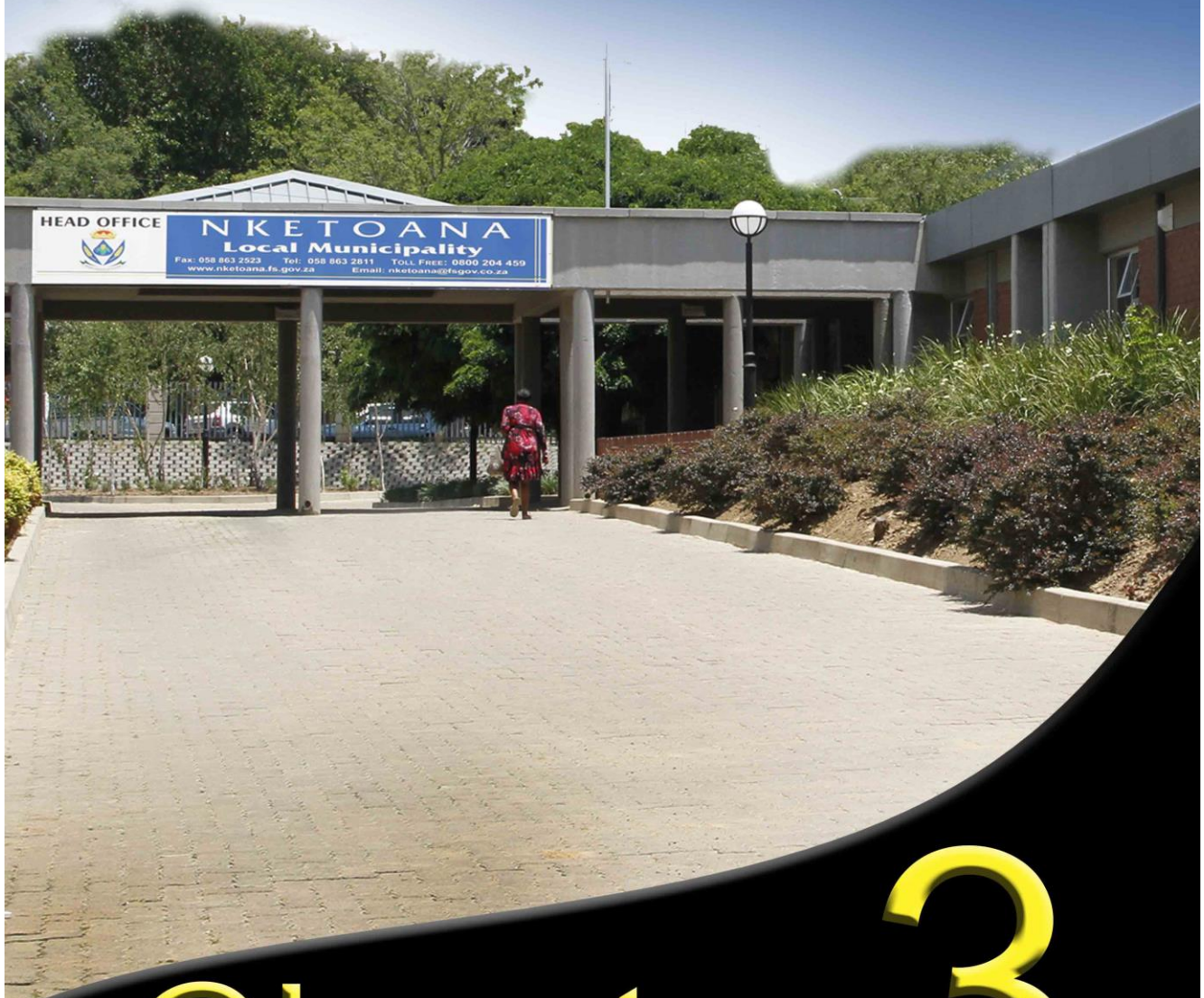


Service Delivery Performance



Chapter 3

Chapter 3 – Service Delivery Performance

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.

- **Department Corporate Services**
 - Some critical, vacant posts remain unfilled.
 - Not all employees were given training.
 - Limited EAP

- **Department Community Services and LED (policies reviewed and new policies develop)**
 - Shortage of staff
 - Operating fleet not in working conditions
 - Shortage of tools, machinery and equipment
 - Shortage of dustbins for households
 - Funding that has been reduced for upgrading of sports facilities.
 - Finalization of Port Arlington township establishment
 - Acquisition of a Cemetery software
 - Late or non-funding of approved projects(impact: Consistency with SDBIP)
 - Lack of human/capital resource to implement the sector plans
 - Lack of by-laws
 - Non-availability of a credible SDF
 - Non-availability of a Transport Master Plan
 - Under-budgeting
 - Investor confidence caused by water and electricity capacity
 - Lack of marketing strategy
 - Lack of business skills
 - Lack of research skills
 - Lack of synergy between the departments in addressing women and youth economic development

- **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 Reitz Waste Water Treatment Works 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 has a shortage 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.
- Electricity and Mechanical
 - 81 of 145 infill sites could not be electrified during Phase 3 Electrification of Ntha Ext.5 as their owners did not occupy them.
 - Ageing Electricity Infrastructure needing upgrading and refurbishment
 - Meter tempering resulting in Distribution losses
 - Shortage of Qualified Personnel (Electricians and Mechanics).
- 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,
 - Bulk materials in process of buying.(Requests handed in)
 - Consider hiring of yellow fleet for gravelling 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**
 - Develop Service Standards for all services rendered in 2016/2017 financial year
 - Cascading down of the PMS to lower level officials
- **Department Corporate Services**

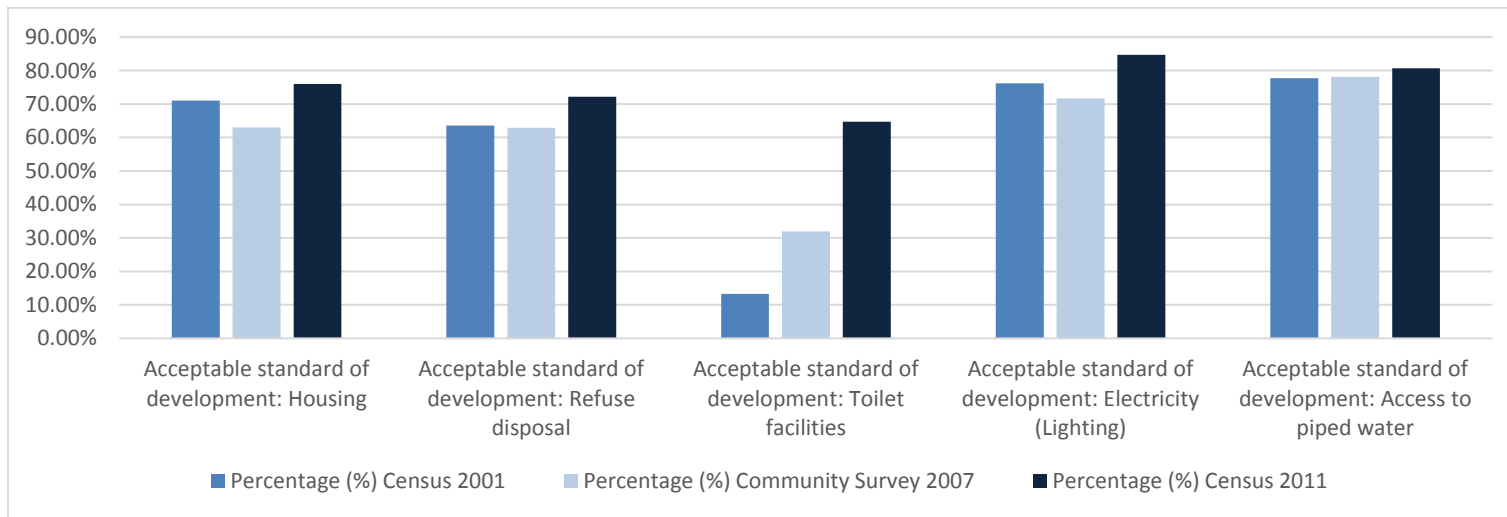
- Fill in critical posts.
 - Provide training to staff as per WSP.
 - Arrange for the approval of policies.
 - Provide employees with necessary protective clothing.
 - Ensure compliance with policies, legislation and collective agreements.
-
- **Department Community Services and LED**
 - Present municipal by-laws to the public for final adoption by council
 - Cascading of performance management plans to the middle management
-
- **Department Technical Services**
 - Tools were ordered.
 - Transformers were requested.
 - Request for Service provider with Suitable Crane was made
 - Councilors to encourage site owners to occupy their site for Electricity provision.
 - Source funds from DoE to upgrade ageing Infrastructure.
 - Source funds for smart metering to prevent meter tempering or Appoint Professional Service provider for extensive Meter Auditing.
 - Permanently Appoint Qualified Electricians and Mechanics.
-
- **Department Financial Services**
 - Continuous visits to locations to urge people to pay

