

## Editor's Note



Livhuwani Ramahuma

Our very first LGS Bulletin was published in March 2008 and what a warm welcome it received among LGS cadres. Thank you to all of you that took the time to comment – your positive feedback has really given us

the motivation to ensure that we deliver an excellent knowledge and information sharing platform for use by all LGS cadres.

We take this opportunity to welcome colleagues from dplg and the provincial departments of local government who are working on the SIP to our dissemination network.

I trust that every member of our LGS cadre will find inspiration in the progress shared in this Bulletin as we all work to "implement government policies and programmes speedily, efficiently, and effectively to ensure that the lives of our people change for the better" (President Mbeki, SONA 2008).

May I also take this opportunity to express our great and collective sadness at the untimely passing of three of our cadres from DWAF Northern Cape. Our heartfelt condolences are extended to the families and colleagues of Jacques Saaiman, Delphine Kock and Venessa Hofsta. "Hamba kahle mkhonto we sizwe."

Until September .....



## People on the move

This has been another busy period for the LGS cadre. After many years of loyal service, Mr **Stephen Musetsho** left the department for the joys of retirement at the end of March. Internal movement has seen **Lucy Kobe** accept a promotion in our International Visits directorate at national office, **Patrick Maseko** move to Gauteng region and **Solly Mabasa** transfer to Forestry.

Our sector partners have also benefited from the LGS cadre this quarter with **Sphetho Mhlongo** having 'crossed the floor' to SALGA, **Norman Nokeri** joining Lepelle Northern Water and **Elias Nkuna** joining Capricorn District Municipality. The private sector has gained the services of **Marie Brisley** who has moved to SMM and **Mbuso Zama** who is joining the mining sector. **Marcellus Chuene** is also joining the private sector. Congratulations to **Lefa Mabaso** on his appointment as Deputy Director: Water Sector Support in the Free State region.

We wish all our cadres well in their new endeavours.



## LGS Knowledge Bank

I am pleased to report to you that the Departmental Change Control Board approved the establishment of the **Local Government Support Knowledge Bank (LGSKB)** on 04 June, and that the LGSKB goes live in the NIS on Friday, **13 June 2008**. Our sincere thanks go to Allestair Wensley and the Water Services Planning and Information team for making this dream become a reality so rapidly. Now it is up to us to ensure that the **LGSKB** does indeed live up to its purpose of

- Sharing knowledge
- Strengthening institutional memory
- Building the LGS cadre

Please remember our target of one deposit per supporter per quarter, and start submitting presentations, concept notes, reports and other material that you have generated in the course of your work. We have created a dedicated mailbox for an interim period to receive your 'knowledge deposits' and will provide hands on assistance to upload for the next few months. Send your deposits to [lgskb@telkomsa.net](mailto:lgskb@telkomsa.net)

Check out the LGSKB at [www.dwaf.gov.za/dir\\_ws/lgkb](http://www.dwaf.gov.za/dir_ws/lgkb)

*I'm building our LGS memory ..... are you?*

# Regional Operations Forum

## ROF implements action learning

As a key internal DWAF forum that not only focuses on programme implementation matters, the ROF has also committed itself to operationalising learning and sharing in a manner that promotes interface among water services and water resources. Regional commitment to the learning agenda of ROF continues to go from strength to strength. In line with its Terms of Reference, ROF is adopting a robust and responsive 'action learning' approach to knowledge sharing, which sees the proceedings of each meeting of the ROF informing the knowledge sharing requirements of the next. Inspired by the highly informative site visit to the Erwat treatment works facilitated by the Gauteng office in February 2008, the ROF team agreed that the April 2008 sitting of the forum would focus on growing common understanding regarding the **Value Chain in the Water sector**.

As the ROF sat in Jane Furse, Limpopo this permitted a premium learning opportunity for the ROF team, as they had the opportunity to visit the De Hoop Dam construction site – a practical Water for Growth and Development experience!

For many members of the team this was an opportunity to understand first hand the many components of an infrastructure development project of this magnitude. The lively discussion that took place in the 'safe learning space' at the ROF on Day 2 certainly was evidence of this! The De Hoop Dam Bulletin attached to this publication provides greater detail regarding the construction of the Visitors Information Centre. The fact that the centre will be flooded once the dam has filled up was a matter for heated debate! The sensitivity with which the construction team are dealing with the movement of family graves was sincerely appreciated.

The ROF team also had the opportunity to discuss fully the component costs of constructing the De Hoop flagship project, interrogate the implications for the ultimate cost of water from the pipe and debate the economic and social benefits of massive infrastructure projects of this nature. In the words of Limpopo's Romano Masibigiri : "Well, at first I thought that this might be a waste of my time, but after this discussion I have learnt so much from colleagues, that it has in fact been a good use of my time to attend the ROF!"

Thanks go to the team from Limpopo, including Bernie Badenhorst for sharing his experience with the ROF team, for facilitating the site visit that spoke so directly to the knowledge sharing topic of the meeting. Participants and presenters alike acknowledged that **Understanding the Value Chain** is an area that requires greater attention and opportunities for learning. The topic will be revisited during 2008. (For easy access to Bernie's presentation on the De Hoop Dam project, it will be uploaded to the **Local Government Support Knowledge Bank** (LGSKB), accessible through DWAF's website [www.dwaf.gov.za/dir\\_ws/lgkb](http://www.dwaf.gov.za/dir_ws/lgkb) by Tuesday, 17 June 2008.)



The ROF team on site at de Hoop

### Purpose of the ROF:

- **Ensure alignment between HO and RO on critical areas of support**
- **Unblock barriers and bottlenecks resulting from all management systems e.g. procurement, financial & reporting**
- **Clarify issues of policy and procedures in the implementation of projects and strategies**
- **Ensure appropriate allocation of budgets so that priorities agreed between HO and RO are addressed**
- **Provide and reconcile information for the efficient management and allocation of resources**
- **Provide strategic guidance on key policy issues and provide a platform for strategy development and alignment between WS and WR**
- **Explore synergies between various programmes and pool resources to maximise benefit and efficiency**
- **Leverage donor funding for both WS and WR and allocate to key programmes**

Extract from ROF Terms of Reference. Contact the ROF Co-ordinator, Ms Mathilda Phohole at [PhoholeM@dwaf.gov.za](mailto:PhoholeM@dwaf.gov.za) for a full transcript.



# Integrated Water Sector Support Unit

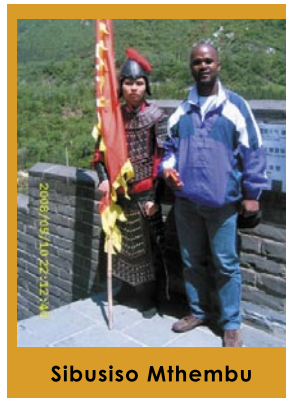
## Core officials visit the People's Republic of China

The People's Republic of China (PRC) government invited core officials from developing countries to visit their country to overview China's aid projects at a seminar in Beijing, from 06 – 20 May 2008. **Sibusiso Mthembu**, Acting Director: IWSS had the opportunity to participate in this exciting event, and shares some of his knowledge with us.

"The aim of the seminar was to introduce China's policy, economy and culture to the visiting group. Secondly, the purpose was to promote traditional friendship and cooperation between the PRC and developing countries, like South Africa, in the field of economy and trade through the acceleration of human resources development and economic social progress. The Seminar covered a wide range of activities including lectures, discussions and field trips - we really did 'learn by walk about'! The delegation was invited to discuss different aspects with PRC government officials, including policies, measures that China took for a social and economic development focusing on experiences, achievements, positive and negative aspects of China's reform and opening up policies.

In 1978, the PRC commenced with its reforms and opening up policy. This was a fundamental policy shift which put China on an economic growth path. China's GDP was 362.41 billion Yuan in 1978 which increased to 22.28 trillion Yuan in 2007 making China one of the fastest growing countries in the world. The GDP per capita has also increased from less than 200 USD in 1978 to 2456 USD in 2007, hence improving the people's standards of living and creating a well off society. From 1978 to 2007 China average foreign trade growth rate has been 24.9% annually. After entering the WTO in 2001 the foreign trade volume of China doubled for three

consecutive years. The important contributing factor to the economic growth of China was foreign investment. In 2002 China was the world largest recipient of foreign direct investment. In 2007 the cumulative foreign investment capital increased to 700 billion USD. In the same year (2007) foreign exchange reserves increased to over 1.5 billion USD.



