



# Chapter 3

## Service Delivery Performance



# Chapter 3 – Service Delivery Performance

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## Challenges in terms of Service Delivery

- **Office of the Municipal Manager**
  - The PMS is well accepted by senior management but must now be cascaded down to lower levels of employment to experience the full benefit of a fully implemented PMS.
  - In the compilation/review of the IDP, Public Participation is always a challenge and the commitment of Council to this process is needed. The lack of several master plans in the municipality has a serious impact on the reliability assessment of the IDP.
  - Internal Audit is understaffed and that is hampering their performance.
  - The IT officer is not able to attend to all problems. She has 1 intern and 2 volunteers to assist her. Appointment of IT staff is a serious challenge.
- **Department Corporate Services**
  - Some critical, vacant posts remain unfilled.
  - Not all employees were given training.
  - Misuse of municipal assets like vehicles.
  - Limited EAP
- **Department Community Services and LED (policies reviewed and new policies develop)**
  - Lack of Employees
  - Lack of Plant Machinery for landfill site Management and Refuse removal
  - Lack of Proper equipment's to deliver efficient service
- **Department Technical Services**
  - Water and Sanitation
    - Lindley clean water reservoir is leaking. The consultant was appointed for assessment.
    - Meintjies clean water reservoir is leaking; a quotation will be obtained from Gertuck to fix this reservoir.
    - The supply of water to Reitz/ Petsana is unstable.
    - The Reitz WWTW is overloaded, the plant is unable to treat the amount of waste water inflow.
    - The department is short-staffed; as a result, there is a delay in executing most of the planned projects.
    - The department is in short of vehicles, which forces other teams to share vehicles.
    - There is a delay in purchasing of material, which is affecting the service delivery.
    - There is high water demand in Reitz; as a result the reservoirs are no longer getting full.
    - Most of toilets in Petsana are leaking; which is resulting in serious water loss.
    - The Upgrade at Reitz WTW has taken too long to be complete and it is affecting most treatment units.

- Electricity and Mechanical
  - Shortage of Materials for Maintenance
  - Need for tools.
  - Need for spare Transformers (at least 100KVA and 200KVA).
  - Broken Highmast lights needing crane for repairs.
  - Ground mounted transformers in Ntha.
  - Opened pole top boxes causing power failures in Ntha.
  - Substations need annual service.
  - Shortage of qualified staff.
  - Burglaries occurring in the presence of Security guards.
- Roads and Stormwater
  - Delays in Procurement of Vehicle Parts.
  - Shortage of qualified Mechanics.
  - Transport – trucks needs tyres, roadworthy and license fees to be paid; Requests were handed in for approval and purchases,
  - On license fees, fleet management arrange payments.
  - Bulk materials in process of buying.(Requests handed in)
  - Consider hiring of yellow fleet for gravelling program.
  - New borrow puts to be identified.
  - Quality of existing borrow puts are poor – not suitable for program.
  - Labour intensive – not enough labour to perform as required.
  - Require EPWP workers temporary.
  - Lack of internal and external funding due to financial restrains.
  - Apply for funding at District Council and MIG
  - In need of pedestrian vibrating roller, 3 x plate compactors and 2 x tamper rammers; Requests handed in for approval of purchases.
- **Department Financial Services**
  - Increasing collection rate
  - Implementing full credit control and debt collection on the areas supplied by Eskom

## Future Actions

Our immediate future priorities to improve our services will be as follows:

- **Office of the Municipal Manager**
  - In 2014/2015 it is of high importance that the municipality implement the electronic version developed by the COGTA.
  - The IDP assessment rating will never be improve unless master plans are developed and regularly reviewed.
  - Water Service Delivery Plan
  - Transport Master plan
  - Roads and Storm Water management Plan
  - Energy Master Plan
  - Solid Waste Management Plan
  - Environmental Master Plan

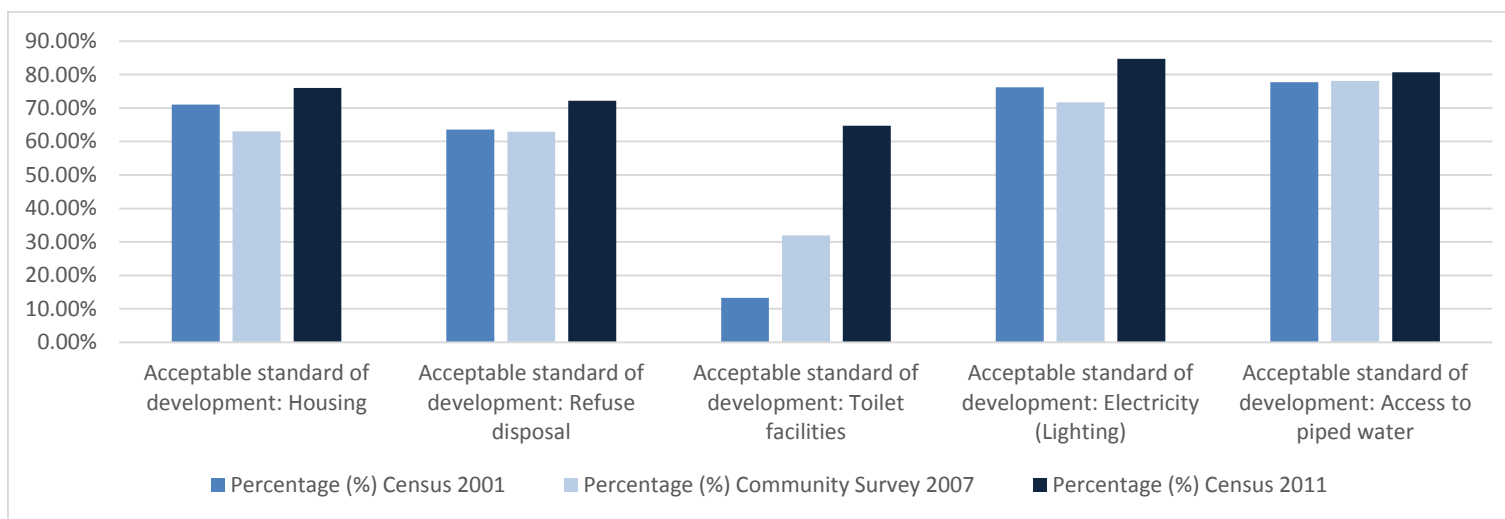
- Tourism Strategy
- LED Strategy
- HR Strategy
- Financial Plan
- Housing Sector Plan
- SDF
  
- **Department Corporate Services**
  - Prioritize training.
  - Fill essentially critical skills.
  
- **Department Community Services and LED**
  - Change of the current Organogram to allow sections to grow in skilled personnel
  - Procurement of proper Plant Machinery and equipment.
  - Procuring of 85 L Dustbins
  - Improving Skills development within department
  
- **Department Technical Services**
  - Request for Materials was submitted on 15 July 2014.
  - Tools were ordered.
  - Transformers were requested.
  - Request for Service provider with Suitable Crane was made
  - Request for transformer pole mounting materials was re-submitted on 15 July 2014.
  - About 150 new pole top box covers to be ordered.
  - Request for Substations maintenance was submitted on 15 July 2014.
  - Still waiting for the approval of updated organogram, so that appointments can be made.
  - Seek management intervention.
  - Consult Finance Department.
  
- **Department Financial Services**
  - Timeous sitting of the Revenue Committee
  - Continuous visits to locations to urge people to pay
  - Appoint an effective debt collector

## Component A: Basic Services

If the results of Census 2001 are compared with those of the 2007 Community Survey, the progress that the Municipality has made with service delivery in respect of ensuring access to key basic services are evident:

Figure / Table 3.1: Performance in terms of basic services

Performance Indicator: Basic Services	Percentage (%)		
	Census 2001	Community Survey 2007	Census 2011
Acceptable standard of development: Housing	71.00%	63.00%	<b>76.00%</b>
Acceptable standard of development: Refuse disposal	63.60%	62.90%	<b>72.20%</b>
Acceptable standard of development: Toilet facilities	13.30%	31.90%	<b>64.70%</b>
Acceptable standard of development: Electricity (Lighting)	76.20%	71.70%	<b>84.70%</b>
Acceptable standard of development: Access to piped water	77.70%	78.10%	<b>80.70%</b>



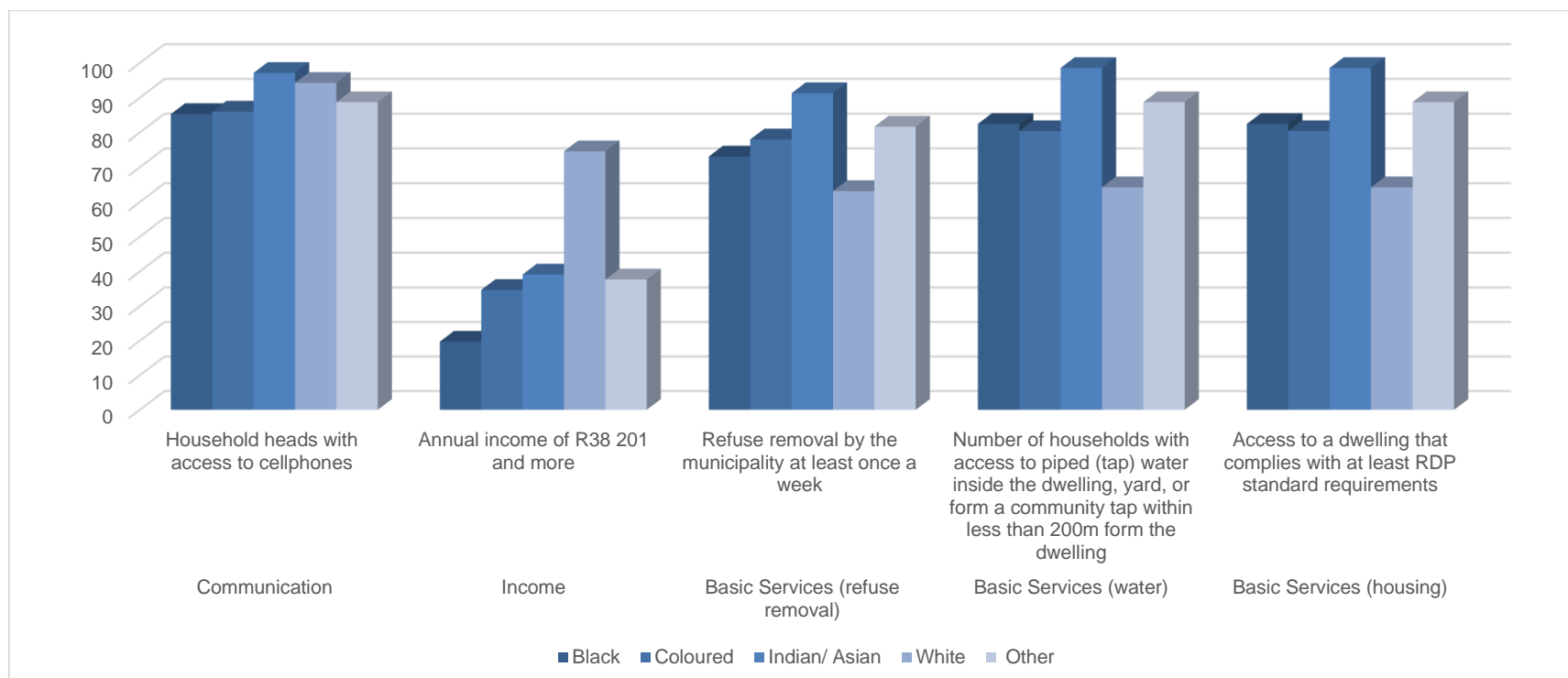
(Source: Census 2001, Community Survey, 2007 and Census 2011)