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%	76.00%
Acceptable standard of development: Refuse disposal	63.60%	62.90%	72.20%
Acceptable standard of development: Toilet facilities	13.30%	31.90%	64.70%
Acceptable standard of development: Electricity (Lighting)	76.20%	71.70%	84.70%
Acceptable standard of development: Access to piped water	77.70%	78.10%	80.70%

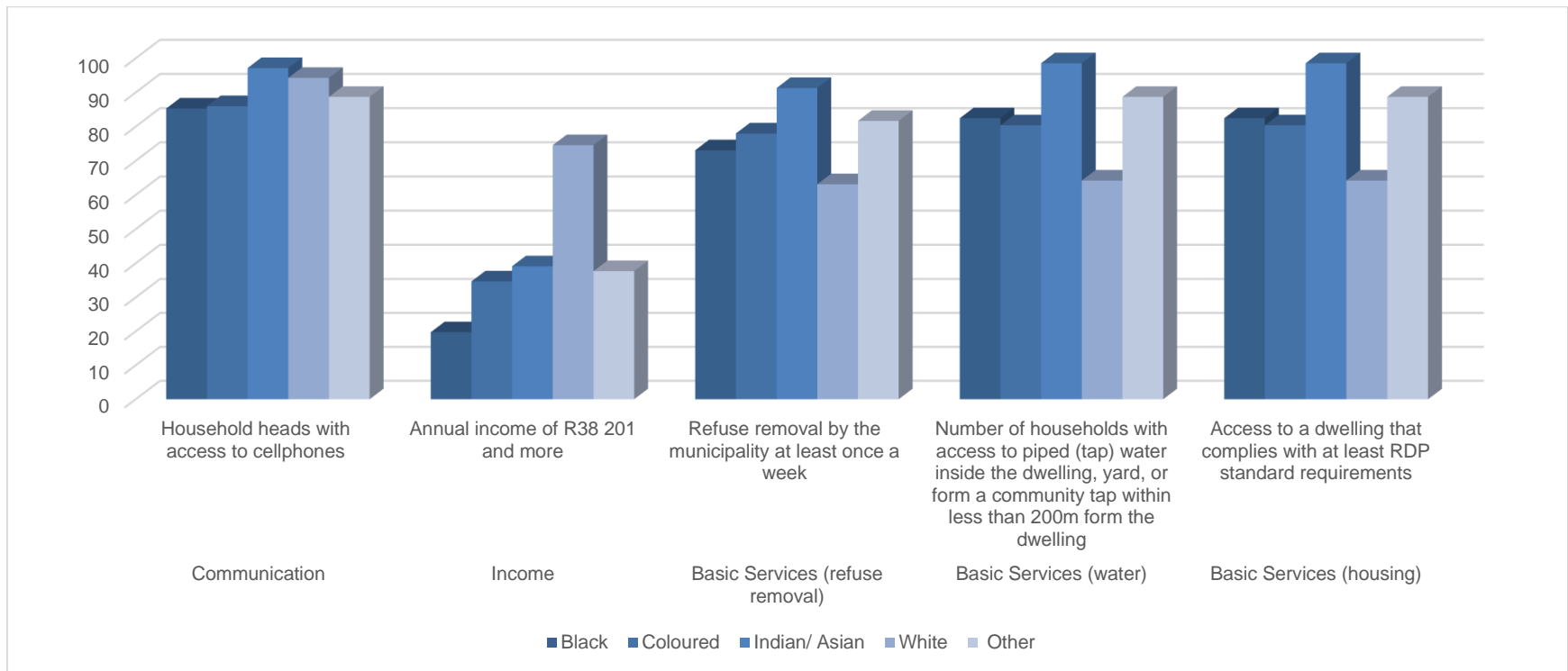


(Source: Census 2001, Community Survey, 2007 and Census 2011)

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

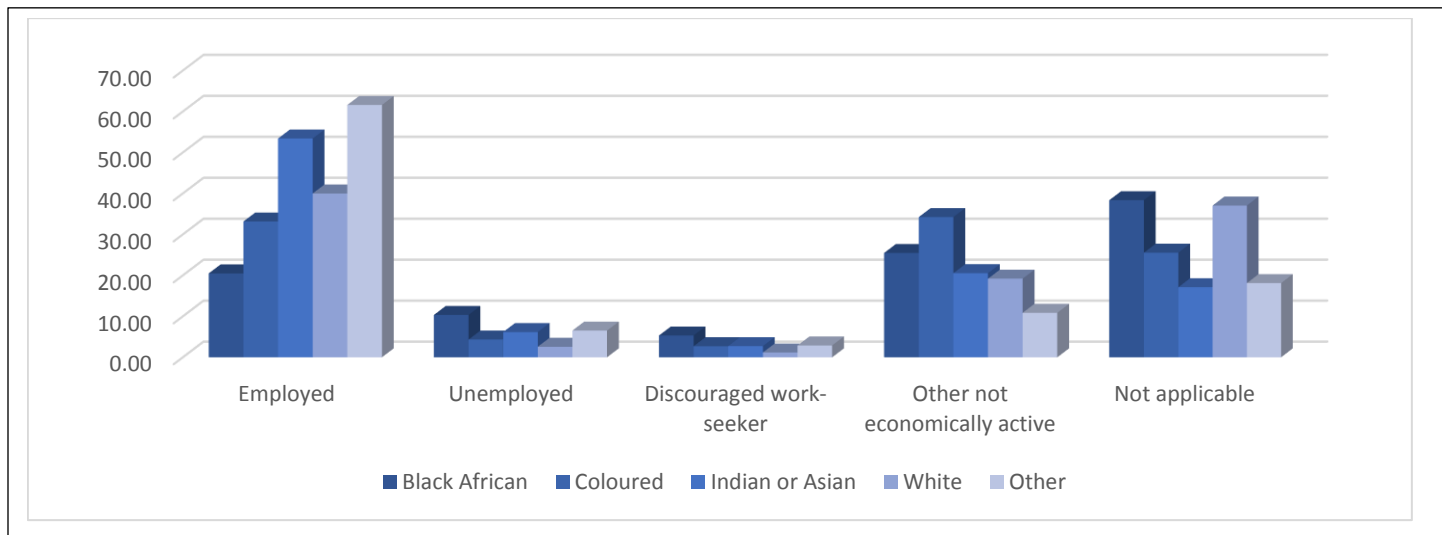


(Source: Census 2011)

Figure / Table 3.3: Official employment status according to Population

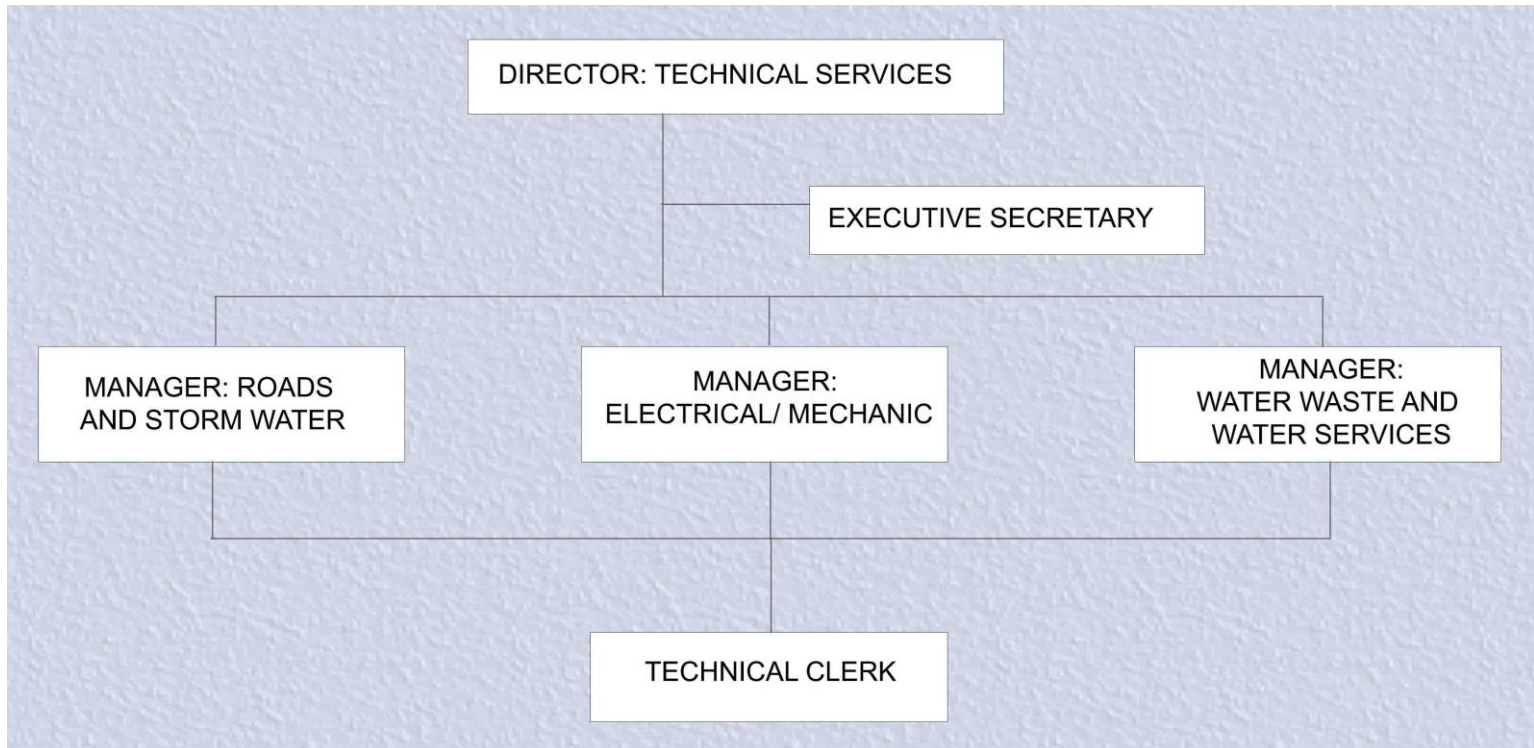
Per Person							As %					
	Employed	Unemployed	Discouraged work-seeker	Other not economically active	Age less than 15 years	Not applicable		Employed	Unemployed	Discouraged work-seeker	Other not economically active	Not applicable
Black African	11301	5708	2939	14052	-	21154	Black African	20.49	10.35	5.33	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)