**Sibusiso Mthembu**

The PRC provides assistance to developing country partners through 4 main vehicles:

1. Assistance of complete plant projects.
2. Technical assistance. This form of assistance can be subdivided into four parts
  - a. Technical guidance
  - b. Single technical assistance
  - c. Training
  - d. Workshops and seminars
3. Material assistance. This form of assistance can be subdivided into three parts
  - a. General material
  - b. Single equipment projects
  - c. Emergency goods projects
4. Cash assistance

The 'Chinese Donor Materials' programme is a material assistance grant. The implementing agent from the PRC is COMPLANT. COMPLANT has developed into an industrial, multinational conglomerate engaging in foreign economic cooperation and trade. It's one of China's large state owned enterprises specializing in foreign aid projects as its foundation and main business. There have been a number of successful stories done through COMPLANT in developing countries. The South African water pipe and meters grant is widely regarded, by both PRC and South African partners as a success story that has yielded good results beyond expectation.

Thank you once again, to every member of the LGS cadre that has worked so hard to make this success happen – your efforts are highly appreciated. "



Members of SA delegation



# SIP Special Intervention Programme update

## Integrated Project Development (IPD) takes off in frontrunner municipalities

After many months of hard work, lots of travelling and near exhaustion, I am pleased to share with LGS cadres the progress that the IPD component of the Special Intervention Programme (SIP) is making in frontrunner municipalities. As reported in the FBWSTT Newsletters of November and December 2007, the dplg & DWAF SIP is working with 36 prioritised municipalities that are grappling to meet FBW eradication targets for a variety of well-understood reasons.



**Unathi Hani**  
dplg's SIP Communications  
Co-ordinator  
Unathi@dplg.gov.za

Following successful conversations with regional and provincial colleagues held in December, and understanding that the Integrated Project Development approach is not a suitable solution in all municipalities, the SIP team identified 7 potential sites where the approach has a good possibility of success. Apart from the fact that the IPD approach has the potential to radically accelerate the delivery of sustainable and affordable services in the frontrunner sites, they also provide us, as the public sector team, with a valuable learning opportunity. We are looking forward to having real operational exposure to the 'out-of-the-box' thinking that will see commercial funding becoming a real possibility in infrastructure delivery in these municipalities, thereby giving practical effect to SONA, WfGD and Masibambane 3 imperatives!

I am pleased to report that after Inception meetings held during April, at which the IPD concept was introduced to the potential frontrunner sites, the municipalities of **Ga Segonyana, Ilembe, Overstrand** and **Koukamma** agreed to participate in the front runner group with immediate effect. In fact, both Ilembe and Ga Segonyana arranged special

council meetings to rapidly get the necessary approvals! And Overstrand's Mayor Theo Beyleveldt expressed his confidence that his municipality would complete the process in the shortest possible time. I must also make special mention of Lesang Daniels from Northern Cape's Provincial Department of Housing and Local Government, who had to internalise the entire IPD approach in 24 hours, so that he could make the presentation at Ga Segonyana's Council. Well done, Lesang!

As the SIP public sector team, we were heartened by the positive response to the IPD concept that we found in these municipalities. Without exception, these WSAs have been grappling with the challenge of meeting their service delivery obligations in a manner that promotes Growth and Development, meets MDG imperatives, provides the delivery of quality, sustainable services to the poor and which allows access to sources of funding beyond current grant allocations. They have therefore particularly welcomed the access that this SIP initiative will give them to utilising experienced project preparation and financial modelling specialists that they would not normally have access to.

All of the frontrunner IPD municipalities have been impatient to get down to work, and Scoping working sessions have already taken place at Ga Segonyana, Koukamma and Overstrand. Now technical and financial teams are hard at work developing solution scenarios. The robust participation of political decision-makers from these municipalities is making sure that all officials stay on their toes! In the words of Koukamma's Mayor Noelle O'Connell "We have no choice – we must do something radically different if we want to see radical service delivery improvements!"

Finally, I would like to take this opportunity to invite every member of the LGS cadre to use the knowledge sharing opportunities provided throughout the implementation of the SIP to ensure that as a public sector team, we are more knowledgeable and able to provide even better support,

## Special Intervention Programme update

advice and guidance to municipalities. The interest shown by the frontrunner municipalities and the regional & provincial teams in the successful implementation of the IPD concept at Ndlambe municipality gives us the confidence that we are on the right track, and inspires us to work even harder

to ensure sustainable service delivery solutions for every community.

Please don't hesitate to contact me should you require additional information on this exciting initiative!

### SIP Knowledge Sharing event – public sector cadre learns from Ndlambe Municipality

The Free Basic Water and Sanitation Task Team (FBWSTT), municipal representatives, service providers and officials from national and provincial departments attended a knowledge exchange session in Port Alfred on 13 May 2008, to learn from the experiences of the Ndlambe Local Municipality in its quest for potable water to stimulate economic growth and provide sustainable water services to its citizens and Free Basic Water to the poor.

The purpose of this session was to improve the understanding of the public sector team regarding the implementation of the Integrated Project Development (IPD) approach by learning from a successful project. It also prepared all stakeholders for the accelerated implementation of the IPD approach to the five frontrunner municipalities; Ga-Segonyana, Koukamma, Overstrand, Ilembe and Kouga.

The executive mayor of Ndlambe Local Municipality, Councillor Vukile Balura opened the session by welcoming all to "the paradise called Ndlambe".

He said the South African Constitution clearly states the role of local government:

- to provide democratic and accountable government for local communities;
- to ensure the provision of services to communities in a sustainable manner;
- to promote social and economic development;
- to promote a safe and healthy environment; and
- to encourage the involvement of communities and community organisations in the matters of local government.



Ndlambe Local Municipality strives to provide all the services mentioned by the Constitution while staying within its budget. However, the equitable share is not enough to provide free basic services to all its citizens, said Cllr Balura and an alternative solution had to be sought. Ndlambe Local Municipality incorporates the districts of Seafield, Bathurst, Port Alfred, Kenton-on-Sea, Boesmansriviermond, Boknes, Cannon Rocks and Alexandria. The municipality is situated halfway between East London and Port Elizabeth.

For more information on this unique learning opportunity – and to sign up for future SIP learning events, contact Unathi Hani at dplg on 012 336 5641 or at unathih@dplg.gov.za



## Special Intervention Programme update

### SIP tackles the stock watering challenge

The first FBWSTT Special Intervention Programme (SIP) conference on Stock Watering in communal areas was held on 3 April 2008 in Mafikeng. Not only were all key/major stakeholders represented at the conference, but it created the first international platform for good practice and lesson sharing on stock watering between SADC members. Valuable lessons were learnt from Mr Ronn Kaheka, representing the Namibian Ministry of Agriculture, Water and Forestry, and the foundation was laid for a potential and significant intergovernmental relationship between South Africa and Namibia. Mr Kaheka emphasized the need to ensure that local communities take ownership and the responsibility in finding solutions for rural water supply challenges.

#### It was the purpose of the workshop to:

- reach a common understanding of the policy environment influencing the use of water for growth and development
- understand the local challenges faced by municipalities and their communities with regard to the issue of stock watering
- provide practical solutions to inform stock watering policy development and application at municipal level.

The representatives identified the absence of an enabling legislative framework to provide for stock watering as the major challenge. WSAs and WSPs already face a huge challenge to provide sufficient potable water in arid communal farming areas. The fact that the Equitable Share Grant does not enable municipalities to utilise the O&M component of the grant to provide infrastructure for stock watering exacerbates the problem and results in stock watering infrastructure not being maintained.

#### The following resolutions were made:

- The conference requested that the solution to the stock watering challenge be located within the sphere of Local Government.
- The conference agreed that livestock should not be provided with FBW, but that alternative sources for funding should be obtained for this purpose.
- It was agreed that no new structures should be established to address the issue. Instead, participation

in, and the functioning of, existing intergovernmental structures should be improved.

- The provision of water for livestock needs to be legally and officially allocated by means of Cabinet legislation.

