



Chapter Two

Highlights and Challenges

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Highlights and Challenges

This chapter deals with services provided by the Municipality and reports on progress made. A narrative report together with a detailed table on the Key Performance Indicators and progress in achieving those is also included.



South Coast bulk pipeline

Water and Sanitation Performance Highlights

- Adoption by Council of business plans for accelerated backlog alleviation programmes;
- Over 60km of pipeline extensions for rural water supply undertaken through voluntary labour by communities under the Masakhane programme;
- 100% expenditure of MIG allocation for eradication of water and sanitation backlogs;
- 95% water quality compliance;
- 96% debt collection ratio achieved;
- Refurbishment of old urban sanitation infrastructure, utilising a R50 million DBSA loan;
- Commencement of the South Coast bulk pipeline project to the amount of R160 million. The pipeline runs from Inanda Dam to Scottburgh;
- Improvement of water quality in Harding; and
- 5 497 VIP toilets completed for rural sanitation.



Water projects



Level and standard of service

The District continued to provide service in terms of the basic requirements as stipulated by the Department of Water Affairs and Forestry.

The water quality is monitored on a regular basis and results are submitted to Council and DWAF. The water quality achieved was above 95% for all the treatment plants.

To meet future water demand, business plans for augmentation of infrastructure for the Bhoibhoyi water scheme have been approved by Council and submitted

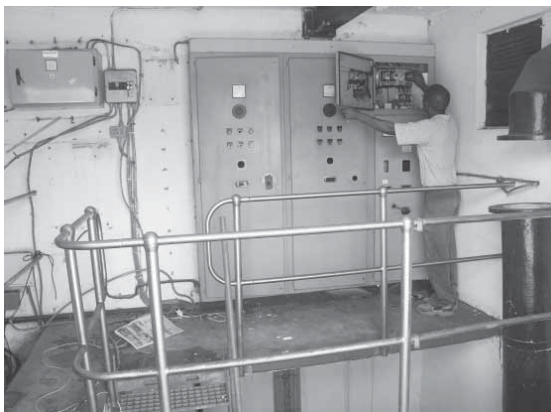
to possible funders. Umgeni Water has appointed Ugu as the implementing agent for the Mhlabatshane Dam in Umzumbi.

A new leakage management division has been established within the Water Services Department for effective implementation of water conservation programmes and revenue enhancement.

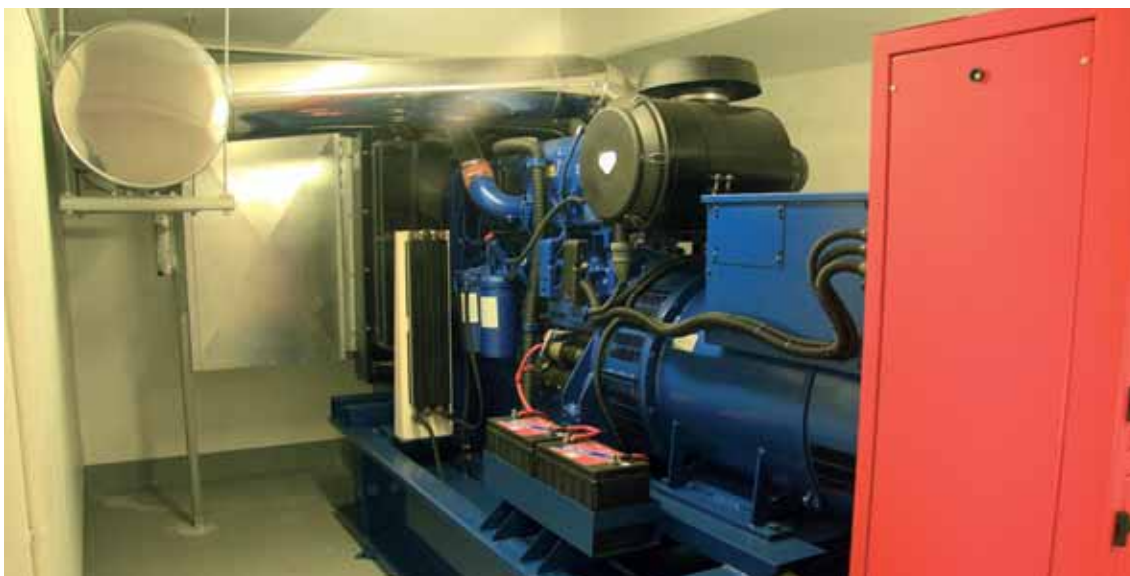
The refurbishment of sewage pumpstations and sewage treatment plants is ongoing and has resulted in improvement of the environment around the coast. As part of the sanitation master plan, business plans for waterborne projects were approved for implementation in selected areas.

In terms of provision for basic sanitation the rural areas still require approximately 77 000 VIP toilets. A total of 5 497 VIP toilets were provided in terms of MIG allocation for the year.

Water demand management continued to receive priority so as to reduce the losses to acceptable limits. The water loss figures are shown in the table over the page.