Figure / Table 3.4 : Organogram



3.1 Water Provision

2.2.1 Statistical Overview

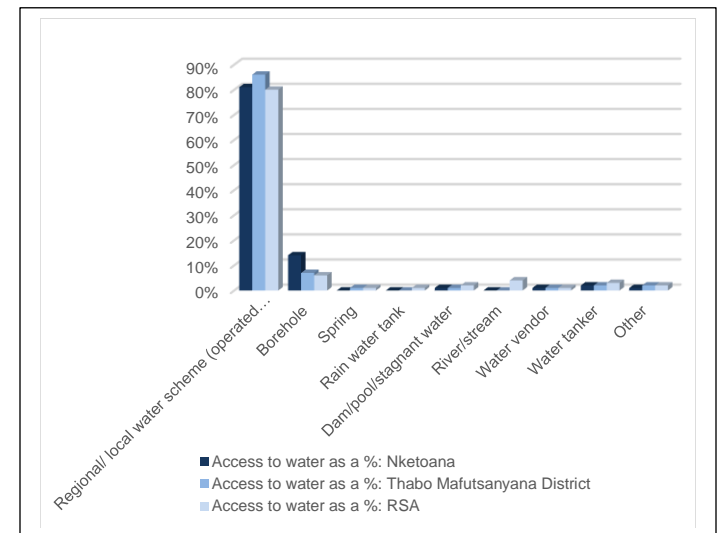
Figure / Table 3.5: Analysis of Access to Water: 2001, 2007, 2011

	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%
Total	100.0%	100.0%	100.0%

(Source: Stats SA)

Figure / Table 3.6: Access to water: Nketoana, Thabo Mofutsanyana and RSA

	Nketoana	Access to water as a %: Nketoana	Thabo Mofutsanyana District	Access to water as a %: Thabo Mofutsanyana District	RSA	Access to water as a %: RSA
Regional/ local water scheme (operated by municipality or other water services provider)	13983	81%	188662	86%	115193 12	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			-		-	



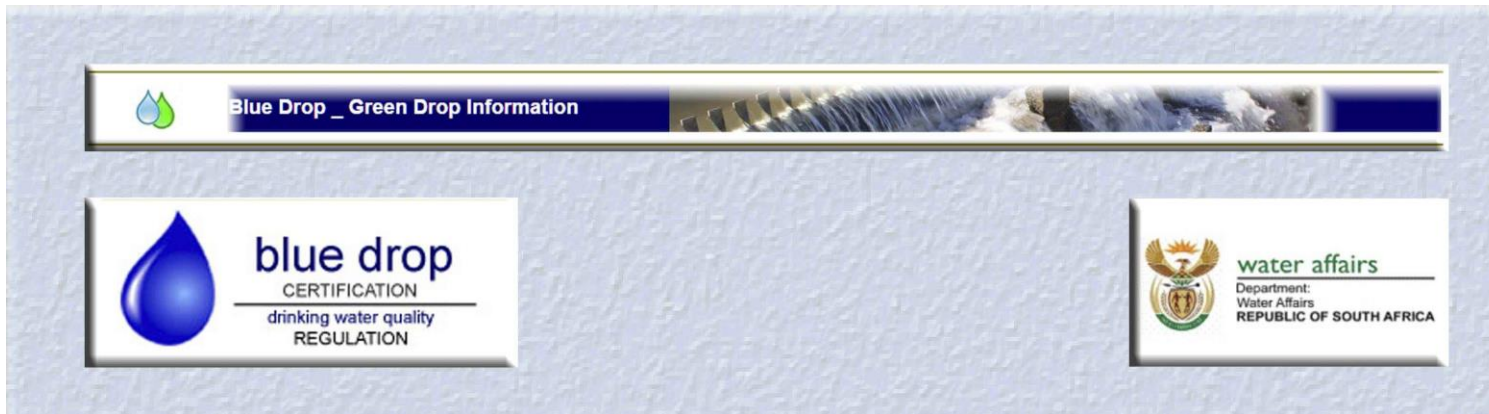
(Source: Stats SA)

Figure / Table 3.7: 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

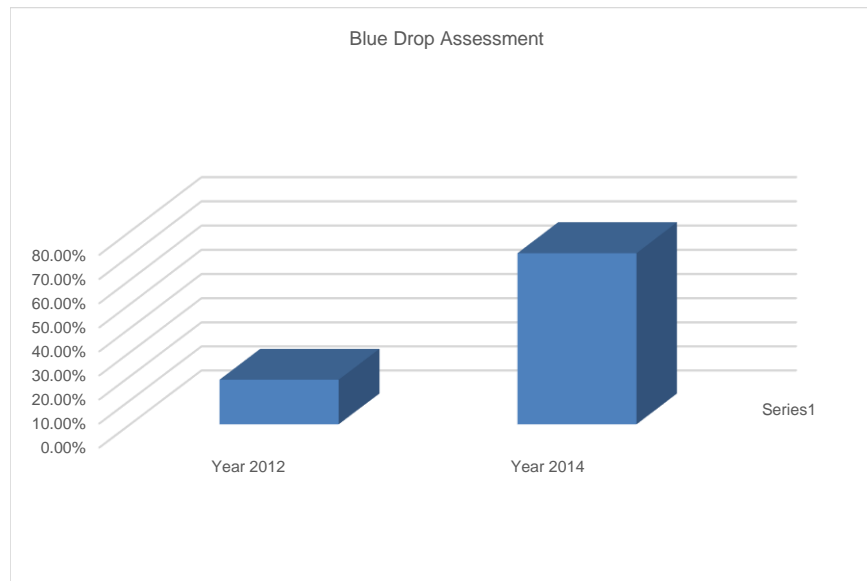
(Source: StatsSa, Census, 2011)

Figure / Table 3.8: Blue drop assessment results, 2014 (Published 2016)



Nketoana Municipality:

2012	2014
18.57 %	71%

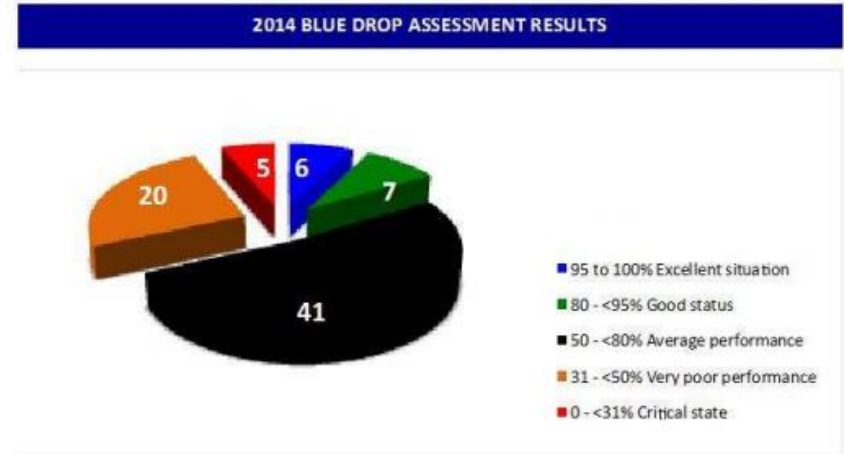


Free State Province:

FS Provincial Blue Drop Certified systems

BLUE DROP CERTIFIED SYSTEMS				
2014 Log position	Blue Drop certified system	Blue Drop score	Water Services Authority	Water Services Provider
1	Makwane	97.90%	Maluti-a-Phofung Local Municipality	Maluti-a-Phufong LM, MAP Water
2	Fika Patso	97.65%	Maluti-a-Phofung Local Municipality	Maluti-a-Phufong, MAP Water
3	Harrismith	97.56%	Maluti-a-Phofung Local Municipality	Maluti-a-Phufong, MAP Water
4	Virginia	97.27%	Matjabeng Local Municipality	Sedibeng Water
5	Ventersburg	95.11%	Matjabeng Local Municipality	Sedibeng Water
6	Hennenman	95.01%	Matjabeng Local Municipality	Sedibeng Water

Maluti-a-Phofung Local Municipality together with Map water as WSP is the best performing municipality in the Province with an overall BD score of 97.66% followed by Matjabeng LM and Sedibeng Water, with a score of 93.60%. Nketoana Local municipality showed immense improvement from 19% in 2012 to 71% in 2014 whilst Phumelela LM also recorded a significant improvement, from 17.9% in 2012 to 61.3% in 2014. This is an outstanding achievement for both WSAs. It is disconcerting that Masilonyana and Mafube LMs performed poorly attaining BD scores of 30% and 29% respectively. The diagram below (Figure 4) shows the overall Provincial performance.

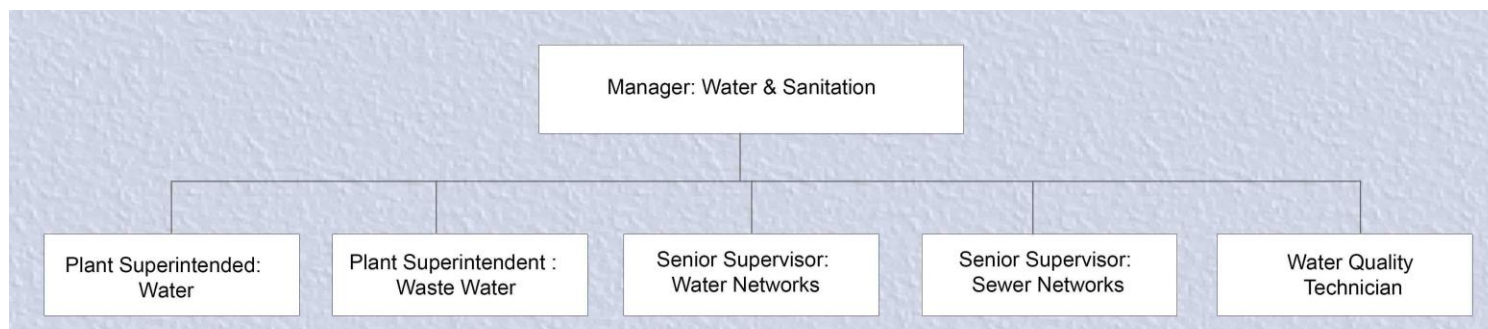
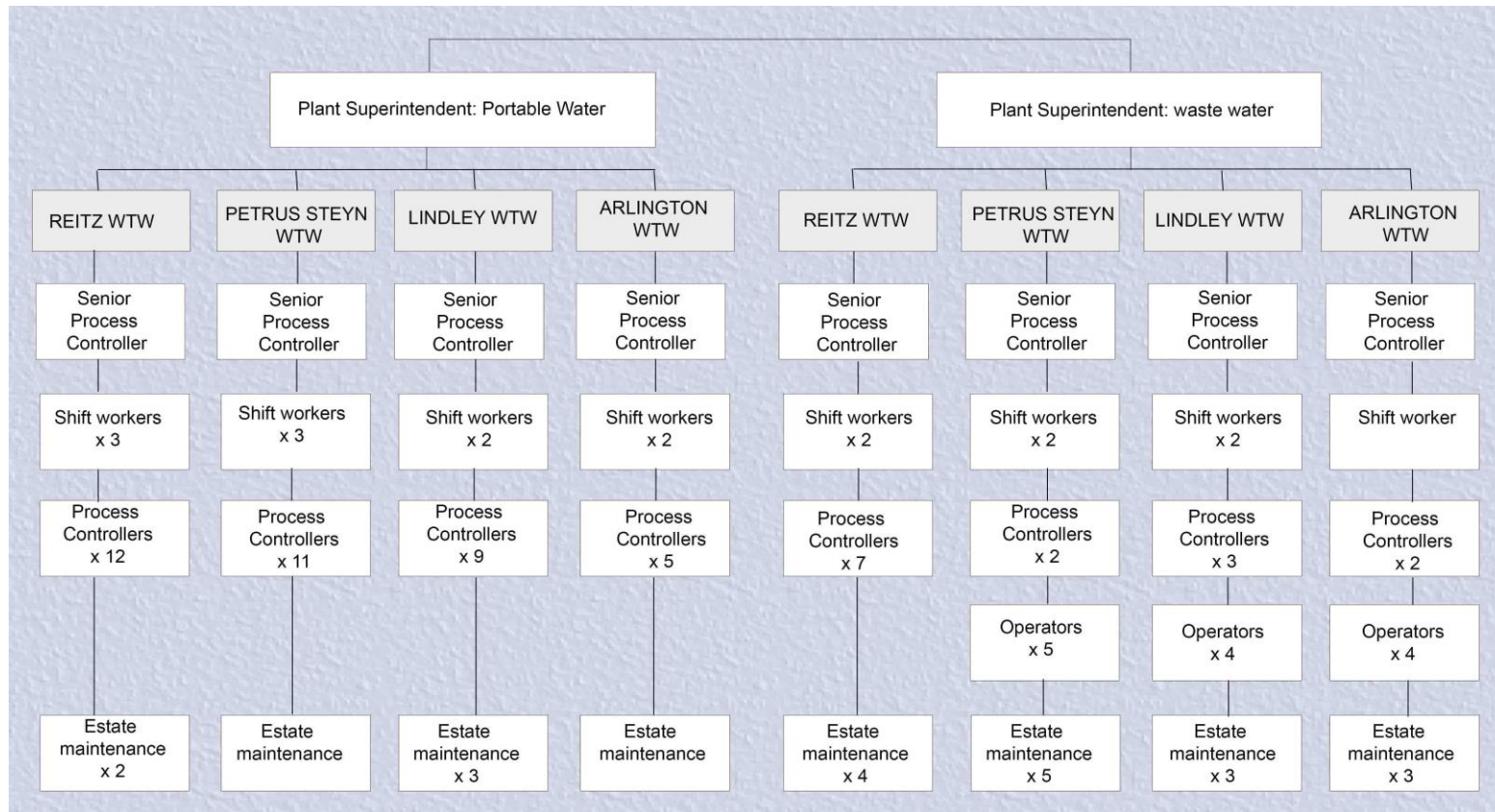