#### Actions for the way forward

1. A meeting between the North West Department of Agriculture, DWAF NW regional and Bophirima DM was held on 9 April 2008 with the purpose of sharing existing initiatives and conditional grants available for this purpose.
2. An urgent meeting must be arranged between the national departments of dplg and Agriculture to clarify roles and responsibilities with regards to the provision of stock water infrastructure and the operations and maintenance thereof.
3. All provincial departments will participate in the municipal IDP process and the District Growth and Development Strategy within the next two months. (April to May 2008)
4. The Department of Local Government and Housing, Provincial Department of Agriculture and the Bophirima DM have to enter into a service level agreement to provide livestock watering infrastructure and operations and maintenance in the interim.
5. A small task team, comprising one representative from each stakeholder, should be formed to identify areas of immediate intervention in order to begin to plan for the coming financial year.

**The guideline put out by dplg on sustainable municipal infrastructure provision and service delivery indicates that the lack of sustainable infrastructure services is attributed to a number of gaps. A major gap is the lack of clarification of roles and responsibilities of stakeholders in infrastructure delivery. In the case of infrastructure development and maintenance for stock watering this is definitely the case. The dplg as coordinating department has the responsibility to help to clarify the roles. This supports the motion for the proposed meeting between dplg and the Department of Agriculture to facilitate a way forward in resolving the stock watering issue.**

# Free State **Regional update**

## Interview with Mr Tseliso Ntili "Sharing a management perspective"



Mr. Tseliso Ntili gives the opening address at the Certification Ceremony. Photo by: Marcus Monyakeni

In a recent interview with the LGS Bulletin, Mr T Ntili, Chief Director: Free State regional office, shared his approach to maximizing benefits from water utilities. "Despite the impact of the restructuring of DWAF's role, and the transfer of operational staff to municipalities, the Free State region can, with confidence, respond to

any issues raised at a senior political or management level. If the President, or Minister or DG wants things done in this region, it is possible for my team and I to respond timeously, practically and realistically to this, because we intimately know the service area and needs; and we can rely on our utilities to back us with quick operational responses."

### In our interview, we heard from the Regional Chief Director how this has been achieved:

It has not happened over night, or by chance. Over the last 4 years, a sequential process has been developed and led. In particular, Mr Ntili has:

- Anticipated and planned for the impact of change;
- Lead the development of a water sector environment; and
- Fostered sector relationships to ensure he can lead the sector response with practical solutions to political and operational requirements.

### As a first step, in anticipating and planning for the management of change, he has:

- Internally structured his regional office to move from being infrastructure and operationally focused to being support and regulatory focused.
- Asked (and expected of) water boards to share the responsibility of transformation.
- In doing his homework as to what the service delivery needs and challenges and creating for himself a picture of the region, he then:

- Prioritised the development of a municipal support plan (MSP) programme;
- Diagnosed the realities facing service provision; and
- Analysed the outcomes of the WSA Checklist process.
- Worked with and understood each of the MSP profiles which enables him to respond at public gatherings (Imbizo's/ Ministerial visits etc) with an understanding of the situation and therefore be positioned to strategically advise the President or Minister or MEC on the spot as to the best way to deal with any issues arising (and also what can't be promised - to avoid political embarrassment at a later stage).

### This background homework facilitated the second step of the development of a broad-based water sector environment, allowing DWAF to play out its sector leadership role.

- Acknowledging the need for co-ordination of roles and inputs required from the multi-faceted sector stakeholders, he set about developing the Free State Water Sector environment. The first step was to meet with SALGA to discuss an approach to impacting water services delivery in the region. The objective was primarily to get agreement on how to meet challenges as sector. The secondary objective was to bridge the relationship between SALGA and the water boards in regard to existing contracts.
- This resulted is the SWD (SALGA- WATERBOARDS- DWAF) Forum
  - Initially SALGA chaired, Bloem Water hosted and undertook secretariat responsibilities and DWAF and Sedibeng Water were responsible for driving content issues. Over time, DWAF has taken over the strategic leadership role of chair, and now the utilities drive the content issues.
  - Recently the SWD acknowledged the need to again bring SALGA and dplg into the fold more pro-actively. It has also included the municipal entity water utility "Maluti Water (Pty) Ltd" in its cadre.
  - The SWD meets on a monthly basis. It has a standard agenda. The meetings are regular and formal, but are interspersed with social activities (golf days/ trips) to build camaraderie and trust.



Finally, the building of relationships at a senior management level through SWD has resulted in trust amongst the sector players, which has resulted in the operational capacity and ability to address sector requirements and challenges.

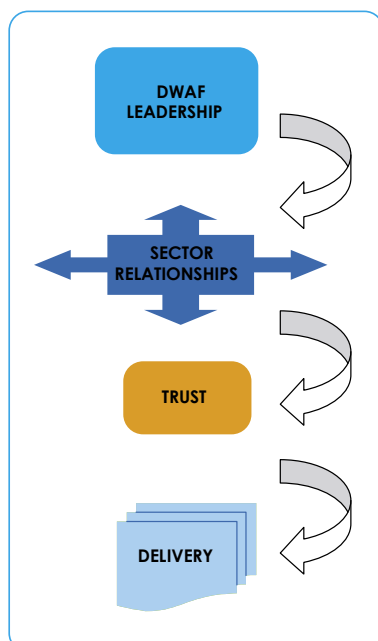
Trust amongst the management structures means that:

- they are involved in each others strategic planning sessions and thus develop a deeper understanding of the business drivers and capacity of each organization;
- there is honest and constructive communication;
- they can rely on one another to react quickly and appropriately, with efficiency; and
- the benefits (time and cost) of accessing dedicated and focused technical, operational and strategic skill in the water boards need not be competitively procured.

Types of activities that utilities support the sector with include:

- DWAF implementing agent relationship conservation and demand management strategy for the whole of the region
- feasibility studies for bulk infrastructure projects
- sharing of facilities (water quality testing laboratories)
- water quality testing
- strategic planning

In summary, the "NTILI FORMULA" can be depicted as follows:



Practically, Mr Ntli, as the face of the water sector leader facilitates the ongoing relationships by leading:

- **Regular meetings:** These are attended monthly by the most senior chief executive management of the utilities and the Chief Director himself, with expectations of noting progress and ageing action plans for the way forward. They are formal and minuted to enable progress monitoring.
- **Standard agenda items including:**
  - Meeting the Targets (bucket eradication, School and Clinic Sanitation and Bulk Infrastructure (water supply)
  - Municipal Support Programmes
  - Institutional Reforms
  - Relationships with municipalities
  - Operation and Maintenance: Infrastructure Issues
- **Allocation of Work:** Some work is routine and planned, other work is ad hoc and response to urgent issues arising that were not anticipated in the business planning cycle. Mr Ntli allocates projects as may be appropriate. The utilities are asked to express interest and provide capability and capacity statements. There has been no conflict between the utilities regarding allocation of work, but Mr Ntli indicates that if it ever arose, he would mediate it in his leadership role.
- **Monitoring and evaluation:** DWAF monitors performance of the utilities through regular engagement with the utilities at the SWD, and through feedback from the municipalities. Good work is incentivised in that it is recognized with the award of further work.
- **Payment:** Payment for services is regulated by contract and is performance based driven on a project by project basis. It is generally payment directly from DWAF to the utility even when the project it is directly for the benefit of the municipalities. This must be distinguished from the other direct relationships with the municipalities regarding bulk and other work, which Mr Ntli also supports and encourages.
- **Social Interaction:** In addition to being very focused on technical and operational delivery, there is acknowledgement that to really cement the working relationships and thus trust, social interaction is necessary, and enjoyed!

# Free State **Regional update**

## **Certification Ceremony held for wastewater treatment operators and community plumbers**

Free State DWAF supports skills development towards water conservation and demand management

### **Introduction**

On Thursday, 24th April 2008, a Certification Ceremony in recognition of training received and skills gained towards wastewater treatment was held at the President Hotel, in Bloemfontein. The Ceremony was hosted by the Free State Department of Water Affairs and Forestry (DWAF).

**"When wastewater treatment plants are properly operated, public health and the country's waters are protected. This certification program is working to help ensure that operators meet the established requirements and are competent to operate and maintain sewerage treatment plants."**

Ms Priscilla Mohapi  
 Acting Director of Water Sector Support,  
 Free State DWAF

The event was attended by senior officials from the Free State Department of Water Affairs, Sedibeng Water, and the office of the Premier, Local Government Skills and Education Training Authority (LG SETA) as well as the trainees.

### **Why train wastewater treatment plant operators?**

The training of wastewater treatment plant operators emerged out of the need to ensure that Water Services Authorities are complying with SANS regulation on the treatment of effluent. When water-pollution Control Officers conduct routine visits to check the quality of effluent, they found that in various instances, standards were not being met and this was having an impact on the quality of the effluent. The training programme was therefore instituted to mitigate against the potential threat of contaminated water being supplied to the public.