The Old Margate Pumpstation



Margate Pump Station



Table 2.1 Calculation Sheet for Water Audit: 2004/2005 to 2006/2007

Quarter	Water Production		Water Sales		% UAW
2004/2005	21 950 679	2 201 516	12 015 355	14 216 871	35.2
Jul-Sept 05	5 839 505	576 585	3 040 916	3 617 501	38.1
Oct-Dec 05	5 734 432	676 906	3 006 116	3 683 022	35.8
Jan-Mar 06	5 468 564	572 834	3 122 634	3 695 468	32.4
Apr-Jun 06	5 331 666	746 376	301 069	3 757 073	29.5
2005/2006	22 374 167	2 572 701	12 180 363	14 753 064	34.1
Jul-Sept 06	5 951 173	613 810	3 426 967	4 040 777	32.1
Oct-Dec 06	6 110 318	1 031 124	3 042 189	4 073 313	33.3
Jan-Mar 07	5 951 173	819 747	3 468 499	4 288 246	27.9
Apr-Jun 07	4 221	821 560	3 312 551	4 134 111	31.1
2006/2007	24 016 885	3 286 241	13 250 206	16 536 447	31.1



Water works

Key Challenges

- Backlog reduction to increase access to basic water and sanitation;
- Refurbishment of existing urban sewage infrastructure;
- Expansion of bulk water supply and waterborne sewage systems;
- Upgrade of existing peri-urban water supply schemes;

- Upgrade of low cost housing sanitation systems; and
- Drought mitigation in selected areas.

Constraints

In order to address the challenges and demands placed upon the Municipality, the following constraints need to be overcome:

- Access to additional capital funding for backlog alleviation;
- Access to softer loans for urban sanitation programmes;
- Access to additional grant funding for urban low cost housing sanitation; and
- Drought relief support for selected areas.

Strategies Developed

- Developed funding model and business plans for leveraging MIG funds using private sector funding;
- Created a basket of projects within the MIG programme for flexibility in implementation;
- Prepared business plans for water and sanitation augmentation projects;
- Establishment of MoU with Umgeni Water in implementing strategic projects;
- Targeting Quick Win Areas with smaller backlogs (2%-4%) can be completed quickly instead of the incremental approach; and
- Regional planning and implementation of water projects.



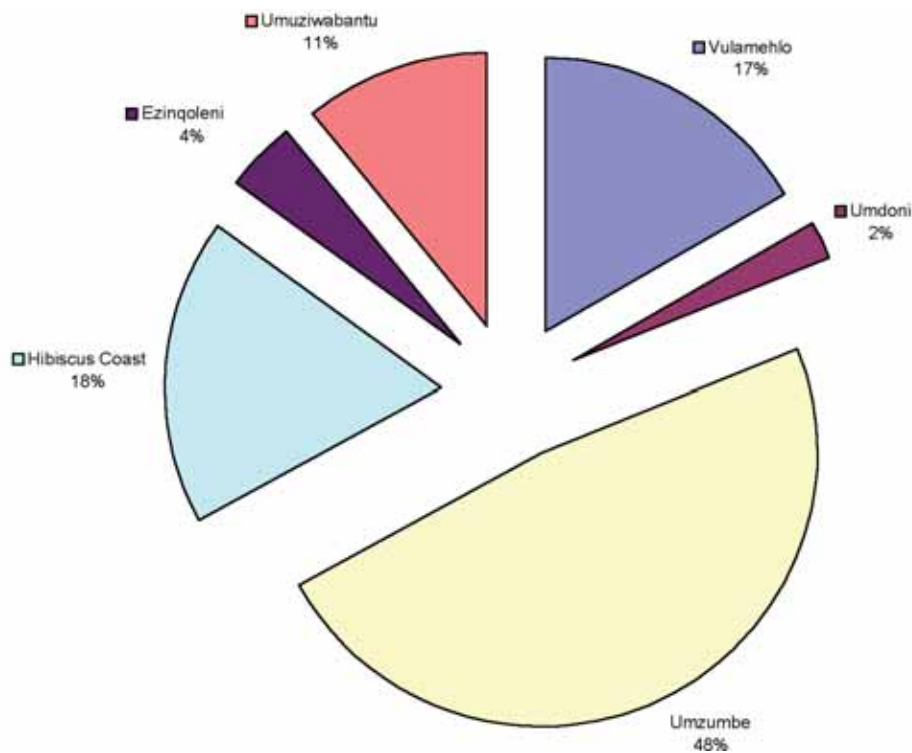
Progress in eliminating backlogs

Table 2.2 Latest backlog statistics for UGU

Municipality	Backlog (population)	% Backlog per municipality (backlog study stats)	Estimated cost R
Vulamehlo	59 797	17	146 919 000
Umdoni	7 158	2	23 216 000
Umzumbe	171 940	48	222 570 000
Hibiscus Coast	64 636	18	73 055 000
Eziqoleni	14 782	4	42 000 000
Umuziwabantu	39 030	11	113 867 000
Total	357 343		621 627 000

The water backlog for Ugu District Municipality is estimated at 40% as at end June 2007.

Water backlog per municipality (backlog study statistics)





Sanitation Backlogs

Table 2.3 Sanitation backlogs in the 2006/2007 Financial Year

Municipality	Backlog (population)	% Backlog per municipality (backlog study stats)	Estimated cost R
Vulamehlo	59 797	17	146 919 000
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Umuziwabantu	39 030	11	113 867 000
Total	357 343		621 627 000

A total of 5 497 VIP toilets were constructed in 2006/2007 leaving a backlog of 77 373 toilets. The backlog of the previous year was 81 870 toilets.