If a comparative analysis based on a number of key development indicators is done (see Figure below) it is clear that the main development gap in the Nketoana area of jurisdiction is still primarily in among the African and Coloured population groups.

Figure / Table 3.2: Access to basic services (profile)

Area	Standard Indicator	Black	Coloured	Indian/ Asian	White	Other
Communication	Household heads with access to cellphones	85.3	86	97.14	94.26	88.71
Income	Annual income of R38 201 and more	19.73	34.69	39.13	74.57	37.71
Basic Services (refuse removal)	Refuse removal by the municipality at least once a week	73.08	78	91.3	63.14	81.67
Basic Services (water)	Number of households with access to piped (tap) water inside the dwelling, yard, or form a community tap within less than 200m form the dwelling	82.45	80.39	98.55	64.22	88.71
Basic Services (housing)	Access to a dwelling that complies with at least RDP standard requirements	82.45	80.39	98.55	64.22	88.71

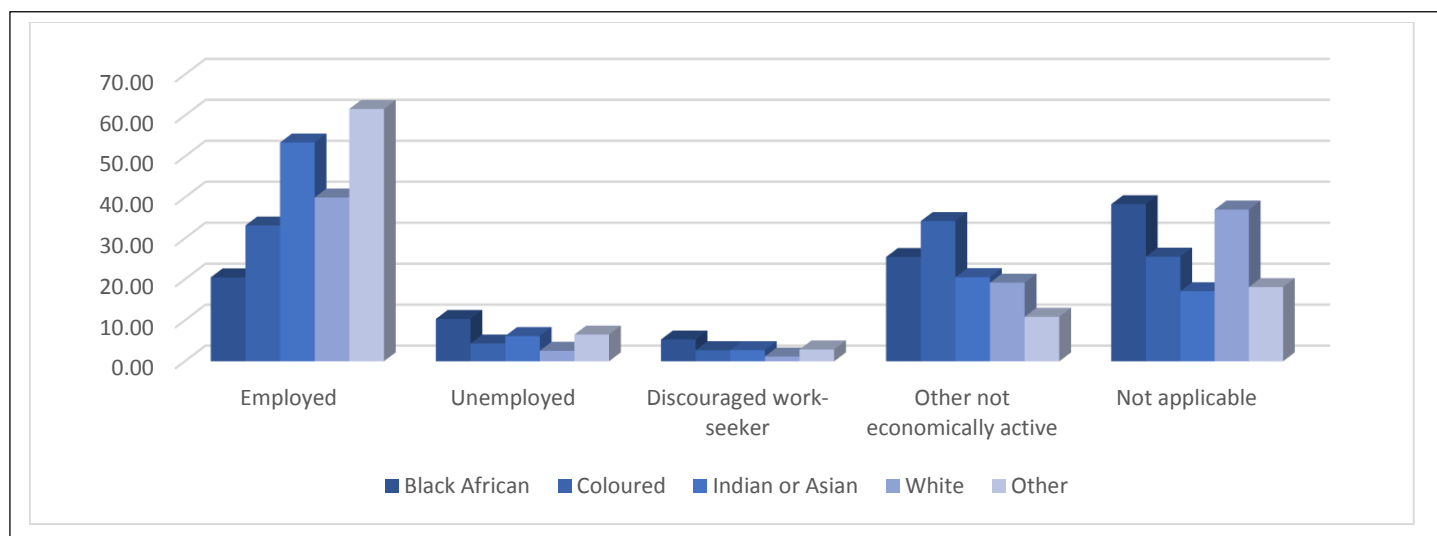


(Source: Census 2011)

Figure / Table 3.3: Official employment status according to Population

Per Person							As %					
	Employed	Unemployed	Discouraged work-seeker	Other not economically active	Age less than 15 years	Not applicable		Employed	Unemployed	Discouraged work-seeker	Other not economically active	Not applicable
Black African	11301	5708	2939	14052	-	21154	Black African	20.49	10.35	5.33	25.48	38.35
Coloured	61	8	5	63	-	47	Coloured	33.15	4.35	2.72	34.24	25.54
Indian or Asian	78	9	4	30	-	25	Indian or Asian	53.42	6.16	2.74	20.55	17.12
White	1880	121	55	903	-	1742	White	39.99	2.57	1.17	19.21	37.06
Other	85	9	4	15	-	25	Other	61.59	6.52	2.90	10.87	18.12

Official employment status according to Population as %



(Source: Census 2011)

## 3.1 Water Provision

### 2.2.1 Statistical Overview

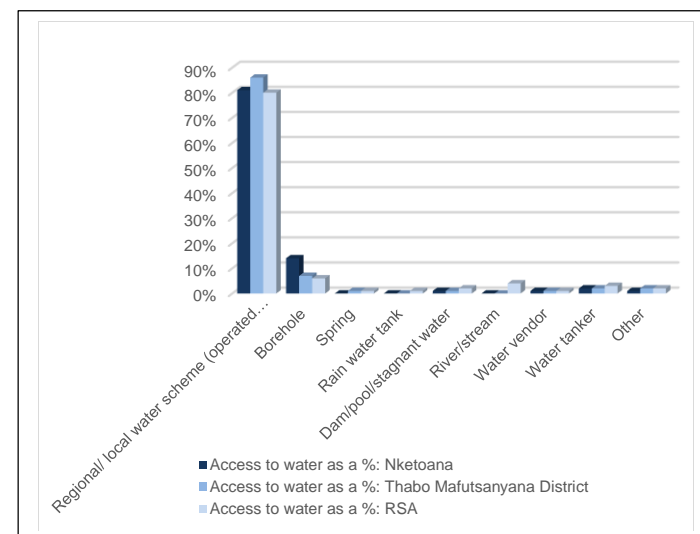
Figure / Table 3.4: Analysis of Access to Water: 2001, 2007, 2011

	Census 2001	CS 2007	Census 2011
Piped water inside the dwelling / Piped water inside the yard	77.7%	78.1%	80.7%
from access point outside the yard	19.6%	15.9%	0.0%
Borehole	0.6%	5.7%	14.3%
Spring	0.1%	-	0.2%
Dam / pool	0.5%	-	0.6%
River / stream	0.2%	-	0.1%
Water vendor	0.1%	0.1%	0.6%
Rainwater tank	0.4%	-	0.3%
Other	0.8%	0.2%	2.6%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

(Source: Stats SA)

Figure / Table 3.5: Access to water: Nketoana, Thabo Mafutsanyana and RSA

	Nketoana	Access to water as a %: Nketoana	Thabo Mafutsanyana District	Access to water as a %: Thabo Mafutsanyana District	RSA	Access to water as a %: RSA
Regional/ local water scheme (operated by municipality or other water services provider)	13983	81%	188662	86%	11519312	80%
Borehole	2475	14%	14783	7%	881495	6%
Spring	33	0%	1317	1%	178799	1%
Rain water tank	52	0%	724	0%	141475	1%
Dam/pool/stagnant water	101	1%	1972	1%	225181	2%
River/stream	22	0%	566	0%	651246	4%
Water vendor	104	1%	1458	1%	176425	1%
Water tanker	440	2%	4549	2%	376423	3%
Other	108	1%	3853	2%	299806	2%
Not applicable			-		-	



(Source: Stats SA)



Figure / Table 3.6: Access to water according to category and per ward

	Regional/local water scheme (operated by municipality or other water services provider)	Borehole	Spring	Rain water tank	Dam/pool/stagnant water	River/stream	Water vendor	Water tanker	Other
FS193: Nketoana	13983	2475	33	52	101	22	104	440	108
Ward 1	1503	399	6	5	3	-	4	8	-
Ward 2	1856	3	1	1	-	-	1	-	7
Ward 3	1937	187	1	-	-	2	7	15	24
Ward 4	1317	349	4	-	5	1	10	64	13
Ward 5	1197	398	3	26	14	9	10	76	20
Ward 6	999	670	9	9	57	5	18	97	7
Ward 7	1416	465	9	8	19	5	41	143	7
Ward 8	1492	1	-	1	2	-	6	17	3
Ward 9	2267	3	-	-	1	-	7	21	26

(Source: StatsSa, Census, 2011)

Figure / Table 3.7: Blue drop assessment results, 2012

**Total: 18,57%**

Reitz Supply Area: Reitz	17,74%
Mamafubedu (Petrus Steyn) Supply Area: Mamafubedu (Petrus Steyn)	18,16%
Lindley Supply Area: Lindley	15,43%
Arlington Supply Area: Arlington	13,60%

(Source: DWA, 2012)