In her address to the trainees, Mrs Priscilla Mohapi, outlined other reasons for initiating this training programme being based on the need to address the following issues:

- strain on sewerage treatment plants as a result of the overloaded bucket system,

- old infrastructure,
- a lack of qualified staff,
- understaffed work places, and
- Poorly operated and maintained treatment plants.

It follows that there would be great benefits accruing from implementing this programme. Most significantly is the improvement in the quality of drinking water, which would be seen by improved results when conducting tests on drinking water quality. Another significant benefit is the cost-savings to the municipalities with the improvement in the quality of effluent being released into rivers and dams. The better the quality of the effluent, the less the cost incurred to purify the raw water.

### **Skills Development: the first step to improving water quality**

As part of the support being given to municipalities around provision of water services, the Department of Water Affairs and Forestry is developing the skills of municipal staff. In light of this, the Department has identified the need to train on-site staff for the proper operation and maintenance of sewerage works, which is an essential component of many sanitation systems.

In his opening address at the certification event, Mr. Tseliso Ntili - Chief Director, Free State Department of Water Affairs and Forestry emphasized the importance of public knowledge around the type and standard of water that is acceptable for the public to consume. In relation to this, it is this quality and standards that have been set by the government, and the need for this information to be fed into the public domain. He also stated that the Sewerage Treatment Plant students are the first point of contact and have a critical role to play in ensuring the quality of water. In addition, he pointed out that for the next three (3) years i.e. until 2011, the Department of Water Affairs and Forestry will focus on developing skills and capacity to operate, maintain and rehabilitate infrastructure around water and sanitation services. In response to this, this program is evidence that the Free State DWAF is rising to the challenge of improving the quality of water being availed to consumers.

**"This certificate is more than just a paper, it's a responsibility!"**

Mr Tseliso Ntili  
 Free State DWAF Certification  
 Ceremony  
 Bloemfontein, 24 April 2008



In a related interview, Mr. Ntuli also emphasized that human capital is the first line of defense if improving the quality of water is their goal. By upgrading their skill sets, trainees will be better equipped to assess and to take responsibility for the quality of water. The Free State DWAF is also involved in providing adaptable training programs, through ongoing and continuous training, and has also made progress in increasing the provision of basic water and sanitation services. The Department currently covers 94 per cent (94%) of basic water provision, however 6 per cent (6%) covers informal areas and unaccounted for areas.

**During the event, the audience observed a moment of silence in remembrance of the deaths of over 80 children in Barkley East and Sterkspruit in the Eastern Cape, as a result of possible water contamination.**

**About the Wastewater Treatment Plant Operators Training programme**

The training of sewerage treatment plant operators in the Free State was delivered by Mahube Training and Development with a focus on Lejweleputswa, Thabo Mofutsanyana, Fezile Dabi and Motheo District Municipalities. It ran for three (3) months and on completion, successful trainees earned 120 credits at NQF level 2. Besides the actual sewerage treatment plant operators, it also included an element of training supervisors and mentors – who would provide support to the trainees at on-site once they had completed the programme.

This programme is one element of a wider programme to address the skills gap affecting the water and sanitation sector. Following a skills assessment that revealed gaps in

particular skills at the municipal level, specialist training modules were developed and delivered by Mahube Training and Development. This project was implemented by Mvula Trust and they appointed Mahube Training and Development to deliver the training. The direct budget for this 3 month programme was R1.2 Million.

**Perspectives from a successful trainee, Oliver Delumuzi Mtshali, Thabo Mophutsanyana District**

**Mr. Oliver Delumuzi Mtshali hails from Thabo Mofutsanyana District and has worked for a number of years at the local wastewater treatment plant before he went on this course. In his role as a treatment plant operator, he ensures that wastewater being discharged into streams and rivers meets the requirements for human consumption and for Aquarius species.**

**"We need to conscientize people about proper usage of water" states Oliver, in an interview after the ceremony. He noted that communities also had a key role to play when it comes to saving water and it was very important for school-kids to know how to conserve water and keep it clean. As a result of this course, Oliver remarked that he now had a greater awareness of basic water and sanitation as a human right, that there were consequences to polluting water where 'the polluter must pay' and the importance of avoiding and minimizing waste of water.**

**In conclusion**

In a closing address given by Me Nohayaze Tladi, LGSETA it was noted that water purification and water treatment is a critical and scarce skill in the sector. In response to this, Municipalities had provided the experiential learning that is critical for the trainees, prior to attending the course. Furthermore, DWAF had entered into discussions with LG SETA to access further training in order for the trainees to get full qualifications. Following on from this, a plea was made to Municipalities to come up with a strategy to absorb the trainees.

The Certification Ceremony saw the issuing of certificates to the Sewerage Treatment Plant Operators and was presided by the following officials:



A Trainee receives his certificate from Department Officials



- Mr. Tseliso Ntli, Chief Director, Free State Department of Water Affairs and Forestry
- Representative from the Premier's Office, Mr Motsamai Motsoari.
- Mr. Lefa Mabaso, Deputy Director, Free State Department of Water Affairs and Forestry
- Ms. Priscilla Mohapi, Acting Director, Free State Department of Water Affairs and Forestry
- Ms Nohayaze Tladi, LG SETA

#### Related Resources:

An Illustrated Guide to Basic Sewage Purification Operations

Water Services include water supply as well as appropriate sanitation. Services refer to the provision of infrastructure as well as the sustainable operation and maintenance of the associated systems. The Department of Water Affairs and Forestry has an obligation to support municipalities with their constitutional role to provide water services to all citizens. One way in which the Department can assist is by developing the skills of municipal staff. In this regard, the Department has identified the need to train on-site staff for the proper operation and maintenance of sewage works - essential components of many sanitation systems - and therefore developed the guide: An Illustrated Guide to Basic Sewage Purification Operations. The first edition is aimed at entry grade attendants who operate smaller wastewater treatment facilities. Particular attention has been given to the needs of those who have limited literacy skills. Important concepts and correct operational procedures have been explained in simple terms and cartoon illustrations. This guide emphasises the importance of the operator's job and providing services to communities. This guide is intended for use by: Water Care operators and attendants to apply the basic operating activities relating to a sewage treatment works effectively and to develop an understanding of why these tasks are important in the overall functioning of the works; water care managers to provide guidance in basic sewage treatment operations to staff, and Educators to develop an understanding of routine operation and maintenance activities of a sewage treatment works.

The Guide is available free of charge from:

[http://www.wisa.org.za/announce/spo\\_publication.htm](http://www.wisa.org.za/announce/spo_publication.htm)



# Free State Regional update

## "An informed community is a happy community"

### Introduction

In the last issue of the LGS Bulletin, we profiled the launch of the Free State Municipal Water Conservation & Demand Management Customer Care Support Programme. The initiative has since taken off with over 80 Customer Care Officers working within 14 Water Services Authorities. With the active collaboration of the Free State DWAF, Sedibeng Water and the Mvula Trust, this programme has made significant contributions to improving awareness around service delivery for water and sanitation services in the Free State. This article aims to capture the successes, challenges faced and key lessons being learnt during the first phase of its rollout.

### Workshop

In April 2008, Free State DWAF held a workshop in Bloemfontein to reflect and draw out critical information around the level of water use and to learn from the first phase of the programme's initial roll out. Under the stewardship of Mr. Ntli, Chief Director of DWAF in the Free State and overall management by Mr. Lefa Mabaso, Deputy Director, Free State DWAF, Mr. Jan Hasenjager, Business Management Services, Sedibeng Water and Ms. Rets Dolamo, Project Manager, Mvula Trust the workshop noted active steps towards assessing the quality of water use and sanitation services across these municipalities – this included an understanding of the number of indigent households, the number of metered sites and the level of water use across the province and its implications for the Water Services Authorities

### Successes to date



Lefa Mabaso

In reflecting on the workshop, Lefa Mabaso, stated "I am impressed by the performance of the Customer Care Officers given that few of them had relevant work experience in this sector. Furthermore, newcomers to the programme have been exposed to the operations of the programme and through this have had a head-start to their work."