VIP Toilets Project



Local Economic Development

Performance Highlights

Local Economic Development Strategy

Ugu District Municipality has developed the Local Economic Development (LED) strategy, which focuses on sector plans that are aligned with the National Spatial Development Perspective (NSDP), Accelerated Shared Growth Initiative of South Africa (ASGISA), Provincial Growth Development Strategy (PGDS) and Provincial Economic Spatial Development Strategy (PESDS). The strategy has influenced the new approach and thinking in the District of playing our key role as a facilitator, stimulator, partner, regulator, investor, enabler and promoter of economic development. The sector plans that have been developed as part of the Local Economic Development Plan are:

- Agriculture Development Plan
- Manufacturing Development Sector Plan
- Tourism Development Plan
- Poverty Reduction Plan
- Trade and Commerce Plan
- ICT Sector Plan
- Investment Facilitation Plan

These plans have been used in making investment decisions by the District in growing the economy. Ugu District Municipality can confirm that the LED strategy is a credible and realistic strategy to address the issues of economic development within the district.

Trade and Investment Show





Women in Business Launch

Land Banking for Economic Development and Growth Programme

This strategy has been developed with a view to acquiring strategic land parcels and making them available for high impact economic projects. The district has managed to obtain two such strategic properties thus far, one from

the private sector and the other from the public sector, which pertained to the purchase of land from the National Department of Public Works for the development of a small craft harbour. These are outlined below together with estimated costs:

- Ugu Sports & Leisure Centre - R317 million
- Hibberdene Harbour - R2.1 billion



Soccerex



Cooperatives Programme

Ugu has formulated a development programme aimed at reviving and supporting cooperatives, stokvels and burial schemes in our region. The main purpose of the programme is to address among other things, the following issues:

- Lack of working facilities;
- Lack of markets for the products;
- Lack of business management skills;
- Lack of institutional support by the municipalities;
- Lack of good understanding of cooperatives by the members, municipality officials and support institutions (SEDA, FET, etc); and
- Uncoordinated, and underutilised marketing opportunities.

Ugu District Municipality had set the tone for municipalities in respect of the support that had been afforded to cooperatives and stokvels in order to strengthen local economic development programmes.



Cooperatives programme

Challenges

Table 2.1 Challenges and planned remedial action

Existing Situation	Potential Future State	Core Thrusts for LED in Ugu
Weaknesses		<ul style="list-style-type: none"> • Add value to agriculture • Transport and logistics infrastructure and services • ICT infrastructure and skills • Hinterland development (social, economic and infrastructure) • Tourist sector development • Manufacturing, trade and commerce growth, and development • Attract, retain and expand investment • Strong institutional implementation mechanism • Poverty eradication
Shortage of middle level skills	Training and development of middle level skills to bridge gap between highly skilled professionals and unskilled labour	
Large scale poverty	Effective implementation of National and Provincial poverty eradication programmes (ISRDP, DSD, etc.)	
Poor infrastructure in underdeveloped hinterland areas	Economic infrastructure developed in key rural nodes and corridors	
Limited railways	Public-private partnership with Transnet to boost transport links with eThekweni	
Threats		
Unresolved land issues delay agricultural investments	Significant investments to boost agricultural production	
Neglect of manufacturing sector development	Refocused to stop manufacturing decline	
Climate change	Plans developed and implemented to reduce impact of climate change on Ugu economy, e.g. protecting agricultural land and beaches	
Delays in N2 development	N2 Toll Road development creates multiple opportunities and risks to Umuziwabantu and Eziqoleni	
Electricity shortages	Improved efficiency and distribution in Ugu	
Decline in historical agricultural markets	Explore niche products and markets and more value-adding agro-processing	
Increase in transport costs	Multiple transport options for industry	



Mayoral Programmes

The Municipality has continued to place on its agenda the need to forge strong partnerships with civil society in general. Various projects were undertaken during the year under review and the following are some of the examples of successful projects:

Harding Clean-up Operation

This was a project that saw hundreds of ordinary people from Harding take to the streets to really get their hands dirty and make sure that their area and environment is clean. The town has been the subject of immense media coverage following its dilapidated state, years of neglect and allegations of mismanagement. The success of this campaign was so powerful that new projects were committed as part of the broad Harding Town Revitalisation Project.

Projects Masakhane – bringing water closer to communities

This was a pilot project launched in the second half of the year under review and was about the extension of water pipelines to rural communities. This programme saw



Harding Clean-up Campaign

communities dig trenches without the expectation of payment. Over a period of three months, 44.4 kilometres of water pipes have been laid, improving access to water and helping the Municipality to meet national targets. This is a good example of a powerful and successful partnership.

S'bongunowa Orphans Programme

Recognising the need to respond to the growing challenge of orphans in the community of KwaMgwayi, an NGO operating in the area, S'bongunowa, initiated a project to identify and assist orphans in areas of education and general well-being.

Working with the Municipality, an initial group of 50 orphans were assisted with school uniforms and books, allowing them to go to school and making them feel that they are part of the society. An additional 100 have been identified and will benefit in the new financial year.