Figure / Table 3.8: Situation Analysis: Water

Status Quo: <sup>1</sup>									

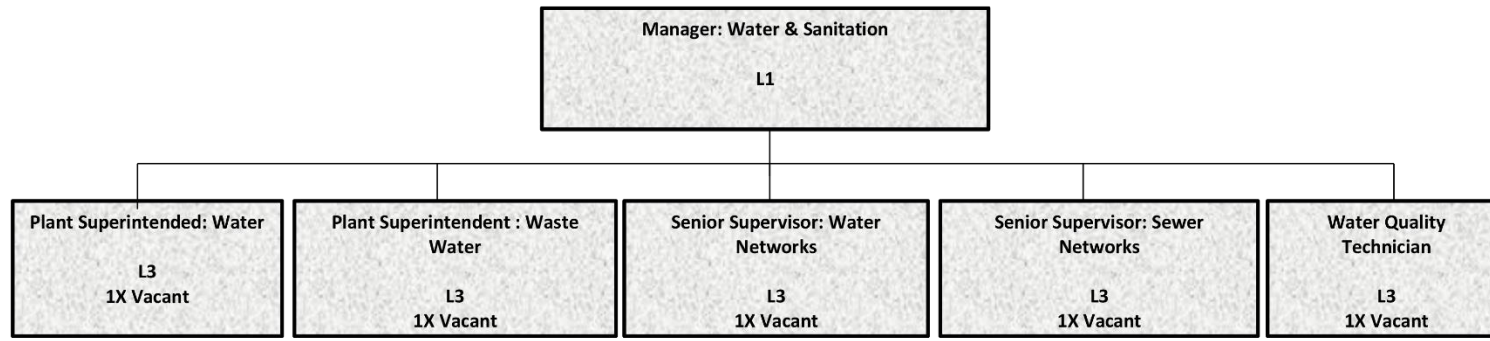
<sup>1</sup> Source of statistics: (StatsSA, 2011): Wards 1 and 2=Petrus Steyn / Mamafubedu; Ward 3 and 4 = Lindley/Ntha; Ward 5=Arlington/Leratswana and Ward 6-9 = Reitz and Petsana

	<ul style="list-style-type: none"> <li>• Mamafubedu (Petrus Steyn) high lift pump number one must be changed to the size of pump number two in order for it to provide the same capacity in case pump number two gets damaged.</li> <li>• Reitz high lift pump number one must be rehabilitated because it is the one that pumps enough water to Reitz booster pump station. It sprays water and its bearings are making an unusual sound.</li> <li>• Current municipality process controllers must attend NQF courses so that the requirement of process controller classification compliance can be met.</li> <li>• Standby blowers must be rehabilitated</li> <li>• Off line filters must be rehabilitated so that the quality produced by the plant can be good and to also avoid overloading other filters.</li> <li>• Scale for connected chlorine cylinder must be provided to enable the process controllers to accurately trace the daily usage of chlorine.</li> <li>• Extraction fan and heaters must be installed in the chlorine room.</li> <li>• Standby flocculent dosing pump must be installed.</li> <li>• New outflow meters must be installed so that plant water loss could be determined.</li> </ul>
Mamafubedu (Petrus Steyn):	<p>The only source of water is boreholes and that is not an adequate source. Clean water is delivered by pipeline from Reitz to Mamafubedu (Petrus Steyn), but even that is still not adequate. A serious challenge still exists to solve this problem.</p> <p><i>Recommendations:</i></p> <ul style="list-style-type: none"> <li>• Current municipality process controllers must attend NQF courses so that the requirement of process controller classification compliance can be met.</li> <li>• Sedimentation tank must be built together with the flocculation channels to increase the current capacity of the treated water.</li> <li>• Install a new raw water pump because the current one is not damaged.</li> <li>• Install a telemetry for raw water control so that the process controllers could be able to regulate the treatment works inflow, especially when backwashing.</li> <li>• Raw water pumps must be changed from submersible to positive displacement pumps. This will assist in increasing the running capacity of the plant and will also encourage maintenance instead of replacement of pumps. (build new raw water pump station)</li> <li>• Backwash water must be recycled back to the plant by installing a submersible pump into the backwash water collection chamber.</li> <li>• Standby pump must be installed at reservoir pump station.</li> <li>• Scale for connected chlorine cylinder must be provided to enable the process controllers to accurately trace the daily usage of chlorine.</li> <li>• Extraction fans and heaters must be installed in the chlorine to prevent the chlorine cylinders from freezing.</li> <li>• Standby flocculent dosing pump must be installed to prevent stopping the plant due to faulty dosing pump.</li> <li>• Standby backwash blower pump must be installed.</li> </ul>

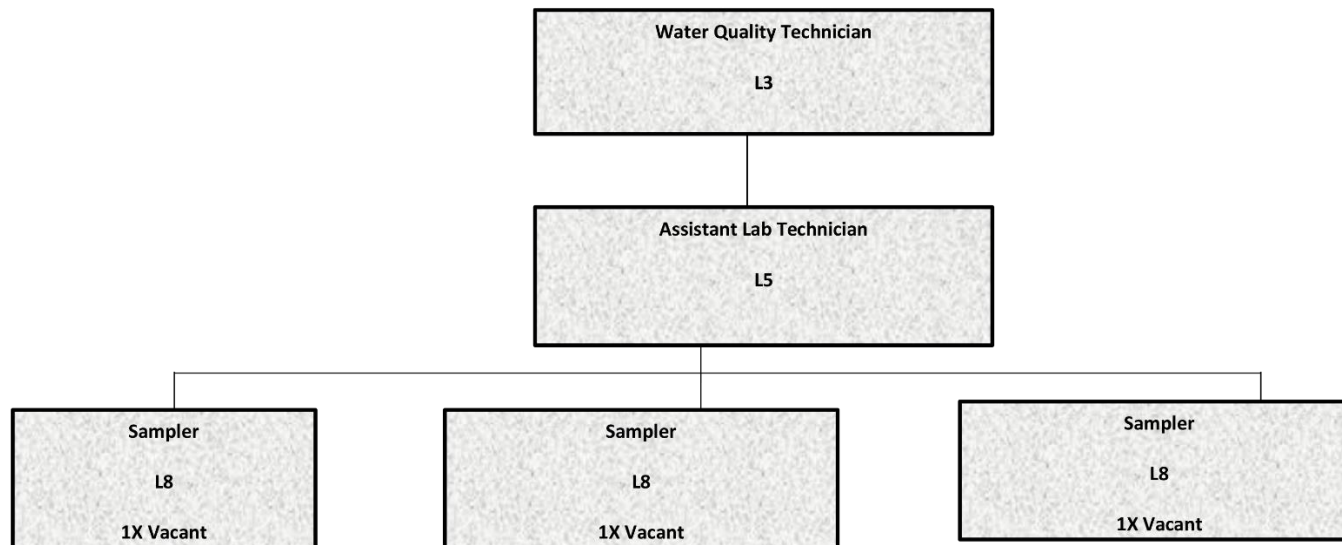
	<ul style="list-style-type: none"> <li>Final water meter must be installed for proper demand management and to determine water loss.</li> </ul>
<i>Lindley/Ntha:</i>	<p>Water is extracted from the Vals river. It is however not a constant adequate source and in dry seasons acute water shortages are experienced.</p> <p><i>Recommendations:</i></p> <ul style="list-style-type: none"> <li>Current municipality process controllers must attend NQF courses so that the requirement of process controller classification compliance can be met.</li> <li>Filter media must be replaced to improve the quality of the filtered water.</li> <li>Raw water pumps (at the dam) must be changed from submersible to ksb pumps. This will assist in increasing the running capacity of the plant and will also encourage maintenance instead of replacement of pumps.</li> <li>Backwash water must be recycled back to the plant by installing a submersible pump into the backwash water collection chamber.</li> <li>Scale for connected chlorine cylinder must be provided to enable the process controllers to accurately trace the daily usage of chlorine.</li> <li>Standby flocculent dosing pump must be installed.</li> <li>PAC must be dosed for the removal of TOC</li> <li>Final water meter must be installed proper demand management and to determine water loss.</li> </ul>
<i>Arlington/Leratswana:</i>	<p>The Spoornet Dam and boreholes are used as water sources. It is how ever not adequate at all. The Spoornet Dam is filled up with silt and as a result the holding capacity of the dam decreased drastically.</p> <p><i>Recommendations:</i></p> <ul style="list-style-type: none"> <li>Current municipality process controllers must attend NQF courses so that their classification can be in line with the requirements.</li> <li>Filter media must be replaced to prevent contaminated water supply due to poor condition of the current media.</li> <li>Standby flocculent dosing pump must be installed.</li> </ul>
<i>Rural Areas:</i>	<p>The rural areas mostly make use of boreholes as their water source. Most of the farm owners provide clean drinkable water to their workers without any problems. The municipality is however providing water to a few farms with tanks where there is problems in providing it.</p>
<i>Other priority issues:</i>	<p>The poor blue drop assessment rating is a concern to the municipality.</p> <p>The Water &amp; Sanitation department is dedicated to its vision where everyone must have access to safe drinking water and proper sanitation at all times. Safe water and sanitation are now recognized as human rights, vital for everyone in the world, yet there are a billion people still without access to safe water and over two billion without access to sanitation. Many women and children spend hours each day walking long distances to collect water which is often unsafe to drink. In Nketoana Local Municipality many households still walk long distances to fetch water from public communal standpipes and other households are still using buckets and pit latrines for sanitation. This prevents women from doing other work and may prevent children from attending school.</p>

