



WARD BASED PROGRESS REPORT (COMMUNITY SERVICES SERVICES)

PRESENTATION TO THE CHAIRS OF CHAIRS COMMITTEE

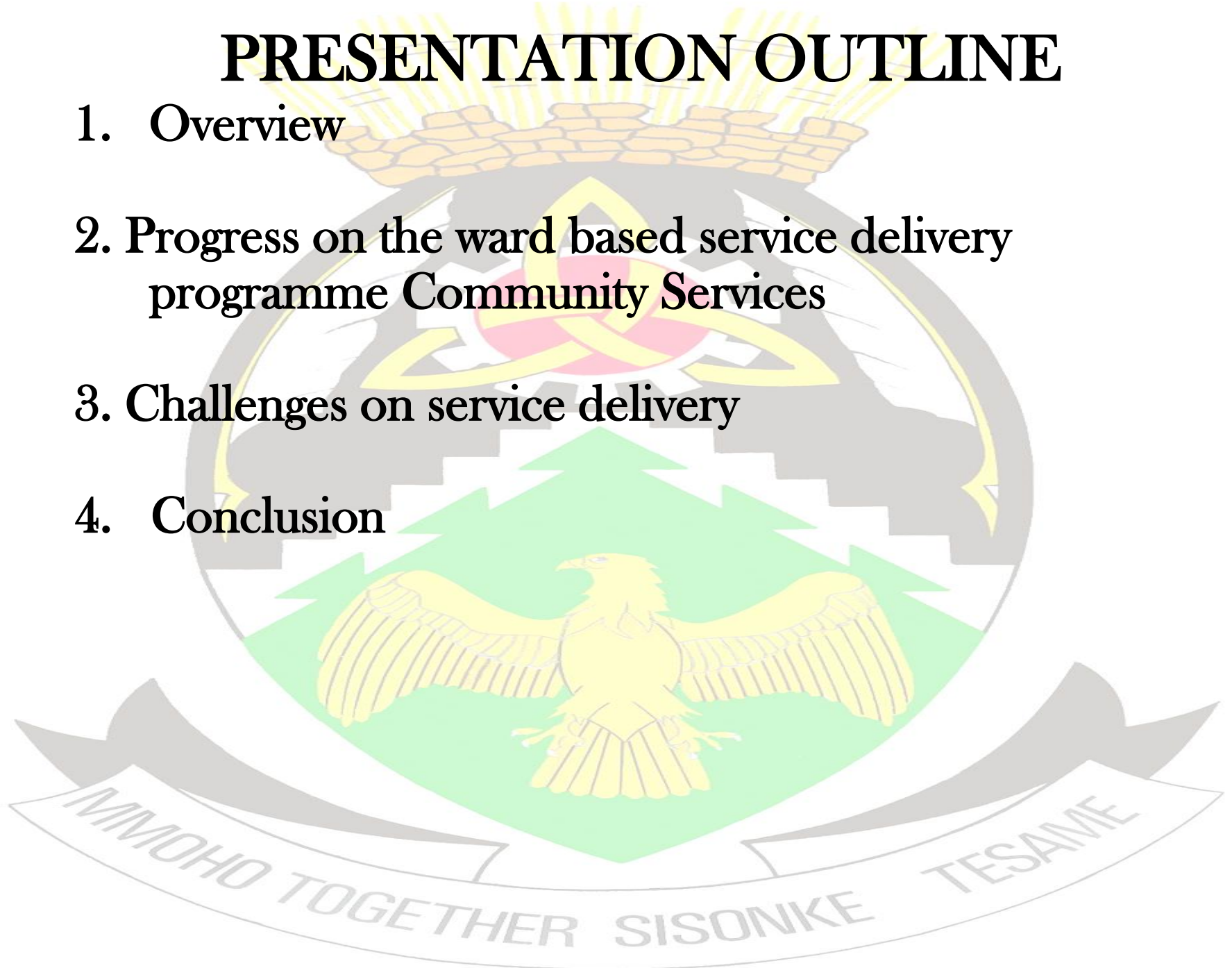
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Presenter:

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EXECUTIVE DIRECTOR: COMMUNITY SERVICES**

PRESENTATION OUTLINE

1. Overview
2. Progress on the ward based service delivery programme Community Services
3. Challenges on service delivery
4. Conclusion