HIV/AIDS and vulnerable groups

The District Municipality has continued to strive for excellence, not only for core business issues, but in mainstreaming programmes for vulnerable groups. The focus programmes in the year under review were:

- HIV and AIDS
- Rights of the child
- Programme for people with disabilities
- Women
- Youth
- Senior Citizens
- Farm Workers

Some remarkable highlights from the programmes include the following:



Women's Programme

- Allocated budget for 2006/2007: R500 000.
- Ongoing capacity building programmes linked to the Local Economic Development programmes.

Youth Programme

- Dedicated manager and office in place.
- Allocated budget 2006/2007: R500 000 for a functional youth unit in place.
- Local municipalities supported.
- Units launched at Umdoni, Vulamehlo, Umzumbe, Hibiscus Coast and Umuziwabantu.

People with Disabilities

- District Forum in place.
- Dedicated budget 2006/2007: R645 000.
- Two local municipal forums in place.
- Disability and local municipality forum meetings convened.

- 108 people with disabilities trained in trauma management, HIV and AIDS.
- 20 trained in computer and business management.
- 15 trained in cane furniture and skills development.
- 12 trained in carpentry skills.
- Disability organisations supported.
- Integrated planning with other government departments; focal persons represented in the district forum.

Programme on the Rights of the Child

- ORC focal persons identified in all government departments and local municipalities.
- Local programme of action in progress.
- Events targeting children commemorated as per calendar of events, in collaboration with other government departments e.g. Child Protection Week.



Mayor's Children Project



Corporate Strategy and Shared Services

In November 2006 at the Governance Indaba in Alpine Heath, Ugu District Municipality and its family of municipalities made a resolution to share a number of services in 2006/2007 and 2007/2008 financial years. The purpose was to create a shared service centre at Ugu District level and utilise the district resources to support the centre. It is envisaged that these shared services will not be limited to those services driven by the District Municipality, however they also include those services that are shared by some of the municipalities. It was agreed at the Governance Indaba to share the following services in 2006/2007 and 2007/2008 financial years:

- Internal Audit;
- Enterprise Resource Planning (ERP);
- Development Planning;
- Project Management Unit;
- HR training and EAP;
- One stop customer care centre;
- Emergency services;
- Waste management;
- Environmental management; and
- Legal services.

Shared Services

Ugu District Municipality signed service level agreements with two local municipalities, namely Umzumbe and Umuziwabantu Local Municipalities. Ugu District Municipality is implementing various projects on behalf of the mentioned municipalities, such as: water, sanitation, roads and community halls. These two municipalities requested Ugu PMU assist them with the implementation of their projects, as they lack experience and capacity. Whilst assisting them, the PMU section also endeavours to ensure that skills are transferred to their technical staff members.

Internal Audit

The Internal Audit Unit, headed by Manager: Internal Audit, is situated in the Office of the Municipal Manager.

The role of the Internal Audit Unit is to assist the Municipal Manager and the General Managers to meet their objectives and to discharge their responsibilities by providing an independent and objective assurance and consulting service designed to add value and improve the organisation's operations. It helps the organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes. The assurance services includes financial, performance, compliance, systems security and due diligence engagements. The consulting services includes counsel and advisory services. In these matters internal audit does not assume management responsibility.

The Internal Audit Unit is a shared services function providing assistance to the following local municipalities:

- Hibiscus Coast Municipality;
- Umdoni Municipality;
- Vulamehlo Municipality;
- Umzumbe Municipality;
- Eziqoleni Municipality; and
- Umuziwabantu Municipality.

The Internal Audit Unit, which maintains a complement of professional audit staff via the assistance of its co-sourced partner, Ernst & Young, develops, executes and manages an approved risk-based annual plan. The nature, role, responsibility, status and authority of Internal Audit are clearly defined in an approved Internal Audit charter. This charter assists the unit in discharging its responsibility in terms of section 165(2) of the MFMA.



Project Management Unit

Ugu Project Management Unit (PMU)

PMU was formed in the 2004/2005 financial year after Community Based Public Works Programme (CBPWP) and Consolidated Municipal Infrastructure Programme (CMIP) were completed. Both the Public Works and CMIP projects were implemented with great success. The National government announced that all the funds from different programmes will be combined to form the Municipal Infrastructure Grant (MIG). This means that all the municipalities must have a PMU section to implement projects funded by various institutions. The PMU section was formed by combining the employees working on CMIP and Public Work Projects. The PMU section was also tasked to be the Project Implementation Agent for Ugu projects as the PMU section has the capacity and experience to implement projects, both from a technical and a financial perspective.

Responsibilities and functions

Since the PMU section was formed the focus has mainly been on the implementation of water and sanitation projects. Other projects within Ugu District Municipality e.g. Sports and Recreation projects and LED projects were also implemented with great success.

The responsibility of the PMU section is to implement the projects in the following stages:

- Project awareness by the community, working through the ward councillor;
- Project description with the ward committee members and Inkosi of the area;
- Verifying budgets and payments for projects as well as project tracking;
- Preparation for projects, sod turning by the Mayor, MEC or the President, as well as project 'hand-overs' to the community;
- Verifying and implementing, quality control and time frames on the consultants and the contractors;
- Attending meetings with the ward committees and Councillors; and

- All the social disputes from the community or Inkosi area are also attended to by the PMU with the assistance of the social consultants.

Achievements

Since 2004 PMU has successfully implemented sanitation and water projects amounting to R 298 million.