### About the Free State Water Conservation, Demand Management and Customer Care Programme

**A key objective of this programme is to ensure that consumers have adequate information on how to reduce the waste of water, and use water efficiently. Through providing Customer Care Officers to 14 Water Services Authorities in the Free State, the programme will serve as a focal point for communities to receive information, raise issue and address concerns around the provision of water and sanitation services. The programme is under implementation in Mantsopa, Matjhabeng, Letsemeng, Kopanong, Masilonyana, Moqhaka, Ngwathe, Tokologo, Nketoana, Mafube, Setsoto, Mohokare, Tswelopele and Dihlabeng Municipalities. Implementation partners are Sedibeng Water and Mvula Trust and it has been initiated by the Free State DWAF.**

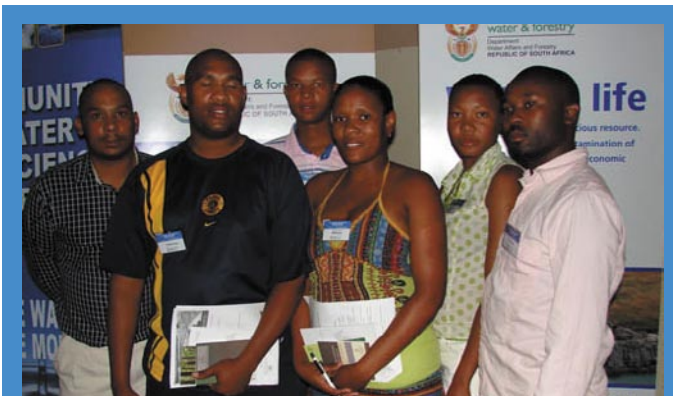
Lefa also pointed out that the workshop was a useful forum in which to highlight successes emerging from the project. Even though it is still in its early stages, some benefits were already seen to be emerging out of this implementation. Most significantly, was the approach to seeking information

from within municipalities. Among other things, Customer Care Officers gave feedback on household and industrial level water consumption as well as the extent of water and sanitation service delivery to indigent households. Through this process, and where it was successful - Customer Care Officers acquired a skill around collaborating with the local authority and gaining a better understanding of their local community's water and sanitation needs.

In a discussion with Ian Hasenjager, Business Manager of Sedibeng Water, he noted that through this programme, the possibilities for making savings are huge just by collecting accurate information on water use. Once municipalities have gathered data on glitches in the water and sanitation services system such as the number of un-metered sites and the location of water leaks, the amount of water being lost will become apparent exactly and steps taken to rectify faulty situations. Savings will then emerge as a consequence of addressing these faults.



Another notable achievement was the initial progress towards obtaining a 'Consumer Charter.' When the project started, most of the Customer Care Officers were new to the concept of a Consumer Charter. **However, the feedback from the workshop was that a number of municipalities were now taking steps towards to developing a consumer charter.** In as much as there are just a few WSAs that were making progress, it reflects a willingness on the part of the WSAs to enhance their commitment to service delivery.



Ms. Peggy Kosha (3rd from left) Matjhabeng Customer Care Officer holds a poster during an awareness campaign held in Zuka-Baloyi Stadium Kroonstad in the Free State.

Customer Care Officers were also actively conducting awareness campaigns in schools, local clinics, churches and other public access points. For instance, one team had even submitted an application to the WSA to put up a billboard at a local market centre and were looking forward to the outcome of their application. It was also useful to see that Customer Care Officers had gained a significant level of understanding around the operations of WSAs. In order to obtain details around indigent households, metered and un-metered households and sites, households in receipt of free basic water and sanitation, challenges to infrastructure as well as processing complaints – they were required to navigate their way around the municipality which requires a significant level of competence. This can also be highlighted as a success because the majority of customer care officers had very little previous exposure to the operations of the municipalities.

The briefing given prior to the workshop was also clear, and as a result of this – Customer Care Officers understood what was expected of them and presented relevant information to support their observations.

## Facing challenges

This initiative has not been without its challenges – given that it is still early in implementation and various teams are in the process of coming to grips with the programme's expectations. For instance, it was found that in some districts there was a need to get more buy-in and subsequent support from the local councilors. It was felt that without their support, it would impede the work of the Customer Care Officers. While it was not a widespread condition it did occur nevertheless and may warrant some attention during the course of the programme.

Another issue of concern was the initial groundwork towards developing the 'Consumer Charter' where its adoption has to go through a process with the correct protocols in order for it to be accepted by the municipalities. At this point, a large majority of the Customer Care Officers were unfamiliar with this process and the challenge lies in the additional work that is required towards understanding what these protocols and how they can support an approval from the various municipal councils

In some instances, communication within teams was also problematic – especially in districts that covered large areas and programme staff were unable to meet and regularly share information. Furthermore, in some areas communications between the Customer Care Officers (CCOs) and municipalities was also poor – to the extent that there was little understanding about the role and functions of the CCOs. As a result of this, some customer care officers did not have adequate resources to perform their duties, particularly where municipal staff were not familiar with their role.

In terms of implementation, Customer Care Officers would have benefited greatly from resources to help them in doing their work. For instance, a large part of their work involved conducting awareness campaigns and these would have had an even greater impact if the standard messages and materials had been available to support them in delivering campaigns.

Another challenge is the fact that communities are still unfamiliar with the role of the Customer Care Officers. Where this was the case, they struggled to gain access to the communities. This issue may require further lobbying on the part of the implementing agents as well as DWAF.

### What has been learnt so far?

During the initial phase of implementation a number of issues have emerged as important lessons to learn from. Firstly, is the importance of getting buy-in from the local councilors and the community particularly around the implementation of the programme. While the municipalities have been very supportive in providing resources for the programme, many of the CCOs still had to learn how to navigate their way through the municipal systems to get the support they required.

"We have also seen the importance of effective communication, and its contribution to team-building. Where clear communication around the objectives of the programme was given, CCOs presented relevant information. A lesson from this is the need to streamline the data and information being collected – so that what is obtained can be shared and compared across municipalities. Within this, is the need also to come to a common understanding of the different terms and the units being referred to – which makes it easier to eventually compare outcomes, " says Mvula's Rets Dalomo.

In addition, by enhancing communications and linkages across the districts and customer care teams, it becomes possible for those who are doing well to support the teams that are struggling, and through this learn from each other.

The patience and a willingness to try out different approaches at the managerial level has also had its benefits. This arises from the range of styles and approaches being applied by the customer care teams working within municipalities. By allowing them the flexibility to implement their work – they have taken great steps towards meeting the programme's objectives.

### Consumer Awareness Programmes

During the course of this programme, a range of themes for the consumer awareness programme have been identified as follows:

- Drinking Water Quality: to ensure that consumer's are aware of the type and standard of water that is acceptable for consumption
- Water conservation and demand management for communities: communities also have a key role to play in conserving water

- Tariffs & importance of payment for services: this will address the need to ensure regular payments, and promote understanding of exactly what they are being charged for
- Universal Access and Free Basic Water policy: to promote awareness that everybody has a basic right to water regardless of their socio-economic status

These themes are intended to inform consumer awareness campaigns, and the Customer Care Officers use these as a point of entry to gain access to their local communities.

### Adding value to the process

In addition to the overall implementation, there have been other developments that are worth noting. The recent implementation of a log-in system by Sedibeng Water to support project appointed community plumbers is one such development. Through this service calls will be referenced and once a fault has been repaired, customers will be called to verify that all is well with the repair of their water and sanitation service. Furthermore, a statistical template to record water consumption on a monthly basis has been developed.



### Training of Community Plumbers

Sedibeng Water is an implementing agent for the Free State Water Conservation and Water Demand Management Strategy and pilot project. In order to enhance support to Municipalities, they have deployed personnel to detect and repair leakages in particular wards within the Free State Municipalities. An element of this involves training personnel in community plumbing, so that efforts towards water conservation and demand can be sustainable.



## Free State - regional update

### Free State Water Conservation, Demand Management and Customer Care Programme

On Thursday, 24th April 2008, a Certification Ceremony in recognition of training received towards community plumbing was held at the President Hotel, in Bloemfontein. The Ceremony was hosted by the Free State Department of Water Affairs and Forestry (DWAF).