	<p>The lack of these essential Services traps people in a stranglehold of poverty of which Nketoana LM believes that water, sanitation and hygiene education are vital for the health, wellbeing and dignity of poor people and that they form the foundation for all other development, providing the key to poverty reduction. It is in this line that the water and sanitation department is dedicated to developing tried and best methods of solving the complex problem of providing water and sanitation to the poor.</p> <p><i>Challenges:</i></p> <ul style="list-style-type: none"> <li>• Lindley clean water reservoir is leaking. The consultant was appointed for assessment.</li> <li>• Meintjies clean water reservoir is leaking; a quotation will be obtained from Gertuck to fix this reservoir.</li> <li>• The supply of water to Reitz/ Petsana is unstable.</li> <li>• The Reitz WWTW is overloaded, the plant is unable to treat the amount of waste water inflow.</li> <li>• The department is short-staffed; as a result, there is a delay in executing most of the planned projects.</li> <li>• The department is in short of vehicles, which forces other teams to share vehicles.</li> <li>• There is a delay in purchasing of material, which is affecting the service delivery.</li> <li>• There is high water demand in Reitz; as a result the reservoirs are no longer getting full.</li> <li>• Most of toilets in Petsana are leaking; which is resulting in serious water loss.</li> <li>• The Upgrade at Reitz WTW has taken too long to be complete and it is affecting most treatment units.</li> </ul>
<i>Number/percentage of households without access at all and with below standard access and with access</i>	<ul style="list-style-type: none"> <li>• No households are without access</li> <li>• All households have water connections on the site</li> </ul>
<i>Indicate all areas or settlements without access in terms of the basic service standards and provide reasons for lack of service</i>	<ul style="list-style-type: none"> <li>• The new extensions use street taps awaiting the site connections. Lindley/Ntha 1001 sites. Reitz/Petsana 701 sites. Mamafubedu (Petrus Steyn) 394.</li> </ul>
<i>Indicate all areas or settlements with an unreliable service and provide reasons for this</i>	<ul style="list-style-type: none"> <li>• All formal residential areas have at least RDP level of access.</li> <li>• Mamafubedu (Petrus Steyn) experience periodic water shortages due to in-adequate water, as previously discussed</li> <li>• Ageing infrastructure</li> <li>• Upgrading needs especially replacement of asbestos pipes</li> </ul>

Figure / Table 3.9: Organogram

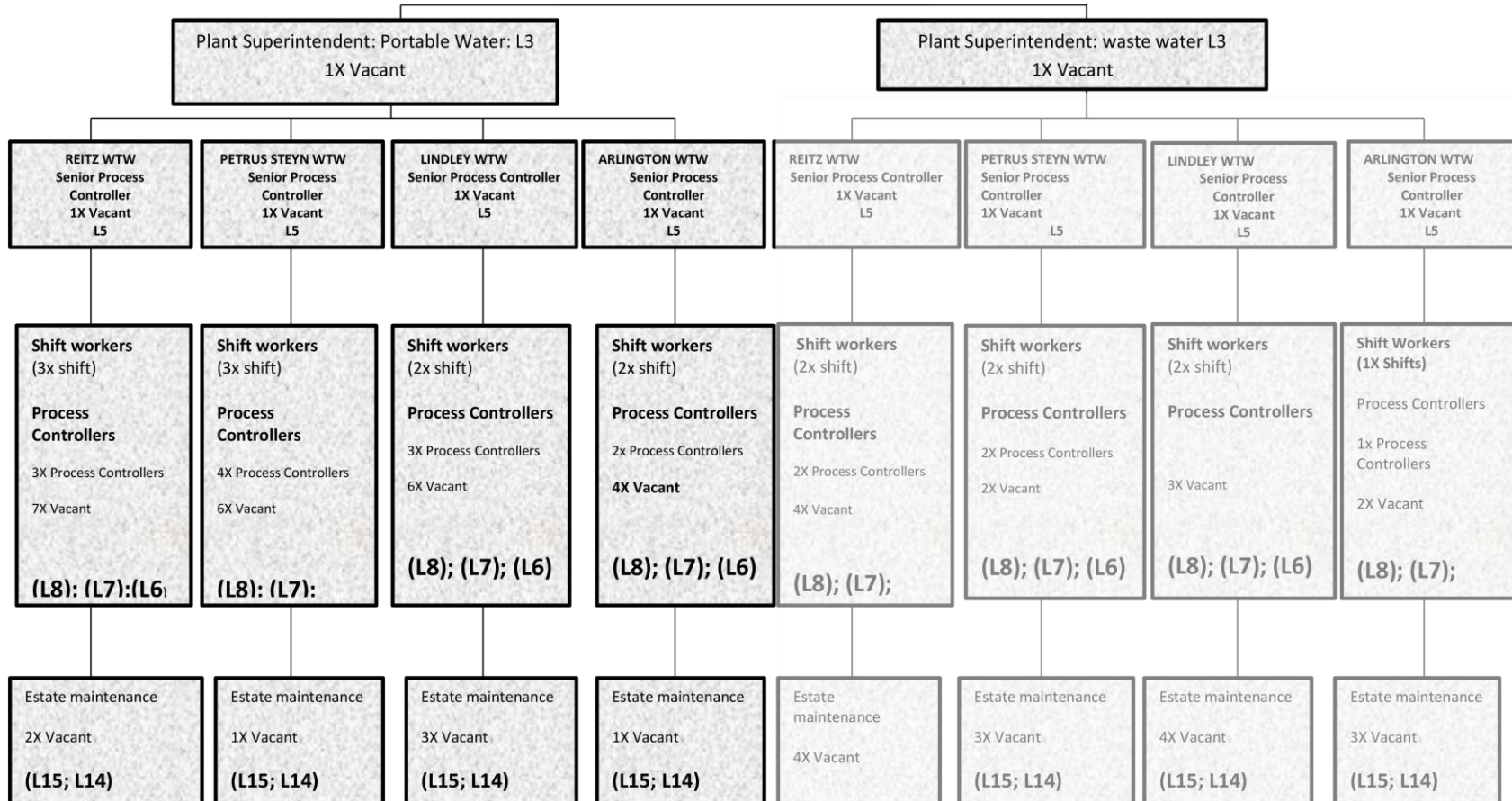


#### WATER QUALITY





## WATER & WASTE WATER TREATMENT



### Actual performance against SDBIP targets set for the 2013/14 Financial Year

<b>IDP Priority 1:</b>	Water
<b>Strategic Objective:</b>	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of water by 2014
<b>Outcomes:</b>	All (100% of) households in formal settlements having access to basic level of water by 2014. This includes 1,331 additional households provided with basic level of water (water connections) in Lindley and Petsana.
<b>Department:</b>	Technical Services
<b>Vote:</b>	Water
<b>Sub-function:</b>	Water Distribution

### Actual performance against SDBIP targets set for the 2013/14 Financial Year and comparative assessment of targets with targets set for 2013/14 and 2015/16

R ef N o	Key Perfor mance Area	IDP Prio rity	Vote/ Functi on	Key Performance Indicator			Bas eline	Target s								Ann ual Tar get	Perfor mance Feedb ack	Proo f of evid ence	Reas on for devi ation	Rem edial actio n	2013/14		2015/16	
				Objec tive	Indicat or	Unit of measur ement		July - Sep t 201 4	Act ual	O ct- Dec 20 14	Actu al	Jan- March 20 15	Act ual	April- June 2015	Actual						Target	Act ual	Objecti ve/ target	Tar get
M M 28  Tech 1		Water	Water  Water Distribution  Water Infrastructure	To ensure that 100% of households in formal settlements in the Nketoana municipal area	15,331 households in formal urban areas, as defined in the IDP, have access to at least RDP	Number of households with access to at least RDP level of water	14,000							15,331	15,331	15,331	All households in the formal urban area are provided with at least RDP level of water. Where site connection	Statistics from Finance Billing system			15,331	15,331	15,331 households in formal urban areas, as defined in the IDP, have access to at least RDP level of	15,331

R ef N o	Key Perfor mance Area	IDP Prio rity	Vote/ Functi on	Key Performance Indicator			Bas eline	Tar get s							Ann ual Tar get	Perfor mance Feedb ack	Proo f of evid ence	Reas on for devi ation	Rem edial actio n	2013/14		2015/16	
				Objec tive	Indicat or	Unit of measur ement		July - Sep t 201 4	Act ual	O ct- Dec 20 14	Actu al	Jan- Mar ch 20 15	Act ual	April- June 2015						Actual	Target	Act ual	Objecti ve/ target
				have access to basic level of water	level of potabl e water											tions are not yet installe d, commu nal taps are availabl e						potable water	
M M 29  Te ch 2			Water		Ntha / Lindley  New Water Purific ation Works	1 Project				1	1				1	Comple ted and a practic al comple tion certific ate was issued	Phot os and progr ess repor t					1 Project	1
M M 30  Te ch 3					Boreho les: Petrus Steyn and Arlingt on (RBIG)	Number of borehol es to be provide d							15  Mamaf ubedu  11 Lindley  1 Arlingt on x	15  Mamaf ubedu  11 Lindley  1 Arlingt on x	27	To provide sufficie nt additio nal water the capacit y of holes must be at least 1 mega liter per day. The target was	Prog ress repor t  Proje ct plan  Pictu res			1	0	15  Mamafu bedu  5 Lindley  1 Arlingt on	17

R ef N o	Key Perfor mance Area	IDP Prio rity	Vote/ Functi on	Key Performance Indicator			Bas eline	Target s							Ann ual Tar get	Perfor mance Feedb ack	Proo f of evid ence	Reas on for devi ation	Rem edial actio n	2013/14		2015/16	
				Objec tive	Indicat or	Unit of measur ement		July - Sep t 201 4	Act ual	O ct- Dec 20 14	Actu al	Jan- March 20 15	Act ual	April- June 2015	Actual					Target	Act ual	Objecti ve/ target	Target
																reache d							
																						Reitz water Treatm ent Works: Upgradi ng of Raw water pump station and high lift pump station  1 Raw water pump station and 1 High lift Pump station to be complet ed	2= 1 Raw water pump station and 1 High lift Pump station
																						Refurbi shment of raw water pump station at Middelp unt Dam to	2

R ef N o	Key Perfor mance Area	IDP Prio rity	Vote/ Functi on	Key Performance Indicator			Bas eline	Tar get s							Ann ual Tar get	Perfor mance Feedb ack	Proo f of evid ence	Reas on for devi ation	Rem edial actio n	2013/14		2015/16		
				Objec tive	Indicat or	Unit of measur ement		July - Sep t 201 4	Act ual	O ct- D ec 20 14	Actu al	Ja n- Ma rch 20 15	Act ual	April- June 2015						Actual	Target	Act ual	Objecti ve/ target	Tar get
																						ensure maximum abstraction capacity  Number of pump stations refurbished according to standards as specified in the tender document		
M M 31  Tech 4					Supply of Water in Farms in JoJo Tanks on request	30 farms provided with clean, potable water								30	30	30	30	Log book			4	4	Number of farming communities provided with water	4