Household sanitation

The PMU section has developed its own design for precast VIP C section toilets. Since there is a national backlog on the provision of sanitation services, the newly designed toilets were extensively used as they are easy to construct, easy to use and extremely durable.

The PMU section has built 25 481 household toilets between 2004 and 2007. This resulted in Ugu District Municipality being recognised by both the Provincial and National government. It also contributed to Ugu District Municipality receiving both Provincial and National Vuna awards and also received an award from the South African Institute of Civil Engineering for the best sanitation programme.



VIP toilets for the physically challenged



ERP (MBS Axapta)

In line with the mission of the Ugu District Municipality to enhance performance and work ethic to reach world-class standards, the District Municipality is implementing an Enterprise Resource Planning System, MBS Axapta.

The following are the reasons for the implementation of MBS Axapta:

- Newly promulgated legislation and finance reform has necessitated changes in the business imperatives of the Ugu District Municipality.
- To provide Ugu with accurate, timeous and relevant information necessary to enforce internal controls in line with corporate governance requirements.
- To integrate Ugu's database with a cost efficient operating environment.
- To replace multiple outdated legacy systems, bring in new systems and thus align internal processes to effectively deliver to Ugu a single consolidated view of all processes and data across the entire organisation.
- To replace Ugu's existing systems with a single and flexible solution enabling a responsive interface with Ugu's complex and broad customer base and other stakeholders.
- To provide adequate capabilities for the purposes of streamlining the back-office business processes

such as Finance, Human Resources and Project Management.

- As part of finance reform, to train staff to use new technology more effectively and to improve the quality of work life.
- To provide employees, in general, with a central source of information to assist with decision making.

The system consists of the following modules:

- Finance (General Ledger, Banking, Fixed Assets, Debtors & Creditors, Budgeting);
- Trade (Stock Management & Basic Warehousing and Procurement);
- CRM (Sales management and basic help desk facility);
- Xellent Billing (Multi-utility billing and Receipting, handheld meter reading and receipting device interfaces);
- Atlas XL (Microsoft Excel Reporting Integration to MBS Axapta);
- Projects (Projects and Timesheets); and
- Facility and fleet management and maintenance (2nd Phase Project).

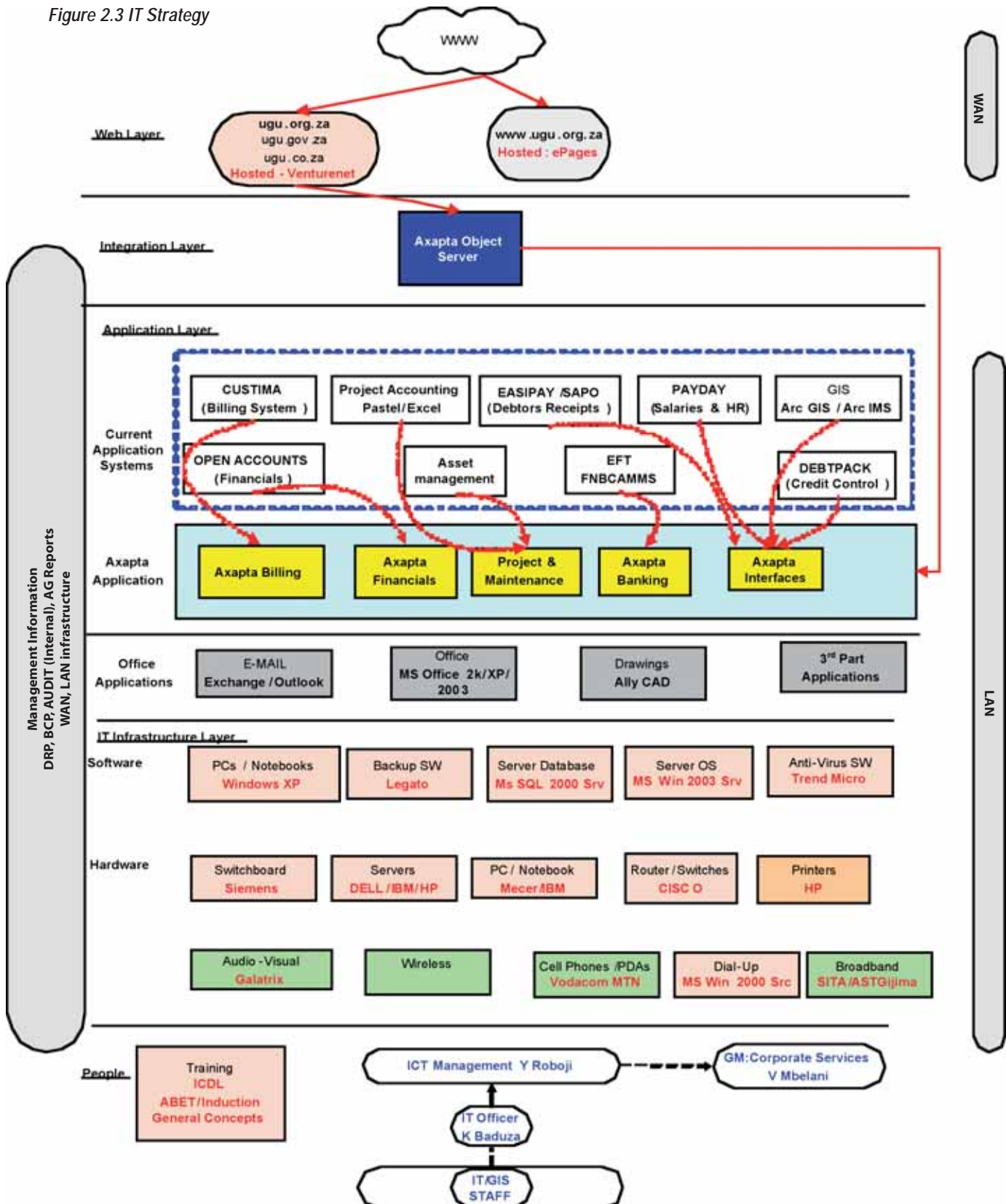
The implemented solution will integrate seamlessly with Microsoft Office software and the applications enumerated in table 2.2.