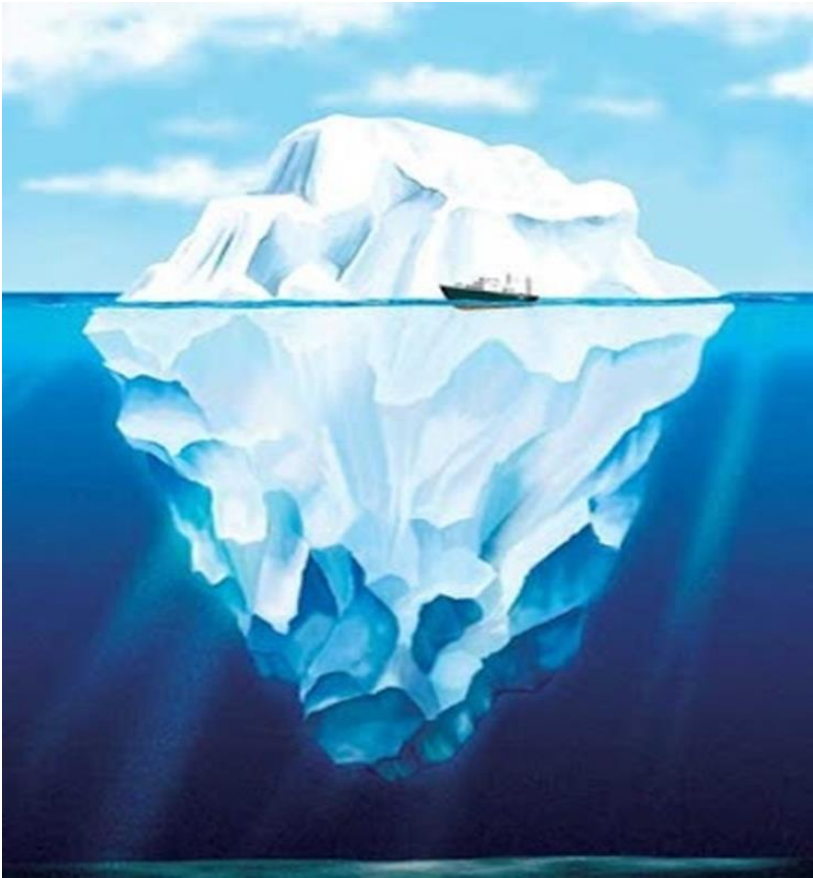
OVERVIEW

- ▶ State of the Municipality
 - The Municipality serves approximately 115 632 households (Census 2011) in its entire area of jurisdiction comprising of six (6) Towns and six (6) Townships.

Introduction

- There are a number of issues which requires the attention from the Matjhabeng Municipality.
- Coupled with the mammoth challenges, there are various internal dynamics that the institution face which hinder the success of any implementation plan.

Where are we?



Where are we?



What we
all
see/know

CHALLENGES ON SERVICE DELIVERY

YELLOW FLEET

- ▶ - Poor Condition of yellow fleet
- ▶ - Inadequate yellow fleet
- ▶ Continuous breakdown of vehicles impacts badly on service delivery, and increase overtime claims.
- ▶ Every time we want to remove illegal dumping we need to procure

CHALLENGES ON SERVICE DELIVERY(Parks)

- ▶ The bulk of the upkeep is the maintenance of areas where grass and trees are dominant
- ▶ Grass is the most prevalent one in between roads and islands in between.
- ▶ Cutting part of costs can be done by paving our Islands with rubber paving which might be one of the options attractive to consider.

CHALLENGES ON SERVICE DELIVERY(Cemeteries)

- ▶ A lot of Cemeteries status in terms of cleanliness and openness due lack of fencing leaves much to be desired.
- ▶ These are community facilities that are used almost every week due to burials happening.
- ▶ An outcry about vandalism happening in Cemeteries is very loud.
- ▶ Palisade and concrete fencing are being a big problem because of theft due to the nature of the materials.
- ▶ Palisade fence is pure scrap that has got a huge market. Concrete fence is also having steel ingredients hence it is also a target.
- ▶ Municipality needs to consider going green as a necessary movement forward by tapping into using recycled products for fencing like plastic fence.