R ef N o	Key Perfor mance Area	IDP Prio rity	Vote/ Functi on	Key Performance Indicator			Bas eline	Tar get s							Ann ual Tar get	Perfor mance Feedb ack	Proo f of evid ence	Reas on for devi ation	Rem edial actio n	2013/14		2015/16		
				Objec tive	Indicat or	Unit of measur ement		July - Sep t 201 4	Act ual	O ct- Dec 20 14	Actu al	Jan- Mar ch 20 15	Act ual	April- June 2015						Actual	Target	Act ual	Objecti ve/ target	Tar get
M M 32  Te ch 5					Upgra ding of Reitz Purific ation Plant, RBIG	Capacit y  1 Project				1	1 (40% compl eted)				1	40% of the project is comple ted accordi ng to the targets set in the project plan	Prog ress repor t  Proje ct Plan			Comple tion of the Reitz Purificat ion Plant accordi ng to the require ments of the contract docume ntation and project specific ations	1			
M M 33  Te ch 6					Reitz to Mamaf ubedu Pipelin e, 49km  Phase 1 : 5km	5 km of 49 km				5km	3.5km				3.5 km for the financi al year	5km	Not comple ted yet, contrac tor on site and still workin g. Penalti es are already applica ble for late comple tion	Prog ress repor t	Slow progr ess by contr actor	Enfor ce penal ties	Comple tion of <i>Reitz to Mamafu bedu Pipeline</i>	1		
M M 34			Water infrastr ucture		Install 13 Comm unal taps in	Number of commu nal taps							Ward 9: 3	Ward 9: 3	Ward 9: 3	Ward 9: 3	Don e	Pictu res		Ward 9: 3	12	Install 13 Commu nal taps in	13	



R ef N o	Key Perfor mance Area	IDP Prio rity	Vote/ Functi on	Key Performance Indicator			Bas eline	Tar get s							Ann ual Tar get	Perfor mance Feedb ack	Proo f of evid ence	Reas on for devi ation	Rem edial actio n	2013/14		2015/16	
				Objec tive	Indicat or	Unit of measur ement		July - Sep t 201 4	Act ual	O ct- Dec 20 14	Actu al	Ja n- Ma rch 20 15	Act ual	April- June 2015						Actual	Target	Act ual	Objecti ve/ target
Tech 7			expansion		Petsana	installed								Ward 6: 2  Ward 8: 8	Ward 6: 2  Ward 8: 8	Ward 6: 2  Ward 8: 8  Ward 9: 3  Ward 6: 2  Ward 8: 2				Ward 6: 2  Ward 8: 8		Petsana	
MM 35  Tech 8			Expansion of water services		Install 8 Comm unal taps in Mamafu bedu ward 2	Number of commu nal taps install ed							8	8	8	8	Pictu res			8	8	Install 15 Commu nal taps in Mamafu bedu ward 2	15
MM 36  Tech 9					Install 5 Comm unal taps in Lindley ward 3	Number of commu nal taps install ed							3		3	The installat ion of commu nal taps were cancell ed and instead a project of 1 000 site connec tions were implem ented	Pictu res and Prog ress repor t			3	3		

Ref No	Key Performance Area	IDP Priority	Vote/Function	Key Performance Indicator			Baseline	Targets							Annual Target	Performance Feedback	Proof of evidence	Reason for deviation	Remedial action	2013/14		2015/16	
				Objective	Indicator	Unit of measurement		July - Sept 2014	Actual	Oct-Dec 2014	Actual	Jan-March 2015	Actual	April-June 2015						Target	Actual	Objective/target	Target
																						Installation of water meters in Petsana to enable accurate billing for services provided	500

<b>IDP Priority 1:</b>	Water
<b>Strategic Objective:</b>	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of water by 2014
<b>Outcomes:</b>	All (100% of) households in formal settlements having access to basic level of water by 2014. This includes 1,331 additional households provided with basic level of water (water connections) in Lindley and Petsana.
<b>Department:</b>	Technical Services
<b>Vote:</b>	Water
<b>Sub-function:</b>	Water Storage

**Actual performance against SDBIP targets set for the 2013/14 Financial Year and comparative assessment of targets with targets set for 2013/14 and 2015/16**

Ref No	Key Performance Area	IDP Priority	Vote/ Function	Key Performance Indicator			Base line	Targets								Annual Target	Performance Feedback	Proof of evidence	Reason for deviation	Remedial action	2013/14		2015/16	
				July - Sept 2014	Actual	Oct-Dec 2014		Actual	Jan - March 2015	Actual	April-June 2015	Actual	Target	Actual	Objective/target						Target			
MM 37  Tech 10		Water	Water Storage  <i>Upgrading of Reitz Purification Plant</i>	To ensure that 100% of house holds in formal settlements in the Nketoana municipal area have access to basic level of water	Completion of the Reitz Purification Plant according to the requirements of the contract documentation and project specifications	Number of projects completed according to quality and quantity specifications	New							1	92% completed according to the project plan	1	92% completed according to the project plan	Progress report and project plan	A few outstanding items identified.	To be addressed in the next financial year	1	1		
MM 38  Tech 11			Water Infrastructure Maintenance		Maintenance done on Water purification infrastructure	Number of water purification plants attended to	New							1	1	1	Achieved	Payment documentation			1	1		

<b>IDP Priority 1:</b>	Water
<b>Strategic Objective:</b>	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of water by 2014
<b>Outcomes:</b>	All (100% of) households in formal settlements having access to basic level of water by 2014. This includes 1,331 additional households provided with basic level of water (water connections) in Lindley and Petsana.
<b>Department:</b>	Technical Services
<b>Vote:</b>	Water Distribution
<b>Sub-function:</b>	No Split Total

**Actual performance against SDBIP targets set for the 2013/14 Financial Year and comparative assessment of targets with targets set for 2013/14 and 2015/16**

Ref No	Key Performance Area	IDP Priority	Vote/ Function	Key Performance Indicator			Base line	Targets								Annual Target	Performance Feedback	Proof of evidence	Reason for deviation	Remedial action	2013/14		2015/16	
				Objective	Indicator	Unit of measurement		July - Sept 2014	Actual	Oct- Dec 2014	Actual	Jan - March 2015	Actual	April- June 2015	Actual						Target	Actual	Objective/ target	Target
MM 39 Tech 12		Water	Water Distribution  No Split Total	To ensure that 100% of households in formal settlements in the Nketoana municipi	Completion and adoption of a legislative compliant Water Services Develo	Number of WSDPs developed and approved	Review	1	0							1	The SC processes were initiated to procure the service of a service provider to compile	SC documentation	Financial constraints	Applied at the Department Water Affairs and Sanitation for funding	1	0		

Ref No	Key Performance Area	IDP Priority	Vote/ Function	Key Performance Indicator			Baseline	Targ ets							Annual Target	Performance Feedback	Proof of evidence	Reason for deviation	Remedial action	2013/14		2015/16	
				Objective	Indicator	Unit of measurement		July - Sept 2014	Actual	Oct- Dec 2014	Actual	Jan - March 2015	Actual	April- June 2015	Actual					Target	Actual	Objective/ target	Target
			Water Planning	pal area have access to basic level of water	pment Plan											the WSDP							
MM 40 Tech 13					Development of a Water and Sanitation Operations and Maintenance Plan	Number of Water Operation and Maintenance Plans developed	New						1	1	1	The SC processes were initiated to procure the service of a service provider to compile the WSDP	SC documentation			1	0	Number of Water Operation and Maintenance Plans developed	1
MM 41 Tech 14			Water Quality Management	Improve the blue drop assessment result of the municipality by a minimum of 10%	Percent age assessment score resulting from the blue drop evaluation process		18,79%						30%	Done by DWA	30%	Assessment done by DWA, awaiting the results	Notice of the assessment by DWA			30%	Did not receive results as yet	Improve the blue drop assessment result of the municipality by a minimum of 10%	70%
																						Construction of a 4MI	1

Ref No	Key Performance Area	IDP Priority	Vote/ Function	Key Performance Indicator			Base line	Targ ets								Ann ual Tar get	Perfor mance Feedba ck	Proof of evidenc e	Reas on for deviat ion	Reme dial action	2013/14		2015/16	
				Objec tive	Indicat or	Unit of measur ement		July - Sept 2014	Act ual	Oc t- De c 2014	Act ual	Jan - Mar ch 2015	Act ual	Ap ril- Ju ne 2015	Act ual						Tar get	Act ual	Objecti ve/ target	Tar get
																							reservo ir in Mamaf ubedu	

IDP Priority 1:	Water
Strategic Objective:	To ensure that 30 farms have access to water source by 2017
Outcomes:	30 farms have access to water source by 2017
Vote:	Water
Sub-function:	Water Distribution

**Actual performance against SDBIP targets set for the 2013/14 Financial Year and comparative assessment of targets with targets set for 2013/14 and 2015/16**



Re f No	Key Perform ance Area	IDP Prio rity	Vote/ Functi on	Key Performance Indicator			Base line	Targ ets							Ann ual Tar get	Perform ance Feedba ck	Proof of eviden ce	Reas on for devia tion	Reme dial actio n	2013/14		2015/16	
				Objecti ve	Indic ator	Unit of measure ment		July - Sept 2014	Act ual	Oc t- Dec 20 14	Act ual	Jan - Mar ch 201 5	Act ual	Ap ril- Ju ne 20 15						Act ual	Tar get	Act ual	Objecti ve/ target
M M 42  Tech 15		Water	Water  Water distribut ion  Providi ng water to rural farming commu nities	To ensure that 30 farms have access to water source by 2017  <i>Definitio ns:</i>  Farm name: Pantan Plaas : Reitz ward 6  Farm name: Stek Spruit plaas : Reitz Ward 8  Farm name: Sunnysi de plaas : Mamafu	30 farms provi ded with clean, potab le water	Number of farming communi ties provided with water	1						4	4	4	Achieve d  Only 4 farms were serviced . Water was provided more or less on 30 different occasio ns	Logb ook			4	4	Number of farming commu nities provide d with water	4