Table 2.2 Applications to be integrated with MBS Axapta

	Description	Purpose
1	Pragma Onkey Asset Management System	Fleet Management IT Assets
2	GIS ArcView	Geographical Information System
3	Radix Hand Held Devices	Meter Reading Software
4	Payday Salaries and HR	Salaries and HR Modules
5	DIMS (District Information Management System)	National Government Project Reporting
6	National Treasury Reporting Spreadsheets	National Treasury Financial Monitoring



Figure 2.3 IT Strategy





Batho Pele

Batho Pele is understood by us to be an initiative that aims to get our municipal employees to be service orientated, to strive for excellence in service delivery and to commit to continuous service delivery improvement. It commits Ugu Municipality to be held accountable to communities for the level of services delivered. Therefore communities have to be put in centre in delivering services.

A Batho Pele Change Management Engagement Programme (BPCMEP) was only conducted on the 13th-15 March 2007 for Ugu and other municipalities. Within four months, we were able to develop the Batho Pele Policy Framework and Implementation Strategy that was adopted by Council. A Service Delivery Improvement Plan informed by this policy framework was then developed and also approved by Top management. The following has been achieved to create a conducive environment for the implementation of Batho Pele:

- Batho Pele Policy Framework;
- Implementation Strategy;
- Training of 19% of all Ugu District Municipality including all managers;
- Training of all frontline staff using customer care programme;
- Inclusion of Batho Pele in the strategic documents of the Municipality such as the IDP and Performance Agreements of Section 57 employees.

The Ugu Municipality has been applauded by DPSA and DLGTA as the only District Municipality in KwaZulu-Natal and South Africa that has taken the Batho Pele Change Management Engagement Programme seriously and begun to cascade it to its employees.

However, challenges are that though Ugu District Municipality is doing so well in implementing Batho Pele, internalisation of People First has not yet fully taken place. This has been demonstrated by the customer satisfaction surveys that were conducted in September 2007. This survey showed that Ugu District Municipality has not yet published its service standards.

In order to ensure the delivery of key services in the SDIP by top managers, a register of services was developed and approved by top management. The register of services is a tool that measures services rendered to customers at various places about different issues and staff. After rendering the service a top manager records service in accordance with the elements in the register.

Customer Care Survey

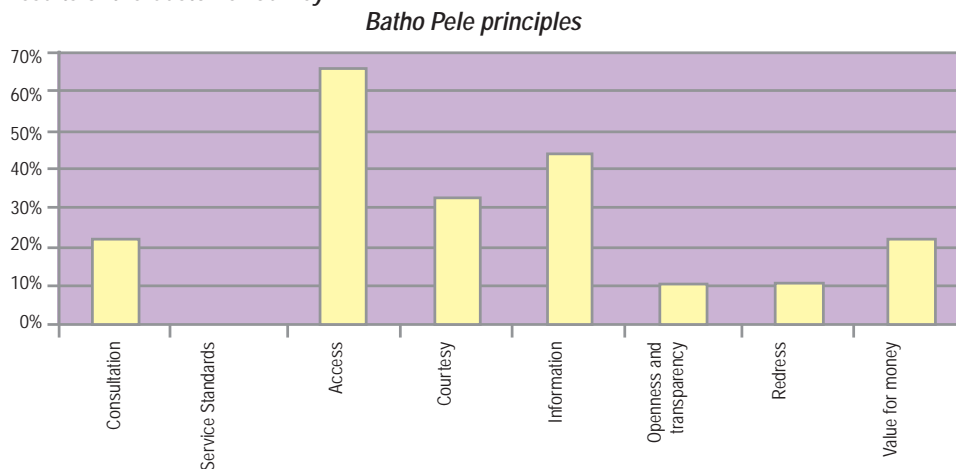
Batho Pele is being cascaded to all departments in the Ugu District Municipality. We began with departments and sections that are at the coalface of service delivery such as frontline staff and call centre. During Batho Pele workshops, especially supervisors' Batho Pele workshops, we observed that the Municipality is not doing well in the Batho Pele Principles. This has necessitated the development of a customer care programme that should be informed by the needs of our customers, hence a preliminary survey was conducted.

Purpose and method

Consumers who have recently visited the municipal offices, seen and talked to the frontline staff telephonically, in writing or in person were purposefully sampled. Correspondence registers held by Municipal Credit Controllers, Enquiry Clerks, Call Centre staff, Cashiers and Junior Administration Clerks based in the rural Satellite Offices were also used to answer questionnaires that were based on eight Batho Pele Principles.