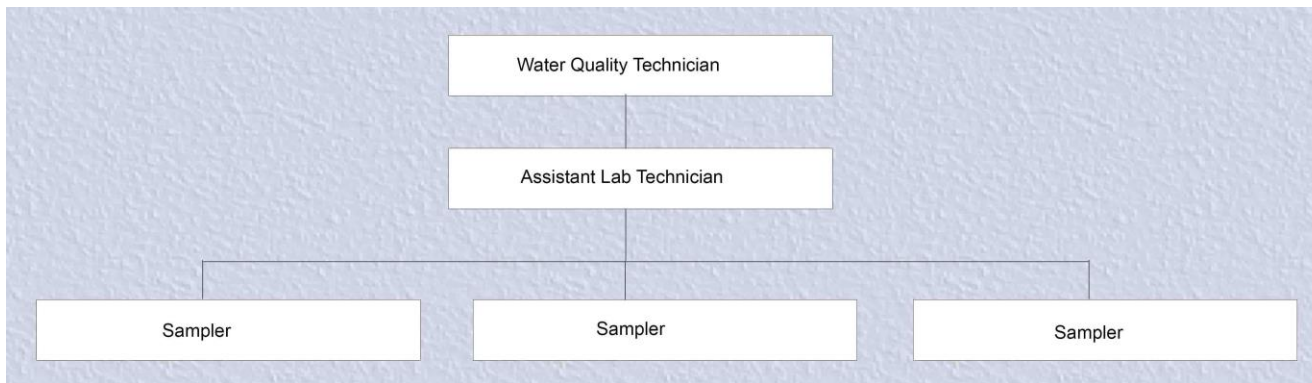
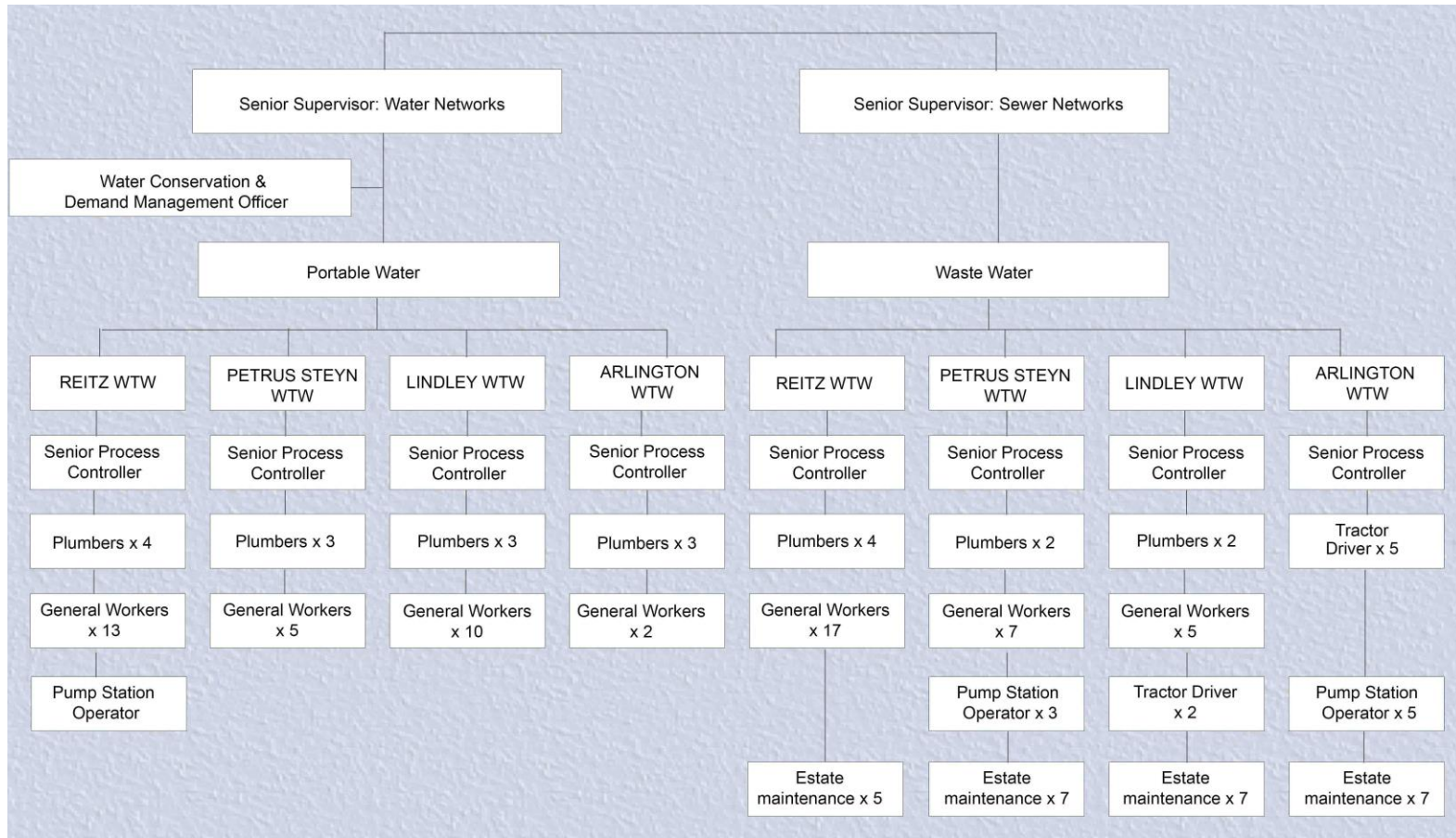
(Source: DWA, 2016)

Figure / Table 3.9: Situation Analysis: Water

<i>Status Quo:</i>	Blue drop status: 71% (Improvement from 18.57% in 2012 to 71% in 2014)
<i>Reitz/Petsana</i>	The water supply in Reitz/Petsana is stable with the exception of high lying areas in Petsana where they don't get steady supply during spring and summer seasons. 350 houses in ward 6 are still accessing water through communal taps.
<i>Mamafubedu</i>	The water supply in Mamafubedu is unstable due to drought. Water is opened for eight (08) hours per day i.e. from 13h00 to 21h00. Water to New sites (ward 1) is supplied by water tankers
<i>Lindley/Ntha</i>	The water supply in Lindley/Ntha is unstable due to drought. Water is opened for four (04) hours per day i.e. from 16h00 to 21h00.
<i>Arlington/Leratswana</i>	The water supply in Arlington/Leratswana is unstable due to drought. Water is opened four three (03) hours per day i.e. from 16h00 to 20h00.
<i>Rural Areas:</i>	Water is delivered to farms by water tankers as and when requested.
<i>Other priority issues:</i>	
<i>Number/percentage of households without access at all and with below standard access and with access</i>	<ul style="list-style-type: none"> • None
<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"> • None
<i>Indicate all areas or settlements with an unreliable service and provide reasons for this</i>	<ul style="list-style-type: none"> • None

Figure / Table 3.10: Organogram





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

IDP Priority 1:	Water
Strategic Objective:	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of water by 2014
Outcomes:	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.
Department:	Technical Services
Vote:	Water
Sub-function:	Water Distribution

Actual performance against SDBIP targets set for the 2015/16 Financial Year and comparative assessment of targets with targets set for 2014/15 and 2016/17

Key Performance Area:	Basic Service Delivery
IDP Priority:	Water
Vote/Function:	Water Infrastructure
Directorate:	Technical Services & Infrastructure Development

Ref Number	Key Performance Indicator			Baseline	Targets							Annual	Performance Feedback Evidence Reason for deviation Remedial Action	2014/2015		2016/2017			
	Objective	Indicator	Unit of Measurement		July – Sept 2015	Actual	Oct – Dec 2015	Actual	Jan – March 2016	Actual	April – June 2016			Actual	Target	Actual	Objective	Target	
	To ensure that 100% of households in formal settlements in the	14 000 households in formal urban areas, as defined	Number of households with access to at least RDP	14,000							14 000	14 000	14 000	ACHIEVED	Statistics from Billing and Human Settlements sections	15 331	15 331	To ensure that 100% of household	14 000

Ref Number	Key Performance Indicator			Baseline	Targets							Annual	Performance Feedback Evidence Reason for deviation Remedial Action	2014/2015		2016/2017	
	Objective	Indicator	Unit of Measurement		July – Sept 2015	Actual	Oct – Dec 2015	Actual	Jan – March 2016	Actual	April – June 2016			Actual	Target	Actual	Objective
	Nketoana municipal area have access to basic level of water by 2016	in the IDP, have access to at least RDP level of potable water	level of water										submitted as evidence			s in formal settlements in the Nketoana municipal area have access to basic level of water by 2017	
		Ntha / Lindley New Water Purification Works	1 Project			1	1					1	ACHIEVED Project at 99% Snagging list. There are still items outstanding. Progress report as evidence. Hand over delayed due to outstanding items	1	1	Ntha / Lindley New Water Purification Works	1
		Boreholes: Equipping new boreholes in Lindley/Ntha	Number of boreholes to be equipped and fully functional	5		5	6					5	ACHIEVED Due to the dire need in Lindley 6 boreholes were sunk. All taps in Lindley ran dry.	11	0	-	-

Ref Number	Key Performance Indicator			Baseline	Targets							Annual	Performance Feedback Evidence Reason for deviation Remedial Action	2014/2015		2016/2017	
	Objective	Indicator	Unit of Measurement		July – Sept 2015	Actual	Oct – Dec 2015	Actual	Jan – March 2016	Actual	April – June 2016			Actual	Target	Actual	Objective
		Boreholes: Equipping new boreholes in Mamafubedu	Number of boreholes to be equipped and fully functional	New	5	10	10	2				15	ACHIEVED 12 boreholes were done. Priority was given to other units with no water.	15	0	-	-
		Boreholes: Equipping new boreholes in Arlington/Leratswana	Number of boreholes to be equipped and fully functional	1	1	3						1	ACHIEVED 3 boreholes were sunk.	1	0	-	-
		Upgrading of Reitz Purification Plant, RBIG	Capacity increase 1 Project	1			1	1				1	ACHIEVED The project 92% completed according to milestones in the tender document.	1	1	Upgrading of Reitz Purification Plant, RBIG	1 project
		Reitz to Mamafubedu Pipeline, 49km Phase 1 : 5km Phase 2 : 15km	15 km of 49 km	5km						Phase 2: 15km	11km	Phase 2: 15km	ACHIEVED 15km for this financial year is the target and progress is on 70%.	5km	5	Reitz to Mamafubedu Pipeline, 49km Phase 1 : 5km Phase 2 : 15km	25km
		Reitz water Treatment	1 Raw water pump	New						2= 1 Raw water	0	2= 1 Raw water	NOT ACHIEVE At this stage	-	-	Reitz water Treatment	2= 1 Raw water