The event saw the graduation of 17 community plumbers who will be deployed to their respective wards as support employees of the relevant municipal authorities. From this training, community plumbers earned 88/220 credits. In closing, a trainee remarked that by receiving a certificate - it emphasized her commitment and her readiness to plough back what she has learnt into the community. As a feature of the overall programme, the total budget allocated to Sedibeng Water is R. 5 million and which is being used for:

- Development of the provincial Water Conservation and Demand Management strategy
- Deployment of personnel to detect and repair leaks in particular wards
- Deployment of personnel (Customer Care Officers) by Municipalities to report on Water Conservation and Demand Management elements in the Municipality, conduct customer care awareness programmes and assist in the development of the consumer charter

### Expected Outcomes

With the success of the initial workshop, the implementation team is looking forward to the next phase and from this a number of outcomes as follows:

- Greater buy-in from the communities at large, as the teams raise awareness about the programme
- Enhancing the image of the municipalities within the community through increased engagement with the Customer Care Officers in their different capacities
- A greater number of the draft Customer Charters being submitted to municipalities for review and subsequent approval
- The possibility of an impact assessment of the programme, should the programme's budget permit this.

### Evaluating the process

into the work of the Customer Care Officers on an ongoing basis. The various municipal teams are required to deliver monthly reports, and will use this as a tool to reflect on the impact that the programme is having. They will therefore report on:

- The benefit of the project to the Consumers,

- The benefit of the project to the municipality they have been assigned to,
- The benefits to the Customer Care Officers (as individuals), and lastly
- How the project is benefiting DWAF?

Through exploring these issues, the project will gain insight into any emerging issues, and arrange to address them in good time.

### Adding value to the process

By and large, the overwhelming success of the programme so far is the commitment to enhancing the delivery of water and sanitation services in the Free State. Throughout this phase, municipalities have played a critical role in ensuring the success of the initiative. Without their support, the programme would not have taken off as well as it did. Additionally, in carrying out their duties customer care officers have also had opportunities to develop capacity.

In conclusion, Lefa Mabaso has emphasized that this programme is making major strides towards keeping the community up-to-date and informed about their water and sanitation services and highlighted that municipalities are the main institutions that will make this happen. To capture this, he came up with the phrase 'An informed community is a happy community!' and in this context is referring to information around the delivery of water and sanitation services. He commended the support given by the municipalities to the programme and is looking forward to the next reflection workshop to be held sometime in July 2008. Colleagues from other regions are welcome to attend this session, should they be interested in learning first-hand from this exciting initiative!

### A few tips on awareness raising campaigns

- **Determine a single message you would like to send out to consumers. This message should be informed by the programme's overall objectives. Make sure that this message has been approved by the municipal staff and is in line with their water conservation and water demand strategy.**
- **Where possible, collaborate with other popular (and ideally free) forms of media being used such as community radio**
- **Once a team delivers a message to a community, they can include a call-to-action where they ask consumers to take simple action in relation to conserving water**



### Reflections from the Letsemeng Municipality Customer Care Team

When a group of newly-recruited CCOs joined Letsemeng Municipality, they found a back-log of pending customer requests and service calls. They then took it upon themselves to implement a response system by prioritizing requests and complaints and ensuring that they were dealt with efficiently and on-time. They also created opportunities to carry out campaigns by using problematic situations to raise awareness. For instance, when a leak is discovered at a clinic, or even within a school – they would use this platform to engage the community and raise awareness on how to save water. One objective has been to inform the community that some of these facilities (taps, communal pumps) belong to the community, and therefore the community also has a responsibility to maintain them.

This team has also learned the benefits of responding quickly and being proactive when solving problems. They believe it is far more effective to work together and by doing so, can have a far greater impact.

The Letsemeng Customer Care Team comprises Agnes Mbangula, Abram Metsimetsi, Paul Coenraad, Milicent Molakeng, Sylvester Khomjong, and Harold Maloh.

### Mantsopa Local Municipality Water Sector Draft Consumer Charter



**DRAFT**

#### Purpose

To showcase our towns' commitment to provide high quality water service excellence to our wonderful community.

#### Our pledge

- Ensure sustainable top quality water to the community
- Maintain sound relationship with our community at large, including stakeholders.
- Ensure fair tariffs across the board
- Full consultation with our community and stakeholders is ensured.
- Ensure Free Basic Water (6kl) per household per month as determined by tariffs policy, and free sanitation.
- Ensure 24 hour response time for all identified leak.

#### Consumer Responsibilities

- Adhere to all acts, ordinances, By-Law and restrictions that may change from time to time.
- Promote water saving strategies
- Pay for water services above Free allocations
- Report any form of Law contraventions to our Toll Free numbers.
- Ensure cooperation with our meter readers and accessibility of meters.



### Provincial Sanitation Event

The Department of Water Affairs and Forestry in collaboration with the provincial Department of Health, and the City of Tshwane recently hosted a Provincial Sanitation Week Event in Mamelodi East, Phomolong Ext 6. Gauteng's Masibambane Co-ordinator, **Nisebeng Monggae** shares her experiences of this exciting collaborative event:



Nisebeng Monggae: Masibambane Co-ordinator Gauteng

" In the preparation for the event, plus minus five plenary meetings were held to discuss and agree on the activities that will take place on or before the event. One of the activities that the task team suggested and agreed on, was that the DoH will arrange a door to door Sanitation Health and Hygiene and Related Diseases Education Campaign two days before the event, which was on the 26th and 27th May 2008.

One hundred and thirty community volunteers attended the training on the 22nd May 2008. The focus of the training was on:

- Understanding of sanitation
- Know or identify sanitation related diseases
- Know and understand transmission routes
- Know how to control and prevent poor sanitation, personal and waste related diseases
- How to go and communicate with the community during the door to door awareness campaign.

There was also a presentation which was made by Ms Madaure from Health Department which covered the following topics:

- Sanitation Health and Hygiene
- Personal hygiene
- Waste Disposal
- Poor Sanitation and Personal related diseases
- Food hygiene

After the presentation, Mrs Raiki from the district health office demonstrated a water conservation method and the

cheapest equipment to use for hand washing. Vukosi from DWAF also demonstrated the quickest route of diseases transmission using an orange, which really caught the attention of the trainees!

The task team requested Ally the Community Development Worker to provide us with 100 volunteers to assist with the door to door education campaign; volunteers were from Phomolong Ext 4, 5, 6 and phase 1. The attendance and participation was good; they were even more than the requested number.

Mr Moepi, Ward Committee Member explained to volunteers the approach of the door to door campaign where the following facts were presented and discussed:

- Behaviour and communication strategy.
- Scanning the targeted area and subdividing it.
- Time allocations – start times and feedback.
- Allocating people and group leaders.

On that note training was closed and we agreed that door to door will start on Monday and proceed on Tuesday. Volunteers were to be provided with T-shirts for ease of identification.

After the training on the 27th May a day before the Provincial Event about 70 volunteers were hired by EPWP to do cleaning under the Tshwane Municipality. The municipality also brought their trucks and promised that they will keep the area clean using the volunteers that were trained during sanitation week. This turned out to be a very successful event for DWAF since the initiative produced positive rewards and people were employed in the process!"



Community volunteer group

# Water Services Policy & Strategy

## DPLG's Policy Review Process

On the 31st of July 2007, the Minister of dplg, Mr Sydney Mufamadi announced the launch of the Policy Process on the System of Provincial and Local Government. This process was as a result of a mandate given to dplg by the Extended Cabinet Lekgotla in January 2007 to initiate a process to develop a White Paper on Provincial Government and to review the existing White Paper on Local Government. The Minister explained that whilst decentralized local government had played a valuable role in supporting the implementation of national and provincial programmes and in discharging its own assigned duties, there were nonetheless a number of policy aspects pertaining to local government that had to be improved upon. Hence, the Local Government White Paper needed to be reviewed to bring policy in line with practice.

At a provincial level, whilst many provinces had displayed the ability and potential to perform a valuable and innovative role in discharging their powers and functions, and mediating a positive relationship between national and local government, there were still a number of challenges that existed. This policy process, would deal with an array of issues that impact on the future of provinces, including the best way to structure government to more effectively perform its functions and deliver services. In addition, the policy process would include national government re-assessing its support role to provinces and municipalities and some of the functions that it currently discharges, as they relate to provincial and local government.

dplg published a list of 65 questions and invited members of the public and government departments as well as all other stakeholders to respond to these questions by the end of October 2007. The questions focussed on the following areas of government:

- Local Government issues
- Provincial Government issues
- National Government issues
- Powers and functions
- Development planning, Monitoring and evaluation

In addition to the questions, dplg also commissioned research into a number of areas that would inform the policy process.