Ref No	Key Performance Area	IDP Priority	Vote/ Function	Key Performance Indicator			Base line	Targ ets								Annual Target	Performance Feedback	Proof of evidence	Reason for deviation	Remedial action	2013/14		2015/16	
				Objective	Indicator	Unit of measurement		July - Sept 2014	Actual	Oct- Dec 2014	Actual	Jan - March 2015	Actual	April- June 2015	Actual						Target	Actual	Objective/ target	Target
				bedu Ward 2																				
				Farm name: Klagte plaas : Lindley Ward 4																				

IDP Priority 1:	Water
Strategic Objective:	To ensure that all (100%) of registered indigents have access to free basic water
Outcomes:	13,983 registered indigents have access to free basic water (5000 households)
Vote:	Water
Sub-function:	Water Distribution

**Actual performance against SDBIP targets set for the 2013/14 Financial Year and comparative assessment of targets with targets set for 2013/14 and 2015/16**

R ef N o	Key Perfor mance Area	IDP Prio rity	Vote/ Funct ion	Key Performance Indicator			Base line	Tar gets							Annu al Target	Perfor mance Feedba ck	Proo f of evid ence	Reas on for devi ation	Rem edial actio n	2013/14		2015/16	
				Obje ctive	Indic ator	Unit of measur ement		July - Sep t 201 4	Act ual	Oct- Dec 20 14	Act ual	Jan- Mar ch 201 5	Act ual	April- June 2015	Act ual					Target	Actual	Objec tive/ target	Target
M M 43  Tech 16		Water	Water           Free Basic Water	To ensure that all (100 %) of registered indigents have access to free basic water	All registered indigents have access to free basic water	Percentage of registered indigents having access to free basic water	100%  (3,000 registered indigents)	100%	100% (5,000)	100%	100% (5,000)	100%	100% (5,000)	100% (5,000 house holds/ registered indigents)	100% (5,000)	All registered indigents are provided with free basic water	Copy of indigent register, billing report			100% (5,000 house holds/ registered indigents)	100% (5,000 house holds/ registered indigents)	Percentage of registered indigents having access to free basic water	100% (6,000 house holds/ registered indigents)
																						To conduct a War-on-Leaks Campaign in each town in the municipality to reduce water losses           Number of campaigns held reduced	4

Ref No	Key Performance Area	IDP Priority	Vote/ Function	Key Performance Indicator			Baseline	Targets							Annual Target	Performance Feedback	Proof of evidence	Reason for deviation	Remedial action	2013/14		2015/16	
				Objective	Indicator	Unit of measurement														Target	Actual	Objective/target	Target
								July - Sept 2014	Actual	Oct-Dec 2014	Actual	Jan-March 2015	Actual	April-June 2015	Actual								
																						e water losses	

## 3.2 Waste Water (Sanitation) Provision

Figure / Table 3.10: Analysis of Access to Sanitation Facilities: 2001, 2007, 2011

	Census 2001	CS 2007	Census 2011
Flush toilet (connected b sewerage system)	10.6%	21.0%	57.0%
Flush toilet (with septic tank)	1.9%	6.2%	3.1%
Dry toilet facility	-	1.7%	2.1%
Chemical toilet	0.8%	3.0%	2.5%
Pit latrine with ventilation (VIP)	2.4%	21.0%	8.8%
Pit latrine without ventilation	15.3%	-	19.3%
Bucket latrine	54.6%	41.7%	2.1%
None	14.4%	5.4%	5.2%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

(Source: StatsSA, 2001, 2007, 2011)



Figure / Table 3.11: Access to water: Nketoana, Thabo Mafutsanyana and RSA

Category	Nketoana	Access to Sanitation as a % Nketoana	Thabo Mafutsanyana District	Access to sanitation as a %: Thabo Mafutsanyana District	RSA	Access to water as a %: RSA
None	494	3%	6522	3%	748592	5%
Flush toilet (connected to sewerage system)	10584	61%	106603	49%	8242924	57%
Flush toilet (with septic tank)	608	4%	6435	3%	442481	3%
Chemical toilet	25	0%	3259	1%	360703	3%
Pit toilet with ventilation (VIP)	900	5%	21631	10%	1266102	9%
Pit toilet without ventilation	2377	14%	56190	26%	2786068	19%
Bucket toilet	1991	11%	13877	6%	297847	2%
Other	338	2%	3368	2%	305444	2%

(Source: StatsSa; Census 2011)

Figure / Table 3.12: Trends Sanitation: 2001-2011

Census 2001			Community Survey 2007			Census 2011		
	Total households	% of households		Total households	% of households		Total households	% of households
Flush toilet (connected to sewerage system)	1657	11%	Flush toilet (connected to sewerage system)	3521	21%	None	494	3%
Flush toilet (with septic tank)	283	2%	Flush toilet (with septic tank)	1040	6%	Flush toilet (connected to sewerage system)	10584	61%
Chemical toilet	126	1%	Dry toilet facility	277	2%	Flush toilet (with septic tank)	608	4%
Pit latrine with ventilation (VIP)	362	3%	Pit toilet with ventilation (VIP)	506	3%	Chemical toilet	25	0%
Pit latrine without ventilation	2282	15%	Pit toilet without ventilation	3514	21%	Pit toilet with ventilation (VIP)	900	5%
Bucket latrine	8174	54%	Chemical toilet	0	0%	Pit toilet without ventilation	2377	14%
None	2156	14%	Bucket toilet system	6980	42%	Bucket toilet	1991	11%
Not applicable	3	0%	None	909	5%	Other	338	2%
Total	15039		Institutions	0	0%			
			Total	16748		Total	17317	

(Source: StatsSa, 2001, 2007, 2011)

Figure / Table 3.13: Access to sanitation according to category and per ward

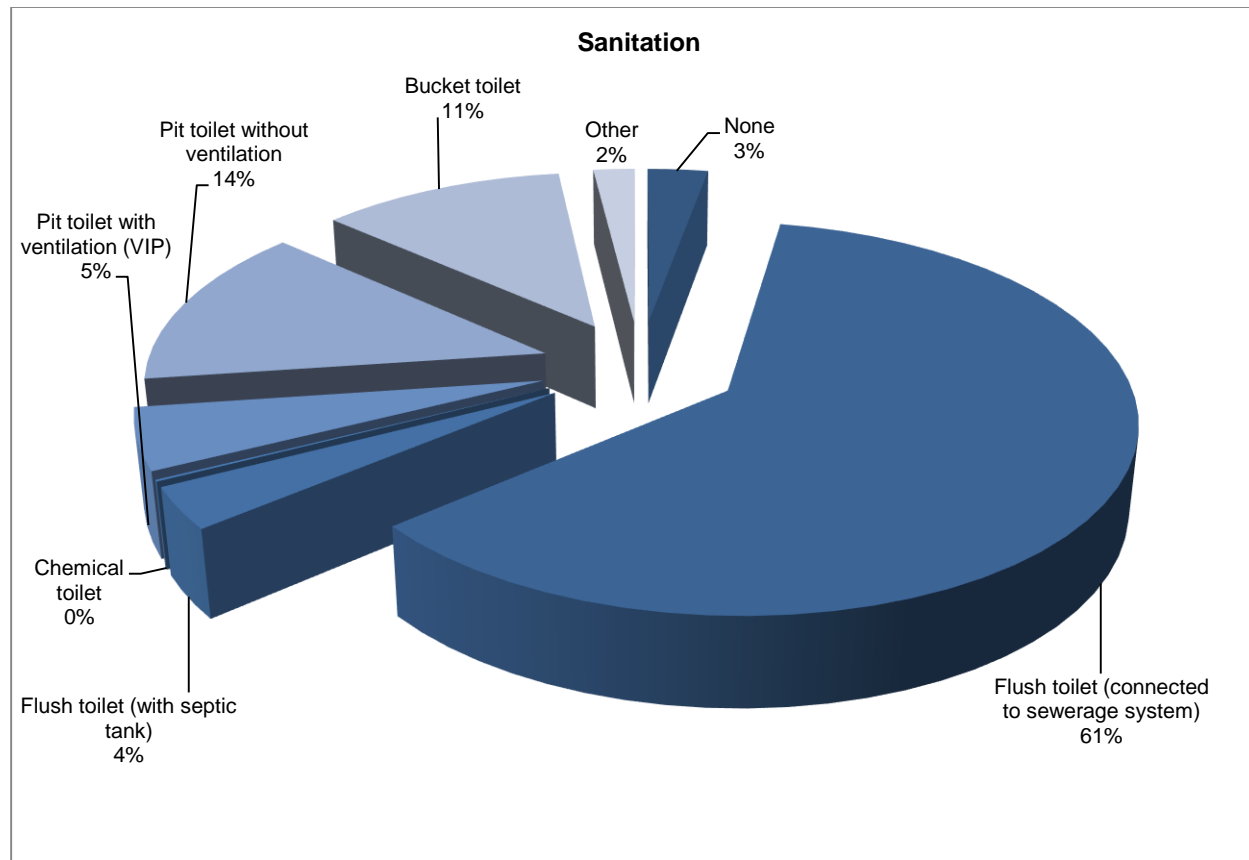
	None	Flush toilet (connected to sewerage system)	Flush toilet (with septic tank)	Chemical toilet	Pit toilet with ventilation (VIP)	Pit toilet without ventilation	Bucket toilet	Other
FS193: Nketoana	494	10584	608	25	900	2377	1991	338
Ward 1	27	1309	122	-	61	151	233	27
Ward 2	28	478	21	1	41	4	1283	14
Ward 3	28	1948	29	-	49	45	15	60
Ward 4	84	1297	63	4	8	186	73	48
Ward 5	48	137	106	3	542	672	189	56
Ward 6	95	884	146	1	109	459	141	34
Ward 7	89	1453	92	-	78	364	6	33
Ward 8	14	1455	1	16	1	10	20	5
Ward 9	82	1623	29	-	13	488	31	61

(Source: StatsSa; Census 2011)

**The Municipality's Green Drop Risk exposure is extremely high (96%), and all four plants failed the assessment.**

Figure / Table 3.14: Sanitation





(Source: StatsSa; Census 2011)