Table 2.4 Results of the Customer Survey



Consultation 22%, Service standards 0%, Access 66%, Courtesy 33%, Information 44%, Openness and Transparency 11%, Redress 22%, Value for money 22%

The respondents' comments will be used in developing a customer care programme for all our frontline staff.

BPCMEP has initiated the process of communication between extended top management and employees around the issues of change, service delivery and internal customer care. The consequence of this is that Extended Top Management has resolved to:

- Revisit communication between departments and Management levels and employees;
- Reconsider systems and processes of introducing change in the organisation;
- Improve signage leading to the Municipality and wearing of name tags by all employees;
- Revisit complaints handling procedures;
- Conduct a special workshop with bias to customer care to enable those in the centre to deal appropriately with irate customers;
- Conduct a customer satisfaction survey to inform the packaging of the workshop material for customer care training; and
- Customise the Belief Set and design the service standards and turnaround times for everyone to adhere to.

There are numerous issues which are being raised at the training workshops which are going to transform the Ugu District Municipality. The extended top management highly appreciates what Batho Pele workshops raise for their consideration at their monthly meetings.

The little success the municipality is achieving so far can be attributed firstly to the dedicated top management backed by a very strong and vigilant Executive Committee, but also DPSA's consistent support whenever Ugu District Municipality requires information, and their keen interest in what is done and achieved in respect of Batho Pele on a monthly basis.

District Information Management Systems (DIMS)

District Information Management System (DIMS) is an ISRD National Pilot Project aimed at promoting the management of information in District Municipalities while at the same time rationalising the reporting information to the major funders and also to monitor the implementation of the IDPs and community projects. The project is funded by Development



Bank of South Africa (DBSA).

Full implementation of DIMS will assist the management to:

- Report to multiple funders, government departments and other agencies;
- Reduce the overwhelming reporting requirements that consume valuable resources away from service delivery;
- Rationalise existing databases which are isolated and have resulted in fragmented information management; and
- Implement IDPs with a spatially referenced and integrated information management system.

The responsibilities of Ugu District Municipality in ensuring successful implementation of DIMS are as follows:

- Ugu management is supporting the implementation of DIMS;
- Ugu IT/GIS has ensured adequate infrastructure for the operation of the system; and
- The DIMS server is hosted in a secure environment.

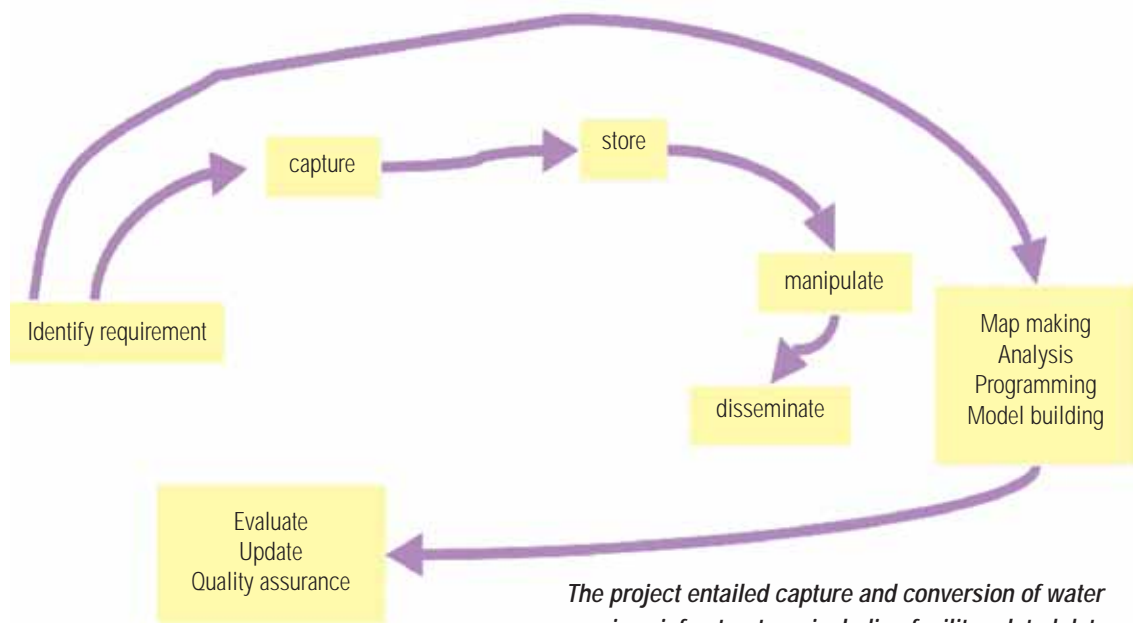
Geographic Information Systems

Umzumbe Infrastructure Data Capturing Project

Ugu District Municipality embarked on an infrastructure data capturing project at Umzumbe to facilitate placing of socio-economic and developmental information in a spatial context, thereby assisting in prioritisation of developmental programmes.