In December 2007, the Minister announced that significant input into the process had been received from the public as well as from local government through SALGA. The Minister expressed concern that limited responses were received from national and provincial government departments.

On the basis of the inputs received as well as the research conducted, dplg had classified the relevant issues and lessons that would be considered further in the process into the following five main thematic clusters:

1. The roles of provincial government and two-tier local government;
2. Deepening local democracy, accountability and participation;
3. Strengthening capacity to meet basic needs and enable sustainable development;
4. Refining the intergovernmental roles, functions and fiscal frameworks of spheres; and
5. Making cooperative governance work more effectively and improving oversight, performance management, and the monitoring and evaluation system.

dplg will undertake further research and consultations into these areas. The Minister envisaged that Review Findings would be released in mid 2008 for further public consultation. The overall process would culminate in early 2009 when a white paper would be submitted to Cabinet.

Acknowledgement of use of dplg website [www.dplg.gov.za](http://www.dplg.gov.za)



## Water Services - Policy & Strategy

### Local Government Laws Amendment Bill

The Local Government Amendment Laws Bill, 2007 (hereinafter referred to as "the Bill") is part of government's strategic priority to refine and strengthen the policy regulatory and fiscal environment for local government.

**The Bill effects amendments that refine, adjust and align the following local government legislation:**

- The Local Government: Municipal Demarcation Act, 1998;
- The Local Government: Municipal Structures Act, 1998;
- The Local Government: Municipal Systems Act, 2000;
- The Local Government Municipal Property Rates Act, 2004.

In addition, the Bill is aimed at repealing legislation that has become redundant.

**The Bill aims at achieving the following policy objectives:**

- improving fiscal alignment, planning and budgeting;

- promoting the uniform interpretation and application of the law;
- enhancing performance management in local government;
- further refining and removing impediments in the implementation of municipal property rates;
- promoting practices in good governance; and
- ensuring the alignment of local government legislation.

**The Bill has served before:**

- the Select Committee on Local Government and Administration the 4th of March 2008;
- the National Council of Provinces on the 26th of March 2008.

The Bill is still to serve before the National Assembly's Portfolio Committee on Local Government for final deliberation.

### Announcement



Nino Manus

The appointment of Mrs Nino Manus as the Director: Water Services Policy and Strategy with effect 01 June 2008, is greeted with

great pleasure. Nino is well-known as a hardworking and compassionate public servant, and we look forward to watching her make further outstanding contributions in DWAF in the years ahead.

### Reminder

Shantel Harigobin would like to take this opportunity to remind members of the LGS cadre to go to the **Water Services Policy and Strategy database** in the NIS for all their policy and strategy documentation needs. This comprehensive database is an extremely useful tool for all members of the cadre who are committed to ensuring that that keep up with policy developments.

### Watch this space

Good news is that the **Practical application of the Intergovernmental Relations Framework for DWAF** will be available shortly. The Water Services policy and Strategy directorate has developed this useful framework document to assist all personnel as they engage in IGR. The Framework will be available in hardcopy and in the Policy and Strategy database. For further information contact Shantal Harigobin at [hargobins@dwaf.gov.za](mailto:hargobins@dwaf.gov.za)



# Compliance Monitoring & Enforcement

## Minister issues directive to Mathjabeng Municipality

"National Sanitation Week 2008 will be a week that I will remember forever," says **Nigel Adams**, "as 27th May was the day that our Minister, the Honourable Lindiwe Hendricks issued a directive in terms of the National Water Act to the Mathjabeng Municipality. The directive gives the municipality 30 days to develop an Action Plan to deal with waste water treatment non-compliance, or face immediate further action. The Minister has made it clear in her Budget Vote Speech that municipalities will no longer be in a position to ignore their responsibilities to their own citizens, neighbouring municipalities and water services providers and the environment."



## Extract from the Budget Vote Speech of Minister Hendricks

Madam speaker another area of great concern for us is large number of municipal small and medium size sewage treatment plants in South Africa which do not comply with the set standards. As my department is the custodian of the water resource we are dealing with the threat posed by the pollution of our rivers from these and other sources.

I also have a responsibility to protect our water resources against illegal water users, those who abstract more water than they have been authorized, those who construct illegal dams and related structures, and those who violate their water use license conditions. Whilst strengthening our working relations with the mines, industries and other sectors of the economy, we are stepping up our efforts in combating non-compliance and we are increasing the capacity of our enforcement unit whose focus will be on dealing with these challenges. We are also collaborating with the Department of Environmental Affairs and Tourism to strengthen our legislation to ensure a more coordinated approach to enforcement in our efforts in fighting environmental and water crimes. I would like to assure this house that I will not tolerate any activities which may in any way compromise our water security in terms of both quality and quantity.

I will soon announce details of our campaign of Zero Tolerance for non-compliance which will be launched during an Enforcement Week which will focus on illegal water use and pollution. As part of this campaign I will be convening a Municipal Indaba to engage municipalities on further collaboration, areas of improvement and non compliance challenges. Through this platform we will be intensifying our efforts to protect our precious resources.

## Compliance Monitoring Enforcement

### WWT Snapshot from Mathjabeng

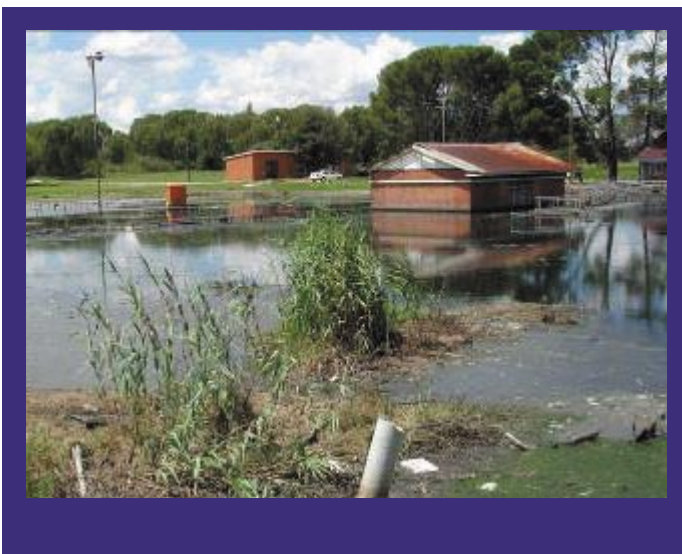
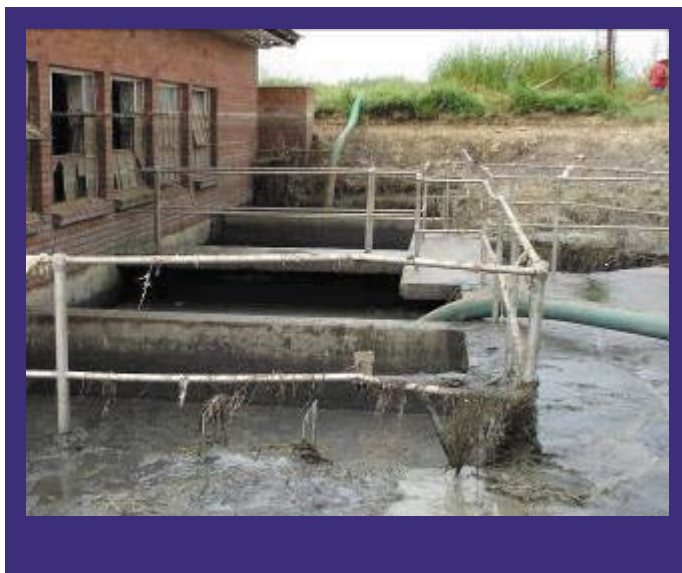
In Matjhabeng Local Municipality the sewerage reticulation, treatment plants and pump stations have been in a very poor condition resulting in frequent spillages into the environment. There are various reasons for these problems, and due to the size of the population served, the impact of these spillages on the environment is severe.

The Witpan treatment works serves the eastern portion of Welkom and the western portion of Thabong and Bronville, while the Thabong treatment works serves Riebeeckstad and a portion of Thabong.

The Witpan Wastewater Treatment Works discharges treated effluent into Witpan, which has no natural outlet and also receives the storm water from these areas. There have been various problems at the Witpan Wastewater Treatment Works ranging from mechanical and electrical problems on pumps, to a lack of resources such as personnel and funding. Recently the inlet works at the Witpan Wastewater Treatment Works and the main pump station were inundated after high rainfall events in January 2008. As a contingency measure, the municipality was putting as much raw sewage into the Thabong Wastewater Treatment Works as possible, which is on the same pipe line as the Witpan Wastewater Treatment Works. The remaining raw sewage is pumped into the pan in an attempt to let the inlet works dry out.