Ref Number	Key Performance Indicator			Baseline	Targets							Annual	Performance Feedback Evidence Reason for deviation Remedial Action	2014/2015		2016/2017		
	Objective	Indicator	Unit of Measurement		July – Sept 2015	Actual	Oct – Dec 2015	Actual	Jan – March 2016	Actual	April – June 2016			Actual	Target	Actual	Objective	Target
		nt Works: Upgrading of Raw water pump station and high lift pump station	station and 1 High lift Pump station to be completed										pump station and 1 High lift Pump station	there is no progress. Water users license is awaited Consultant is posing challenges that can influence the progress of the project			ment Works: Upgrading of Raw water pump station and high lift pump station	er pump station and 1 High lift Pump station
		Refurbishment of raw water pump station at Middelpunt Dam to ensure maximum abstraction capacity	Number of pump stations refurbished according to standards as specified in the tender document	New			2	0					2	NOT ACHIEVED The project is done out of own funds and at this stage only 30% Could be done. The project will continue into the next financial year	-	-	Number of pump stations refurbished according to standards as specified in the tender document	2
		Install 13 Communal taps in Petsana	Number of communal taps installed	20			5	5	5	5	3	3	13	ACHIEVED 13 done. There is also a National project where	20	20	Number of communal taps	10

Ref Number	Key Performance Indicator			Baseline	Targets							Annual	Performance Feedback Evidence Reason for deviation Remedial Action	2014/2015		2016/2017		
	Objective	Indicator	Unit of Measurement		July – Sept 2015	Actual	Oct – Dec 2015	Actual	Jan – March 2016	Actual	April – June 2016			Actual	Target	Actual	Objective	Target
													739 houses were connected for bucket eradication			install ed		
		Install 15 Communal taps in Mamafub edu ward 2	Number of communal taps installed	15			10	10			5	5	15	ACHIEVED 15 done There is also a National project where 960 houses were connected for bucket eradication 960 done Bucket eradication	15	15	Number of communal taps installed	10
		Installation of water meters in Petsana to enable accurate billing for services provided	Number of meters installed	New	350	350					150	0	500	ACHIEVED 350 for financial year installed				
	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of water by 2016	Construction of a 4Ml reservoir in Mamafub edu	Number of reservoirs constructed	New							1	0	1	NOT ACHIEVED It is not yet done but it forms part of pipeline project	1	0	Number of reservoirs constructed	1

Ref Number	Key Performance Indicator			Baseline	Targets							Annual	Performance Feedback Evidence Reason for deviation Remedial Action	2014/2015		2016/2017		
	Objective	Indicator	Unit of Measurement		July – Sept 2015	Actual	Oct – Dec 2015	Actual	Jan – March 2016	Actual	April – June 2016			Actual	Target	Actual	Objective	Target
	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of water by 2014	Completion and adoption of a legislative compliant Water Services Development Plan	Number of WSDPs developed and approved	Review	1						1	0	1	NOT ACHIEVED Due to lack of funds the WSDP could not be reviewed. However it needs to be reviewed urgently to be ready for the next generation of IDPs	1	0	Completion and adoption of a legislative compliant Water Services Development Plan	1
		Development of a Water and Sanitation Operations and Maintenance Plan	Number of Water Operation and Maintenance Plans developed	New							1	1	1	ACHIEVED The Plan was developed and it is available	1	0	Number of Water Operation and Maintenance Plans reviewed	1
	To ensure that 100% of households in formal settlements in the Nketoana municipal area have	Improve the blue drop assessment result of the municipality by a minimum of 10%	Percentage assessment score resulting from the blue drop evaluation process	18,79%	70%						70%	71%	70%	ACHIEVED A score of 71% was awarded during the assessment.	30%	30%	Number of Water Operation and Maintenance	80%

Ref Number	Key Performance Indicator			Baseline	Targets							Annual	Performance Feedback Evidence Reason for deviation Remedial Action	2014/2015		2016/2017		
	Objective	Indicator	Unit of Measurement		July – Sept 2015	Actual	Oct – Dec 2015	Actual	Jan – March 2016	Actual	April – June 2016			Actual	Target	Actual	Objective	Target
	access to basic level of water by 2014																Plans developed	
	To ensure that 30 farms have access to water source by 2017	Farms provided with clean, potable water when required	Number of farming communities provided with water	4-8							4	4	4	ACHIEVED 4 farms were provided with water on request. Logbooks are presented as evidence	4-8	4	Number of farming communities provided with water	4-8
	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%		100%		100% (6,000 households/registered indigents)		100% (6,000 households/registered indigents)	ACHIEVED 4773 is the final number of registered Indigents. A copy of the register is presented as evidence	3 000	4 000	Percentage of registered indigents having access to free basic water	6 000
		To conduct a War-on-Leaks Campaign in each town in the municipality to reduce water losses	Number of campaigns held reduce water losses	New	1	0	1	0	1	0	1	0	4	NOT ACHIEVED Department of Water Affairs and Sanitation provided training to a group of residents to be utilized in these campaigns. They will only	-	-	To conduct a War-on-Leaks Campaign in each town in the	4

Ref Number	Key Performance Indicator			Baseline	Targets							Annual	Performance Feedback Evidence Reason for deviation Remedial Action	2014/2015		2016/2017		
	Objective	Indicator	Unit of Measurement		July – Sept 2015	Actual	Oct – Dec 2015	Actual	Jan – March 2016	Actual	April – June 2016			Actual	Target	Actual	Objective	Target
														be functional in the coming financial year.			municipality to reduce water losses	

3.2 Waste Water (Sanitation) Provision

Figure / Table 3.11: 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%
Total	100.0%	100.0%	100.0%

(Source: StatsSA, 2001, 2007, 2011)



Figure / Table 3.12: Access to water: Nketoana, Thabo Mofutsanyana and RSA

Category	Nketoana	Access to Sanitation as a % Nketoana	Thabo Mofutsanyana District	Access to sanitation as a %: Thabo Mofutsanyana 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 3.13: 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%			

Census 2001

Community Survey 2007

Census 2011

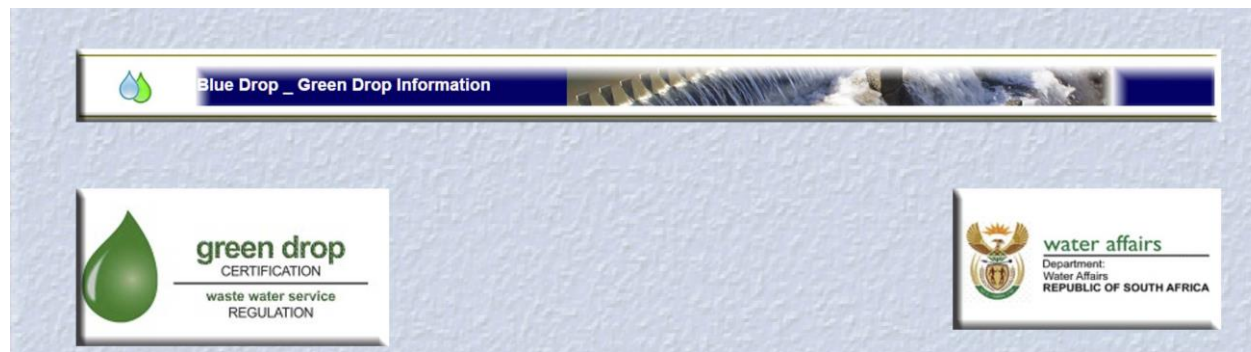
	Total households	% of households		Total households	% of households		Total households	% of households
			Total	16748		Total	17317	

(Source: StatsSa, 2001, 2007, 2011)

Figure / Table 3.14: 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 (95,6%), and all four plants failed the assessment.