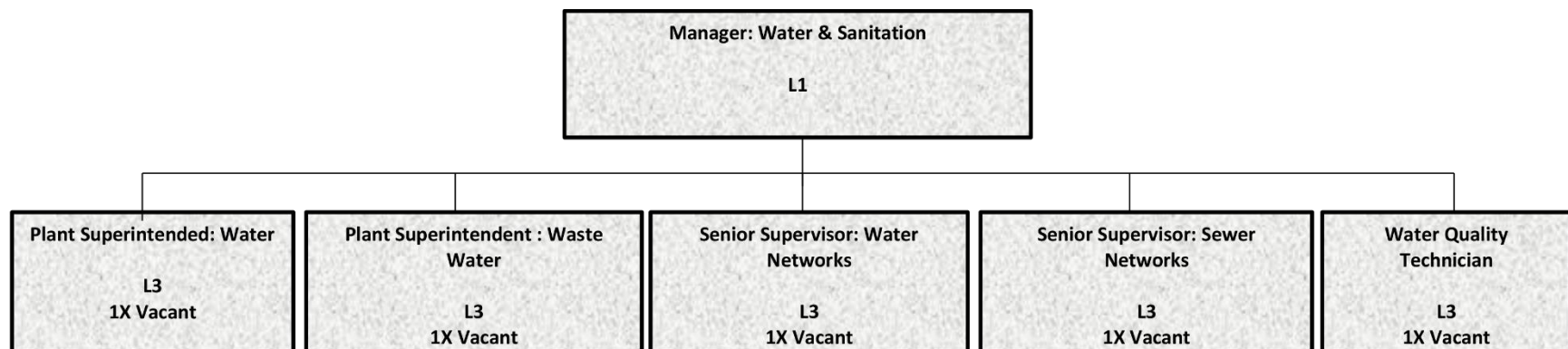
*Figure / Table 3.15: Status Quo Analysis: Sanitation*

<i>Status Quo:<sup>2</sup></i>		Ward	None	Flush and Chemical	VIP	Bucket toilet	Other - Not applicable	Ward	None	Flush and Chemical	VIP	Bucket toilet	Other - Not applicable
		Ward 1	27	1,430	212	233	27	Ward 1	1.40%	74.13%	10.99%	12.08%	1.40%
		Ward 2	28	500	44	1,283	14	Ward 2	1.50%	26.75%	2.35%	68.65%	0.75%
		Ward 3	28	1,977	94	15	60	Ward 3	1.29%	90.94%	4.32%	0.69%	2.76%
		Ward 4	84	1,364	194	73	48	Ward 4	4.76%	77.37%	11.00%	4.14%	2.72%
		Ward 5	48	246	1,214	189	56	Ward 5	2.74%	14.03%	69.25%	10.78%	3.19%
		Ward 6	95	1,032	567	141	34	Ward 6	5.08%	55.22%	30.34%	7.54%	1.82%
		Ward 7	89	1,544	442	6	33	Ward 7	4.21%	73.04%	20.91%	0.28%	1.56%
		Ward 8	14	1,473	11	20	5	Ward 8	0.92%	96.72%	0.72%	1.31%	0.33%
		Ward 9	82	1,651	501	31	61	Ward 9	3.53%	70.98%	21.54%	1.33%	2.62%
<i>General:</i>	<ul style="list-style-type: none"> <li>Waterborne systems is the prevalent method of sanitation in the urban areas, and the bucket system is the second method in use.</li> <li>The bucket system is still the main prevalent method of sanitation in rural areas in the municipal area.</li> <li>As much as the total bucket eradication was a target set by the National Government, it is not yet met in Nketoana. The serious lack of water in Nketoana and specific in Mamafubedu(Petrus Steyn) and Arlington/Leratswana is constraining the implementation of full water borne systems as method of sanitation provision. All other forms of sanitation need to adhere to standards set by the Departments of Water Affairs and Forestry and Health.</li> <li>In general the bulk sanitation infrastructure in all the urban areas are either insufficient for any future expansion or is close to reaching its full potential in the near future. Before any major internal sanitation upgrading can be considered, the bulk infrastructure will need to be upgraded to accommodate such expansions.</li> <li>The bulk sanitation infrastructure in all the urban areas are either insufficient for any future expansion or is close to reaching its full potential in the near future.</li> <li>The green drop assessment rating is a concern to the municipality.</li> </ul>												
<i>Resource consideration:</i>	<ul style="list-style-type: none"> <li>Provision is made on the staff establishment for a Sanitation Section that is adequately resourced.</li> <li>Inadequate budget to achieve the national target of providing basic sanitation to all households by 2014</li> <li>The municipality's capacity in terms of infrastructure maintenance and upgrading are limited.</li> <li>The municipality's resource constraints limit its capacity to deal effectively with waste water treatment requirements.</li> <li>The vacant position of Head of the Technical Department has since been filled.</li> </ul>												
<i>Indicate all areas or settlements without access in terms of the basic service standards and provide</i>	<ul style="list-style-type: none"> <li>In Arlington/Leratswana there is no water borne sanitation. The reason is the serious lack of water. Septic tanks, VIP and buckets are in use.</li> <li>In Mamafubedu (Petrus Streyn), the sites 394 new sites are using buckets as sanitation method. Serious lack of water prevents the extension of full water borne sanitation.</li> <li>In Lindley/Ntha 1001 new sites use buckets as sanitation method.</li> <li>In Reitz/Petsana 701 new sites use buckets as sanitation method.</li> </ul>												

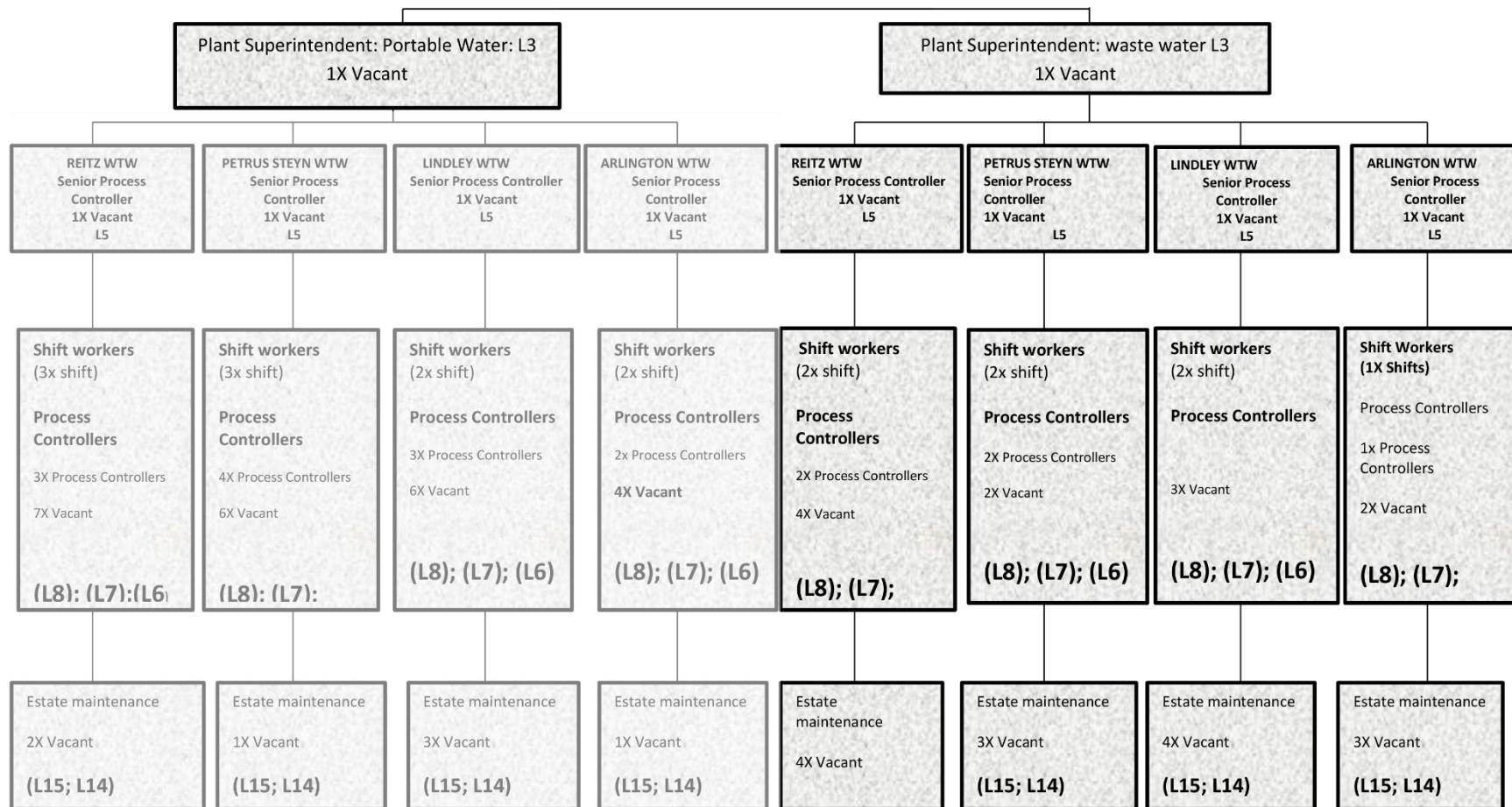
<sup>2</sup> Source of statistics: (StatsSA, 2011): Wards 1 and 2=Mamafubedu (Petrus Steyn) / Mamafubedu; Ward 3 and 4 = Lindley/Ntha; Ward 5=Arlington/Leratswana and Ward 6-9 = Reitz and Petsana

<i>reasons for lack of service</i>	
<i>Indicate all areas or settlements with an unreliable service and provide reasons for this</i>	The services are rendered and the buckets are removed regularly. The only challenge is that the bucket system itself is still not dignified.
<i>Indicate other challenges that are not highlighted above</i>	<ul style="list-style-type: none"> <li>• The obtaining of accurate baseline data is still a challenge</li> <li>• The serious lack of adequate raw water in Mamafubedu (Petrus Steyn) and Arlington need urgent attention.</li> <li>• The vacant post of the Head of the Department for Technical Services and Infrastructure Development places serious constraints on the department to reach goals and targets. The quality of services can be affected. The risk that is posed by the absence of a qualified Head of department cannot be ignored.</li> <li>• The improvement on the Green Drop Status of the service is a priority for the next financial year.</li> </ul>