CHALLENGES ON SERVICE DELIVERY(Waste Management)

- ▶ The unit indeed is faced with challenges of not servicing the areas as per the schedule despite that the department thrive to provide the service to the community even if it means working beyond the working hours.
- ▶ The following are the challenges faced by the unit:
- ▶ Shortage tool of trades like refuse removal vehicles and constant breakages
- ▶ Staff turnover like high vacancy rate and absenteeism due to ill-health
- ▶ Gradual expansion of Towns (Units) which affects existing tools of trade.
- ▶ Illegal dumping

GENERAL CHALLENGES ON SERVICE DELIVERY

SERVICE	CHALLENGES	PROPOSED INTERVENTION
INSTITUTIONAL	Shortage of resources i.e. personnel, materials, plant and equipment	<ul style="list-style-type: none"> i. Revise current procurement procedure; ii. Re-open Municipal Stores: <ul style="list-style-type: none"> ✓ Provide sufficient security for the Stores ✓ Appoint personnel to manage and control the Stores. ✓ Compile minimum stock levels requirements and maintain a healthy stock level at all times in all stores of every unit. ✓ Procure fuel from wholesale suppliers. ✓ Procurement of Annual tenders for the procurement of maintenance services and materials. v. Fill critical vacancies of Managers, Technologists/ Technicians, Supervisors/ Foremen and Artisans to 100% vi. Acquire New Fleet or alternative Fleet Management Services
	<ul style="list-style-type: none"> • Lack of capacity and Shortage of Skills 	<ul style="list-style-type: none"> • Completion of Skills Audit and Training of Personnel. • Approve the proposed Organisational Structure for improved Staff establishment with qualified and skilled personnel. • Minimize outsourcing and build internal capacity.

PROGRESS ON THE WARD BASED SERVICE DELIVERY PROGRAMME

- ▶ The Proposed Program for the Removal of Illegal Dumping and Cutting of Grass started on the 15th of April 2018 and is expected to end on the 29th of June 2018.
- ▶ As per the programme the initial areas to be attended to were Allanridge and Nyakalong.
- ▶ The programme started as per schedule with no hindrances .
- ▶ Later on there were challenges ,it must therefore be noted that there was a delay of illegal dumping removal due to the mechanical breakdown of the front end loader and unavailability of trucks.

CUTTING OF GRASS Progress

- ❧ After the 03 May 2018 , nothing happened in Welkom due to the tractors being repossessed by the Sheriff.
- ❧ It must be noted that that had and still have a negative impact to the programme and rendering of basic service delivery.
- ❧ On Friday the 04th of May 2014 we had a school which had paid for the cutting of grass around the school and the service was delayed as we had no tractors from Parks. The Recreational division came to the rescue.
- ❧ That Friday the grass cutter tractor of Recreational division was also repossessed.

Progress Continu.....

- ▶ There was a threat on the implementation of the programme due to shortage of fuel that we experienced during that time.
- ▶ Four(4) grass tractors with grass cutters were repossessed.
- ▶ We also experienced constant break up of vehicles.
- ▶ Refuse removal was and still is a night mare with constant unavailability of Collector trucks due to breakages and due to the fact that the Service provider had pulled off his trucks from January 2019.
- ▶ Instant of getting better illegal dumping is getting worse and the surrounding are unsightly.

PROGRESS ON THE WARD BASED SERVICE DELIVERY PROGRAMME...CONTINUED

Description	Contractor / Internal	Ward	Achievement
Cutting of Grass	Internal Maintenance	09	24 -30 April & 7-9 May 2018
		4	8 -24 May 2018
		2	8 -20 May 2018
		36	23 – 25 April 2018
		19	23 April 2018(Whole Month)
		33	30-15 May 2018
		30	12-30 April 2018
		32/33	20 April- 01 May 2018
		31	25 April 2018
		23 &11	01- 30 June-2018
		8	20- 30 May 2018
		28	01-08 August 2018
		26	05-12 August 2018
		12	07-15August 2018

CONCLUSION

- ▶ The Municipality Is overwhelmed with challenges as indicated above
- ▶ It must be noted that the daily complaints in other Wards had to be attended to while busy with the Ward Based Service Delivery Program.
- ▶ He problem was also interrupted by Thuma mina Programme while on that one the Programme of LET also kick started derailing the programme all together. Since September
- ▶ Irrespective of the challenges herein, the Directorate is determined to improve on service delivery by addressing such challenges through the intensive program and that can be achieved if urgently funded and fully resourced