The previous assessment in 2012 was 96%

Free State

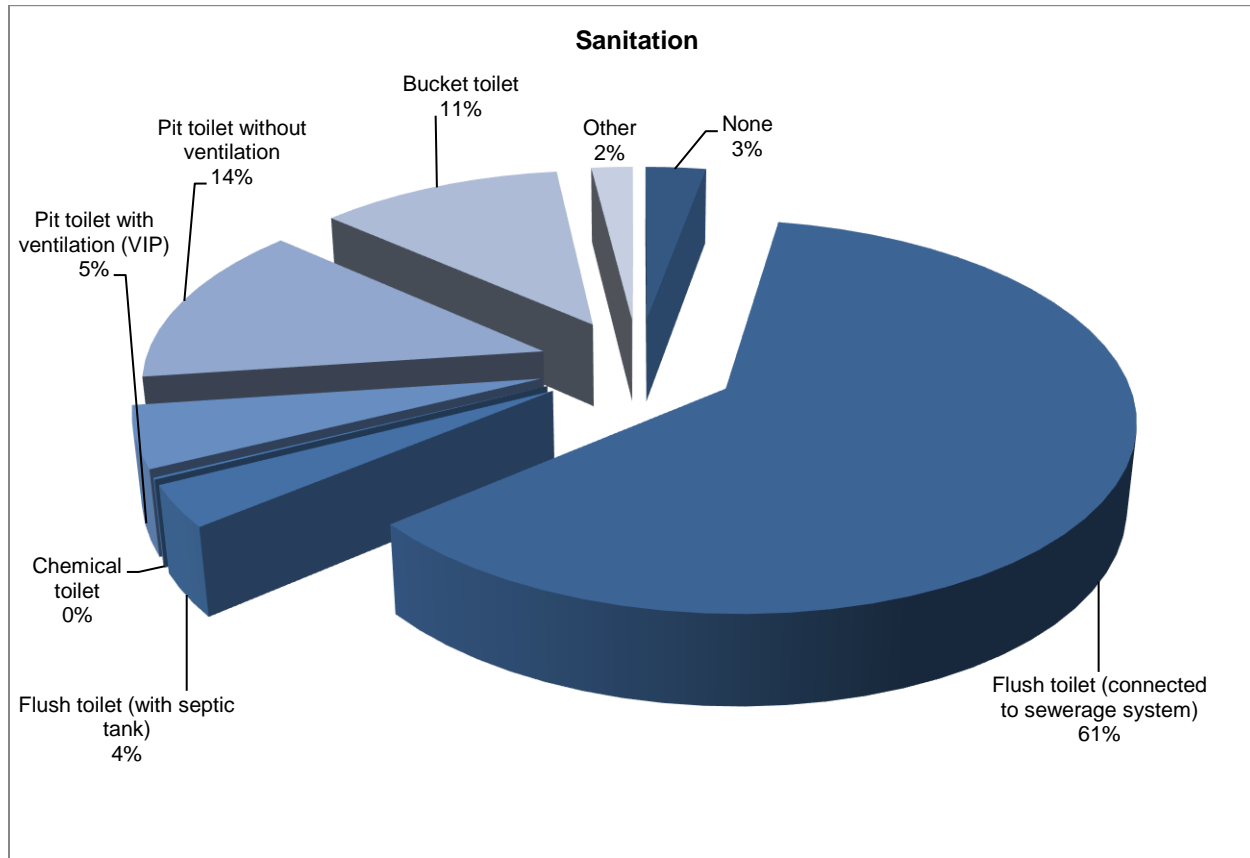
The following municipalities are in critical and high risk positions and placed under regulatory surveillance and therefore require immediate intervention :

WSA Name	2014 Average CRR/CRRmax % deviation	WWTPs in critical and high risk space	
Naledi LM	100%	Dewtsdorp, Van Stadensrus, Wepener	
Nala	100%	Bothaville, Wesselsbron	
Mafube LM	97.7%	Frankfort, Namahadi, Tweeling, Cornelia, Villiers	
Letsemeng LM	97.7%	Jacobsdal, Koffiefontein, Luckhoff, Oppermans, Petrusburg	
Mohokare LM	96.1%	Zastron, Rouxville, Smithfield	
KopanongLM	96.1%	Edenberg, Fauresmith, Gariep Dam, Jagersfontein, Philippolis, Reddersburg, Springfontein, Trompsburg	
Nketoana LM	95.6%	Lindley-Ntha, Petrus Steyn, Reitz	Arlington
Tswelopele LM	94.1%	Hoopstad	
Setsoto LM	93.2%	Clocolan, Marquard, Senekal	Ficksburg
Ngwathe LM	90.6%	Heilbron, Koppies, Parys, Vredefort	
Moqhaka LM	88.1%	Steynsrus	Viljoenskroon, Kroonstad
Masilonyana LM	87.1%	Brandfort, Masili, Theunissen, Soutpan	Winburg
Phumelela LM	86.3%		Memel, Warden, Vrede
Mantsopa LM	84.7%		Excelsior, Hobhouse, Lady Brand, Thaba Patchoa, Tweespruit
Metsimaholo	79.4%		Deneysville, Oranjeville
Dihlabeng LM	76.0%	Mautse, Rosendal	Bethlehem, Clarens, Mashaeng, Fouriesburg
Matjhabeng LM	70.8%	Theronia	Mmamahabane, Mbabane, Odendaarlsurs (AS), Thabong, Allanridge (AS), Ventersburg
Mangaung LM	67.9%	Sterkwater	Bainsvlei, Bloemspruit, Boshabelo
Maluti A Phofung LM	62.7%		Makwane, Matsegeng, Moeding
Tokologo LM	37.3%		Bultfontein

	Critical risks
	High risk
	Medium risk

(Source: DWA, 2016)