Umzumbe Municipality was utilised as a pilot site and the plan is to roll-out the project to other local municipalities within the District. Implementation in the 2007/2008 will take place at Vulamehlo Municipality. The Umzumbe project was aligned with the TECL (Towards the Elimination of the worst forms of Child Labour) Water Programme at Umzumbe Municipality. This is a water prioritisation model aimed at achieving DWAF's target of ensuring that all people in South Africa will have basic water services within 200m of their household by 2008. However Ugu has set a standard of 500m which is quite reasonable. Below is a sketch depicting the project stages.

Sketch 2.5 Project stages



The project entailed capture and conversion of water services infrastructure, including facility related data and project related data.



Table 2.6 Facilities captured in Umzumbe

No. of facilities captured: weeks 1-7	
Capture data	Total no. of features captured per type
Administration centre	12
Billboard	36
Borehole	35
Business	67
Community hall	5
Creche	22
Water devices	317
Education facility	32
Health facility	9
Low level bridge	20
Non-permanent pension paypoint	3
Place of worship	58
Postal services	22
Projects	19
Pump	14
Pump station	7
Reticulation	183
Sports and recreation	20
Spring	140
Stand pipe	302
Surface water abstraction	20
Water storage	127
Water treatment works	1
TOTAL	1 471



Disaster Management

Highlights

The following activities were successfully performed by the Disaster Management Unit:

- Completed the Disaster Contingency Framework.
- Established a Disaster Management Centre.
- Developed a Business Continuity Plan.
- Developed a Disaster Management Information Systems Plan.
- Attended to incidents in the district.

Challenges

- No registered Fire Protection Associations in place.
- The establishment of Working on Fire Programme was still in progress.
- No proper records kept of fires that had occurred.
- The majority of houses damaged are rural houses since some were constructed with brick and mortar.



St Michaels tidal pool



Uvongo beach parking



Port Shepstone beach



Performance and Recognition Awards

The Municipality won the following performance and recognition awards during the year under review:

Vuna Awards

The Vuna Awards are an initiative of the Department of Provincial and Local Government (DPLG) in Partnership with the Development Bank of Southern Africa (DBSA), the National Productivity Institute (NPI) and the South African Local Government Association (SALGA) to seek out those municipalities who exercise innovation and excellence in fulfilling their service delivery mandate.

In the year under review, Ugu District Municipality won the overall Provincial Vuna Award 2006, as well as three categories of the National KPAs at the Provincial level, which were:

- Financial Viability;
- Good Governance and Community Participation; and
- Institutional Transformation.



National Benchmarking Initiative for the Water Services Authority

The South African Local Government Association (SALGA), Department of Water Affairs and Forestry (DWAF) and Water Research Commission (WRC) have formed a partnership to establish a national benchmarking programme aimed at promoting improved performance of water services by all Water Services Authorities in South Africa.



It was launched at the end of 2005 and the national benchmarking undertakes annual benchmarking of Key Performance Indicators for the provision of water services in participating municipalities. This also involves site visits and quality control of information to ensure consistency and reliability. The initiative is a three year project and was in its second year of existence in the year under review. It is implemented using an incremental approach with the intention of having benchmarked 120 of the Water Services Authorities by the end of the 3 years.



Vuna awards



Bhobhoji Laboratory

The Benchmarking Initiative uses the 9 compulsory regulatory performance measures as defined in the National Water Services Regulation Strategy viz:

- Access to basic water supply.
- Access to basic sanitation supply.
- Quality of services: potable water quality.
- Quality of services: continuity of supply.
- Access to free basic services (both water and sanitation)
- Financial performance: affordability and debtor management.
- Asset management: metering coverage and un-accounted for water.
- Protection of the environment: effluent discharge quality.
- Institutional performance.

Ugu District Municipality won two awards for:

- The Overall Best Performance for 2006 benchmarking, and
- The Most Accurately Provided Data for 2006 benchmarking.

The evaluation and assessment of the Municipality's performance was measured in the following manner, based on the above mentioned performance indicators:

- Access to water supply: Ugu District Municipality is within the average percentage in terms of water supply accessibility compared to other municipalities but our peers are most above average and a lot still needs to be done.
- Access to sanitation: In terms of this indicator Ugu District Municipality is also within the average.
- Quality of service in terms of portable water and continuity of supply: Ugu District Municipality is reasonably complying with SANS 241 standards and also maintaining the continuity of supply, but it is still a challenge to fully implement a compliant Drinking Water Quality Monitoring system and continuity of supply in the Ugu region especially in rural water schemes.
- Access to Free Basic Services: Ugu District Municipality is fully implementing the Free Basic Water provisioning according to Free Basic Water Policy. The Free Basic Sanitation Policy is not in place hence the Free Basic sanitation is applicable to the indigent only.
- Financial performance: In terms of financial management Ugu District Municipality is above average.

Institute of Municipal Engineers of South Africa the (Environmental Project: Margate Pump Station) Second Position after the City of Cape Town

Margate Pump Station, which was built 4m below sea level at a total cost of R10 million, came second in the IMESA Awards as a project which required Engineering recognition because of its complexity and the impact it will have on the environment. This pump station replaces the 1948 pump station which was installed as a temporary pump station but continued to work until this new pump station was built.

Ethekwini Water and Sanitation Award for Achievement in Community Based Projects for the Ugu District Sanitation Programme

South African Institute of Civil Engineers National Award for Achievement in Community Based Projects for the Ugu District Sanitation Programme



Ugu Water