During the high rainfall event in January the municipality was also subjected to load shedding and during that time electrical cables were stolen at Thabong Wastewater Treatment Works. In the case of power failures all the raw sewage bypasses the Thabong Wastewater Treatment Works and in this case the raw sewage was discharged into Witpan for a period of 24 hours until the electrical cables were replaced.

The municipality informed DWAF of the high water levels in the pan in November 2007 and the disposal of untreated sewage into the pan was reported to DWAF immediately after it occurred on 24 January 2008. The municipality also reported to DWAF that there were a large number of dead fish on the banks of the pan.



# The WSSCU update

## Investing in people and contributing to Water for Sustainable Growth & Development

The Water Sector Support Coordinating Unit (WSSCU) is making a long-lasting contribution towards building a strong base of skilled water sector professionals, managers and technicians. It does this by innovatively harnessing resources to meet critical capacity and skills gaps in the water sector at the local and regional level.

Early in 2007 the leadership in DWAF, dplg and the DBSA recognised the need for a specific vehicle that could optimise and facilitate deployments to support sector goals. In June 2007 the WSSCU was established in DWAF with a mandate to plan, organise and co-ordinate activities for the water sector to access appropriate resources to meet skills capacity and financial gaps in the water delivery chain.

A year has passed since the Unit was created and much has been achieved and continues to be achieved. A 5 Year Business Plan has been approved which will drive the Unit to ensure that it makes a maximum impact by facilitating 'investment in people' and developing sound sustainable capacity in the sector.

### Who is in the WSSCU?

The Coordination Unit is located within DWAF as part of the Local Government Support Programme. The unit is made up of a DWAF Manager (Jenny Evans), a DBSA technical expert and incorporates two persons from SAICE/SABTACO who were driving the previous ENERGYS programme. It is supported by a multi-disciplinary team. A WSSCU Steering Committee comprising representatives from DWAF, dplg, SALGA, DBSA and National Treasury also provides input and guidance to the Unit.

### What is the role of the WSSCU?

For the water sector to fulfil its 'Water for Growth and Development' mandate and for sector regulatory requirements to be met, additional skilled people are needed. This calls for 'investment in people' both in the immediate and long term.

The WSSCU is playing a key role in the immediate provision of critical skills via deployments from a national resource pool. It also has a longer-term strategic role of identifying skills development needs and assisting and facilitating partners and programmes that are tasked with skills development, training and education. This will enable the sector to be able to recruit and retain appropriate expertise and skills to meet future demand and will be a key contribution of the water sector to AsgiSA goals and JIPSA initiatives.

### What are the mission and objectives of the WSSCU?

The mission of the Coordinating Unit is to be a core resource facilitation and optimisation centre for water sector support, with an initial focus on accelerated and sustainable municipal water service delivery.

The objectives of the WSSCU are:

1. To support DWAF Regions to plan and implement co-ordinated water sector support in response to sector needs to ensure sustainable water services, including O &M, asset management and WSP support.
2. To strengthen and streamline processes and systems associated with the implementation of infrastructure for basic services and improve intergovernmental co-ordination.
3. To facilitate and assist water sector institutions to access resources & skills in order to function effectively, meet service delivery imperatives and comply with regulations.
4. To strategically influence, guide and make input into programmes for long-term skills development in the sector based on knowledge learnt from deployment programmes.

These objectives recognise that for the water sector to have the capacity to function effectively and meet regulatory compliance requirements attention must be given to capacity building in both municipalities and DWAF, to using



partnerships approaches to leverage resources and optimise existing competencies and to strategic activities that will have an immediate and long-term impact. The Unit will measure its success by its achievements and impact across these areas.

## Key focus areas for the WSSCU

### DEPLOYMENT OPTIMISATION FOR BACKLOG ERADICATION

First 'in the sights' of the WSSCU after establishment was the optimisation of deployments to accelerate the provision of basic water services. Thus the unit facilitated hands-on engineering and technical support from the DBSA Siyenza Manje programme, the SAICE/SABTACO deployment programme known as ENERGYS (Engineers Now to Ensure Roll-out by Growing Young Skills) and the Masenzi Management Support Contract.

Over the course of the first year a team of skilled technical people were placed in municipalities and DWAF regional offices with a mandate to support these institutions to accelerate water services delivery. Most of the municipal deployees were placed in rapid response to urgent technical needs in municipalities. Under partnership agreement with the DBSA each DWAF regional office received at least one technical deployee. Feedback from the regional offices was very positive with the regional offices indicating that the deployees had made a definite impact on the acceleration of the eradication of water services backlogs.

### DEVELOPING SCARCE SKILLS: ARTISANS AND OPERATORS

The WSSCU is focussed on developing people in the scarce skills categories of engineering and technical competencies identified by JIPSA. One way this will be achieved is by matching up senior engineering deployees and graduates and students in a specific mentoring and supervision programme. This will contribute directly to the widening of the pool of registered technical and engineering professionals in the water sector.

The Unit is also identifying other opportunities to expand artisan training programmes and existing learnerships. It is a priority to address the critical shortage of artisans and operators. One innovation in this area will be a close working relationships with the JIPSA office and the Chief Directorate:

International Relations to utilise expertise from other countries. Already good progress has been made in negotiations with both Japan and Holland to provide skilled professionals. To mobilise the broader sector around the JIPSA priorities, the WSSCU has taken responsibility for compiling a six (6) monthly report to JIPSA reflecting the sector contribution to the JIPSA targets. These reports will be tabled for debate within government's budget and reporting cycle.

All of this work will link strongly with the 2025 Vision for Human Resources Development and DWAF's Learning Academy and Talent Management Directorate. Through placements the WSSCU will assist them to deliver on their own mentorship and learnership programmes. The Unit will also advocate for the LG SETA to ensure that the critical skills for minimum competencies to operate and provide water services are prioritised in their evaluation of municipal workplace skills plans so that funds from the levies can be accessed for this work.

### INITIATING PARTNERSHIPS FOR LOCAL GOVERNMENT SUPPORT

Much of the work of the WSSCU is about partnerships. At the heart of the modus operandi of the WSSCU is its ability to harness the strengths of partners and effectively leverage available funds. This will mean that skills and capacity can be easily accessed through partnerships to respond rapidly to critical support needs. Key to this is the development of a national resource pool of foreign and local skills to be accessed via either on-site deployments or virtually. The Unit will drive the development of this pool.

In its first year the WSSCU mobilized enthusiasm and energy for partnerships amongst a number of potential partners. The conversion of this enthusiasm into partnerships is now the focus of the unit. The WSSCU is actively pursuing additional partnerships with WISA (Water Institute of Southern Africa) and SAACE (South African Association of Consulting Engineers) and SAAWU (South African Association of Water Utilities).

- o SAACE is able to offer both technical and non-technical support (managerial, financial, capacity building), as well as contributing to a virtual resource pool.
- o WISA is able to offer engineering, scientific, financial



and economic support. Skills include water resource management, water and wastewater treatment and operation, reticulation, design, planning, institutional development, policy and legal.

- o SAAWU is able to offer engineering and scientific support with regard to water resources management, reticulation and delivery, as well as water treatment operation and maintenance.

Once the partners and the WSSCU have agreed operational and financial terms for the partnerships, Memorandums of Understanding will be put into place. DWAF will provide initial seed funding for these partnerships with the agreement that will be utilised to leverage additional finances.

As the initiator and catalyst of partnerships, the WSSCU is playing a unique and critical role needed in the sector. The energy put into building sector collaboration in the water sector has created an environment where this is now possible.



### Way forward: Achieving a lasting impact on sector capacity

Fundamentally the WSSCU is about leveraging resources to ensure maximum and lasting impact on sector human resource capacity. It is doing this by providing hands-on support and deployment of expertise, drawing upon a resource pool created through partnerships with national and international organisations. Building upon and learning from the Siyenza Manje and ENERGYS programmes the unit is positioning itself to identify priority support needs and facilitate coordinated responses through strengthening the capacity of the DWAF Regional Offices to fulfil their sector support role. It is also working with key parties on sector skills development to ensure maximum impact on the development of scarce skills. The Unit is looking forward to working with many sector players and achieving great results together in 2008 and beyond.