Figure / Table 3.15: Sanitation

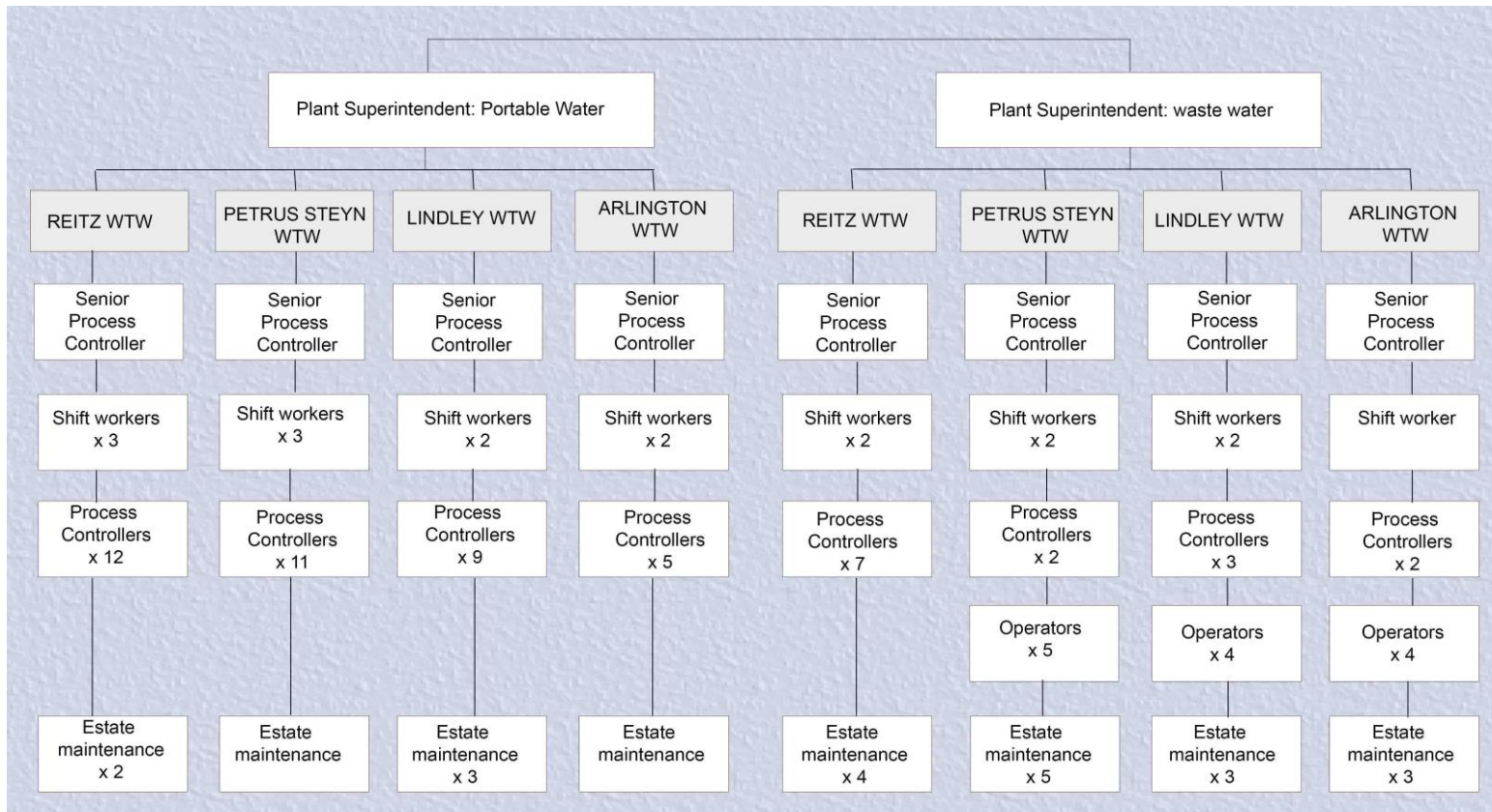


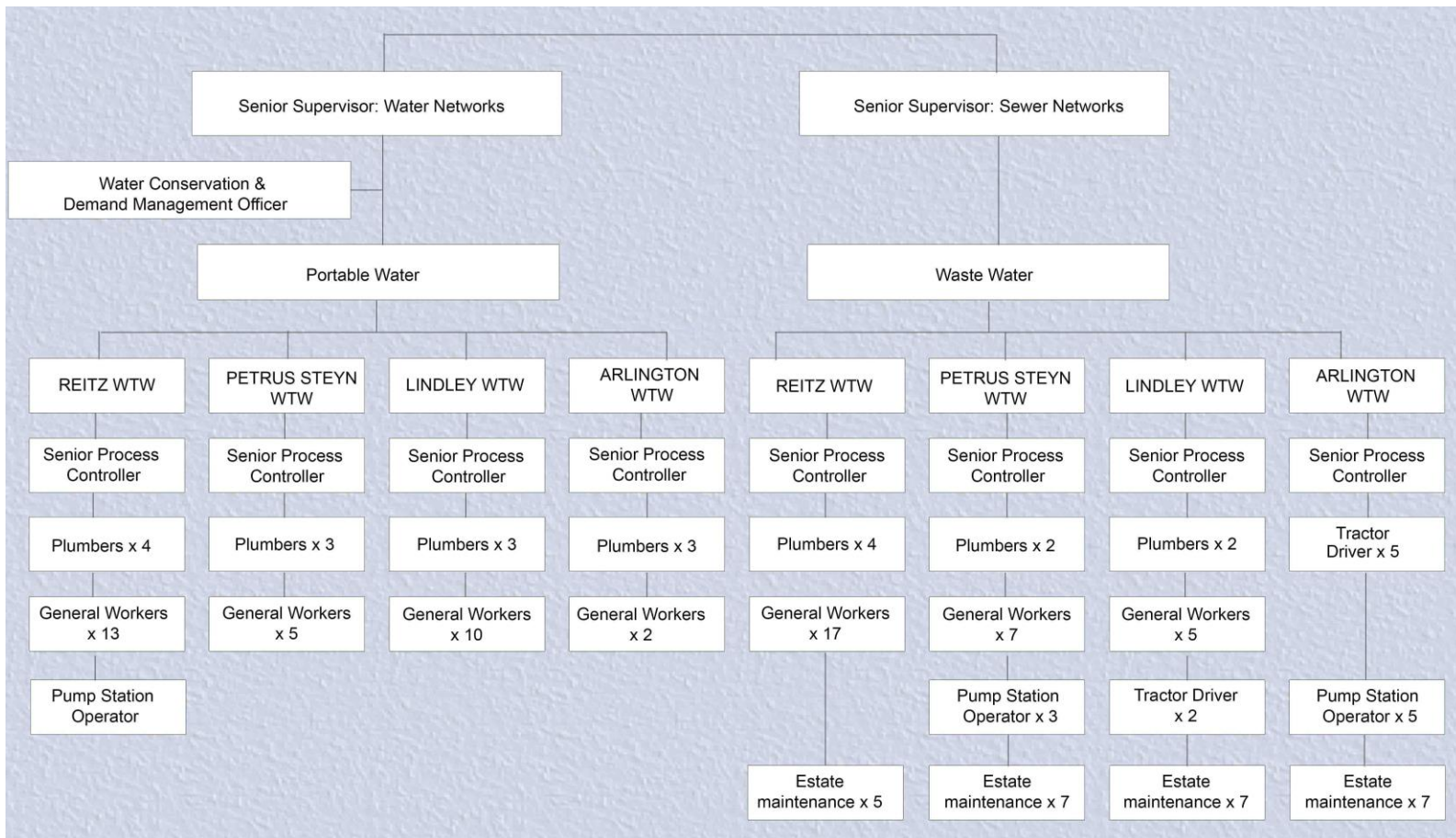
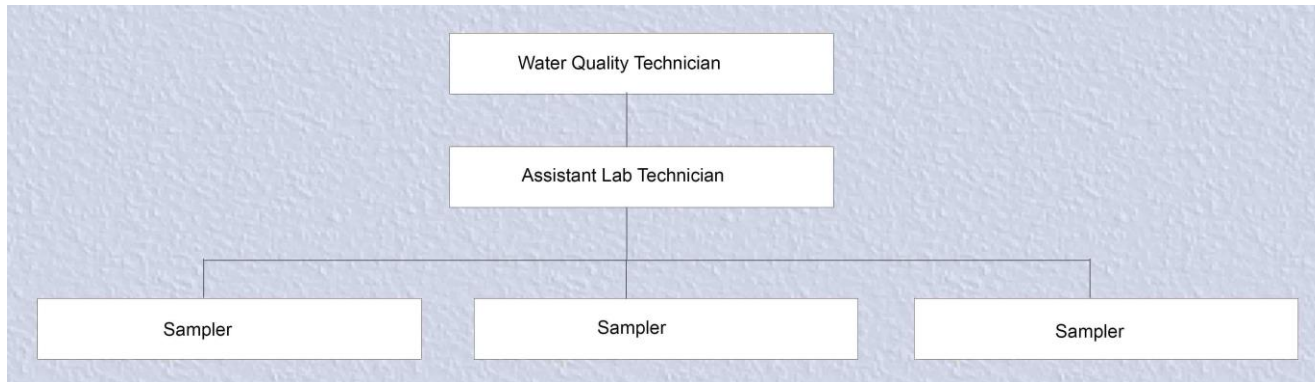
(Source: StatsSa; Census 2011)

Figure / Table 3.16: Status Quo Analysis: Sanitation

<i>Status Quo:</i>	
<i>General:</i>	<ul style="list-style-type: none"> • Most the households have got access to water born sewerage and those without are either using VIP or Buckets systems.
<i>Resource consideration:</i>	<ul style="list-style-type: none"> • The municipality should consider using grey water system in its all future toilets establishment.
<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"> • None
<i>Indicate all areas or settlements with an unreliable service and provide reasons for this</i>	<ul style="list-style-type: none"> • None
<i>Indicate other challenges that are not highlighted above</i>	<ul style="list-style-type: none"> • None

Figure / Table 3.17: Organogram





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:	100% of households in formal settlements have access to basic level of sanitation
Vote:	Waste Water Management
Sub-function:	Sewerage

Actual performance against SDBIP targets set for the 2015/16 Financial Year and comparative assessment of targets with targets set for 2014/15 and 2016/17

Key Performance Area:	Sanitation
IDP Priority:	Sanitation
Vote/Function:	Waste Water Management
Directorate:	Technical Services & Infrastructure Development

Ref Number	Key Performance Indicator			Baseline	Targets								Annual	Performance Feedback Evidence Reason for deviation Remedial Action	2014/2015		2016/2017	
	Objective	Indicator	Unit of Measurement		July – Sept 2015	Actual	Oct – Dec 2015	Actual	Jan – March 2016	Actual	April – June 2016	Actual			Target	Actual	Objective	Target
	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	15,331	15,331	4838	15,331	4838	15,331	4838	15,331	4838	15,331	ACHIEVED 14838 households have access to at least RDP level of water. The source of the evidence is billing statistics from Finance	15,331	15,331	Number of households with access to basic level of sanitation	4838

Ref Number	Key Performance Indicator			Baseline	Targets							Annual	Performance Feedback Evidence Reason for deviation Remedial Action	2014/2015		2016/2017	
	Objective	Indicator	Unit of Measurement		July – Sept 2015	Actual	Oct – Dec 2015	Actual	Jan – March 2016	Actual	April – June 2016			Actual	Target	Actual	Objective
		Petsana: Provision for Sanitation and Toilet brick structures	Number of stands served with sanitation and toilet structures	Additions to existing access levels	320	279						320	ACHIEVED The project is still in process. Only 279 structures were completed due to financial constraints in the municipality	502	0	Number of stands served with sanitation and toilet structures	41
	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of sanitation by 2017	Completion and adoption of a legislative compliant Water Services Development Plan	Number of WSDPs developed and approved : Sanitation	Review	1	0						1	NOT ACHIEVED Due to financial constraints in the municipality it could not be done. It will be done in the coming financial year.	1	0	Completion and adoption of a legislative compliant Water Services Development Plan	1
		Improvement of the municipality's green drop assessment score template	Improvement in the Percentage (assessment score) as awarded during the assessment by	18%	40%	0%						40%	NOT ACHIEVED The results of the assessment is not available yet.	18%	0%	Improvement in the Percentage (assessment score) as awarded	50%

Ref Number	Key Performance Indicator			Baseline	Targets								Annual	Performance Feedback Evidence Reason for deviation Remedial Action	2014/2015		2016/2017	
	Objective	Indicator	Unit of Measurement		July – Sept 2015	Actual	Oct – Dec 2015	Actual	Jan – March 2016	Actual	April – June 2016	Actual			Target	Actual	Objective	Target
			National DWA														ded during the assessment by National DWA	
	To ensure that 100% of households 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% of 6,000 registered indigent households	4773	100% of 6,000 registered indigent households	4773	100% of 6,000 registered indigent households	4773	100% of 6,000 registered indigent households	4773	100% of 6,000 registered indigent households	ACHIEVED The registered number of indigents, 4773 have access to the basic level of sanitation.	100% of 3 500	100 of 3 500	Percentage of registered indigents having access to free basic level of sanitation.	100% of 5 000