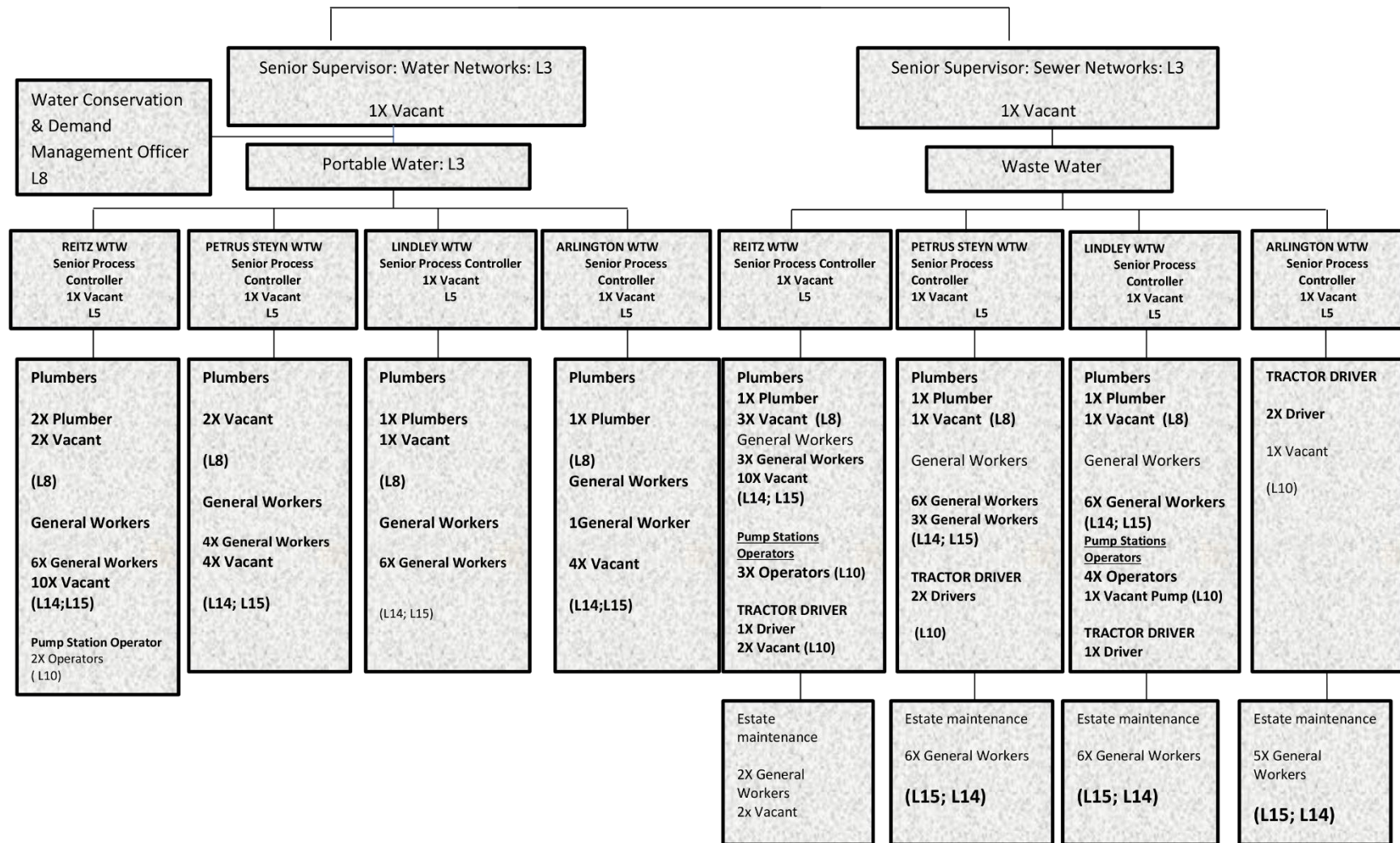
Figure / Table 3.16: Organogram



## WATER & WASTE WATER TREATMENT



## WATER NETWORKS & MAINTANANCE





<b>IDP Priority 2:</b>	Sanitation
<b>Strategic Objective:</b>	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of sanitation by 2017
<b>Outcomes:</b>	100% of households in formal settlements have access to basic level of sanitation
<b>Vote:</b>	Waste Water Management
<b>Sub-function:</b>	Sewerage

**Actual performance against SDBIP targets set for the 2013/14 Financial Year and comparative assessment of targets with targets set for 2013/14 and 2015/16**

Ref No	Key Performance Area	IDP Priority	Vote/ Function	Key Performance Indicator			Base line	Tar gets								Ann ual Tar get	Perfor mance Feedba ck	Proo f of evide nce	Reas on for devia tion	Remed ial action	2013/14		2015/16	
				Objec tive	Indicat or	Unit of measur ement		July - Sep t 201 4	Act ual	Oct - Dec 201 4	Act ual	Jan - Mar ch 201 5	Act ual	Apr il- Jun e 201 5	Act ual						Target	Act ual	Objec tive/ target	Tar get
MM 44 Tech 17		Sanitation	Waste Water Management  Sewerage  Access to sanitation	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of sanitation by 2017	15,331 households have access to at least RDP level of sanitation	Number of households with access to basic level of sanitation	14,000	15,331	15,331	15,331	15,331	15,331	15,331	15,331	15,331	15,331	All households in formal urban areas are provided with RDP level of sanitation	Statistics from Finance as well as Billing report			15,331	15,331	15,331 households have access to at least RDP level of sanitation	15,331

Ref No	Key Performance Area	IDP Priority	Vote/ Function	Key Performance Indicator			Base line	Tar gets							Annual Target	Performance Feedback	Proof of evidence	Reason for deviation	Remedial action	2013/14		2015/16		
				Objective	Indicator	Unit of measurement		July - Sept 2014	Actual	Oct - Dec 2014	Actual	Jan - March 2015	Actual	April-June 2015						Actual	Target	Actual	Objective/target	Target
MM 45 Tech 18			Expansion of existing sanitation infrastructure Sanitation		Refurbishment of Reitz Waste Water Treatment Works	1 Project  (Repair according to quality and quantity specifications)								1	0	1	Not done yet due to lack of funding		Lack of funding		Upgrading of Reitz WWTW	0		
MM 46 Tech 19					Petsana : Provision for Sanitation and Toilet brick Structures at 502 stands	502 stands served with sanitation and toilet structures								502	250	502	53%-67% completion according to the project plan	Progress report  Project Plan	Lack of funding	Project to be implemented in phases in line with availability of funds	1 project completed according to quality and quantity specifications	0	Petsana: Provision for Sanitation and Toilet brick structures	320

<b>IDP Priority 2:</b>	Sanitation
<b>Strategic Objective:</b>	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of sanitation by 2017
<b>Outcomes:</b>	All (100%) of registered indigents (4,645 persons) receiving free basic sanitation on at least RDP level
<b>Vote:</b>	Waste Water Management
<b>Sub-function:</b>	Sewerage

**Actual performance against SDBIP targets set for the 2013/14 Financial Year and comparative assessment of targets with targets set for 2013/14 and 2015/16**

Ref No	Key Performance Area	IDP Priority	Vote/Function	Key Performance Indicator			Baseline	Targets							Annual Target	Performance Feedback	Proof of evidence	Reason for deviation	Remedial action	2013/14		2015/16	
				Objective	Indicator	Unit of measurement		July - Sept 2014	Actual	Oct-Dec 2014	Actual	Jan-Mar 2015	Actual	April-June 2015	Actual					Target	Actual	Objective/target	Target
MM 47 Tech 20		Sanitation	Waste Water Management  Not Split Total  Sanitation Planning	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of sanitation	Completion and adoption of a legislative compliant Water Services Development Plan	Number of WSDPs developed and approved	Review	1	1						1	Done for 2012-2017	Copy of the plan			1	0	Number of WSDPs developed and approved	1 Reviewed



R ef N o	Key Perfor mance Area	IDP Prior ity	Vote/ Func tion	Key Performance Indicator			Bas eline	Tar gets								An nua l Tar get	Perfor mance Feedb ack	Proof of evid ence	Reas on for devi ation	Rem edial actio n	2013/14		2015/16	
				Objec tive	Indicat or	Unit of measur ement		July - Sep t 201 4	Act ual	O ct- D ec 20 14	Act ual	Ja n- Ma rch 201 5	Act ual	Ap ril- Ju ne 20 15	Act ual						Target	Actual	Objecti ve/ target	Targ et
				by 2017																				
M M 48 Tech 21			Green Drop		Improv ement of the munici pality's green drop assess ment score templat e								40 %	Don e by DWA, awai ting resu lts	40 %	The assess ment was done by DWA, awaitin g the results	Notice of asses sment				Improv ement of the munici pality's green drop assess ment score	The results of the asses sment is not availa ble yet	Improv ement of the munici pality's green drop assess ment score templat e	40%

IDP Priority 2:	Sanitation
Strategic Objective:	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of sanitation by 2017
Outcomes:	All (100%) of registered indigents (4,645 persons) receiving free basic sanitation on at least RDP level
Vote:	Waste Water Management
Sub-function:	Sewerage

**Actual performance against SDBIP targets set for the 2013/14 Financial Year and comparative assessment of targets with targets set for 2013/14 and 2015/16**

Ref No	Key Performance Area	IDP Priority	Vote/ Function	Key Performance Indicator			Baseline	Targets							Annual Target	Performance Feedback	Proof of evidence	Reason for deviation	Remedial action	2013/14		2015/16	
				Objective	Indicator	Unit of measurement		July-Sept 2014	Actual	Oct-Dec 2014	Actual	Jan-March 2015	Actual	April-June 2015	Actual					Target	Actual	Objective / target	Target
MM 49 Tech 22		Sanitation	Waste Water Management  Sewerage  Access to free basic sanitation	To ensure that 100% of house holds in formal settlements in the Nketoana municipal area have access to basic level of sanitation by 2017	All registered indigents having access to at least RDP level of free basic sanitation	Percentage of registered indigents having access to free basic level of sanitation	100%	100%	100%	100%	100%	100%	100%	100%	100%	All registered indigents are having access to free basic services	Copy of Indigent Register as well as statistics from Finance Billings report			100%	100%	All registered indigents having access to at least RDP level of free basic sanitation	100% of 6,000 registered Indigent house holds