of Planned Task Observations tasks involving tools, equipment and machinery) |
| COU#2 5 | COUOHS 04 | Inadequate provision and management of Personal Protective Equipment | 20 | FAP1. Verification of central PPE needs register FAP2. Input of verified needs into new PPE Tender FAP3. Centralization of PPE Budget to OHS Unit |
| COU#2 6 | COUOHS 07 | Failure to ensure adherence to controls / mitigations related to OHS, as documented in the OHS Risk Assessment (cross ref to COUOHS09) | 20 | FAP1. Regular reporting to Top Management Structure ensure consequence management and enforcement compliance |
| COU#2 7 | COUOHS 09 | Failure of management to enforcement consequences for non-adherence to OHS requirements as contained in the Act and Regulations (cross ref to COUOHS07) | 20 | FAP1. Regular reporting to Top Management Structure ensure consequence management and enforcement compliance |
| COU#2 8 | COUOHS 11 | Inadequate contractor management | 20 | FAP1. Further engagements with departments on iss |
| COU#2 9 | CD01 | Inadequate or insufficient or irrelevant public transport facilities | 16 | FAP1. Rank Management Strategy FAP2. Adoption of the Public Transport Bylaw FAP3. Adoption of Comprehensive Integrated Transp |
| COU#3 | COMS08 | Inadequate Heritage, Arts and Culture | 16 | FAP1. Incremental Implementation of Integrated Her |

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| 0 | | Programmes | | Programmes FAP2. Alignment of funding to Grants in Aid Policy (a Committee) |
| COU#3 1 | CS07 | Inability of ICT system to support effective decision making in the organisation | 16 | FAP1. Implementation of ERP System FAP2. Testing of Disaster Recovery Plan (DRP) |
| COU#3 2 | IS01 | Unreliable supply of water | 16 | FAP1. PPP Projects (desalination; waste water re-use) FAP2. Tugela transfer scheme upgrade (various stakeholders project, run by DWS) FAP3. Stormwater Drainage Master Plan (harvesting water sources) FAP4. Bulk Water Master Plan- tender to revise FAP5. Pipe replacement program to address water loss FAP6. Meeting with Councillors on Drought issues FAP7. Meeting with industries FAP8. Investigation on increasing Lake Cubhu storage water from there- SP to be appointed to conduct feasibility wall FAP10. Bulk pipeline from Nsezi to eSikhaleni Reservoir to DOWA |
| COU#3 3 | IS08 | Continued or increasing losses resulting from water services provision (current: 24%, target: 22%; int std: 15%; nat std: 20%) | 16 | FAP1. Water- Audits on industrial, commercial, municipal installations FAP2. Revision of Water Services Bylaw to impose strict related transgressions FAP3. Installation of water reticulation in rural areas- Wards 10, 11 and 34) |

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| COU#3 4 | COU ICT1 3 | Failure of ERP and Assetman System Go Live | 16 | FAP1. No additional large system implementations or Management competing for same resources. FAP2. Continuous monitoring of the project implementation management. |
| COU#3 5 | COU ICT1 6 | Inadequate Human Capital Capacitation in the ICT Section | 16 | FAP1. Approval and funding for the revised ICT structure FAP2. Annual budget submission |
| COU#3 6 | CS08 | Lack of co-ordination, centralization and standardization of records management across the organization | 15 | FAP1. Relocation of Registry to a suitable and complete clinic relocation) FAP2. Approval of electronic records management system implementation FAP4. Correction of fire equipment in Registry |
| COU#3 7 | CS09 | Outdated Policies that do not talk to the latest legislative provisions which may lead to dissatisfaction from employees and the community | 15 | FAP1. Report on updating of policies- quarterly |
| COU#3 8 | COMS02 | Inadequate fire prevention in the City | 15 | FAP1. Incremental filling of approved structure FAP2. Continued inspection of high risk business FAP3. Continued response to fire incidents FAP4. Continued replacement of fire equipment as a FAP5. Specific community awareness on the safety of sources, ie gas |
| COU#3 9 | FR02 | Abuse of overtime or working hours by municipal officials | 16 | FAP1. Biometric system to be installed and workshop |
| COU#4 0 | FR03 | Abuse of working hours by municipal officials by not being present during working hours or performing work for | 16 | FAP1. Biometric system to be installed at the Municipality municipal officials FAP2. Installation of CCTV cameras |

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| | | personal interests | | |
| COU#4 1 | FR11 | Leaking of confidential information | 16 | FAP1. Review of Minimum Information Security Stan Council processes and assessment of compliance the |

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CHAPTER 4: FINANCIAL PERFORMANCE

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