



Chapter 3

Service Delivery Performance

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 2017/2018 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

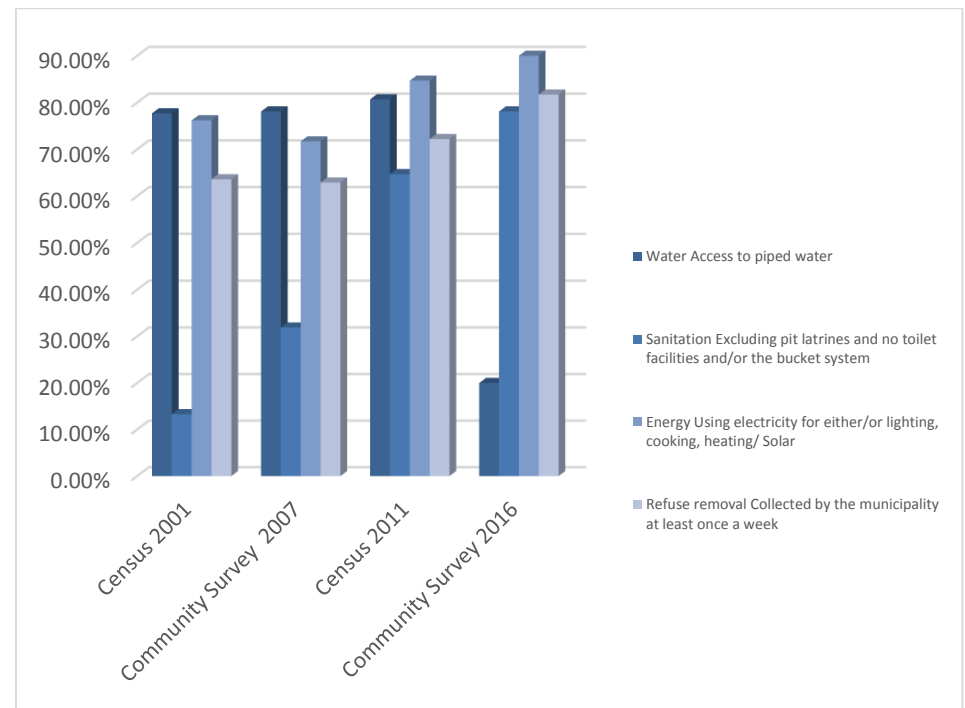


Component A: Basic Services

If the results of Census 2001 are compared with those of the 2016 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

Access to Basic Services					
Basic Service	Definition	Census 2001	Community Survey 2007	Census 2011	Community Survey 2016
Water	Access to piped water	77.70%	78.10%	80.70%	20.00%
Sanitation	Excluding pit latrines and no toilet facilities and/or the bucket system	13.30%	31.90%	64.70%	78.10%
Energy	Using electricity for either/or lighting, cooking, heating/ Solar	76.20%	71.70%	84.70%	90.00%
Refuse removal	Collected by the municipality at least once a week	63.60%	62.90%	72.20%	81.70%

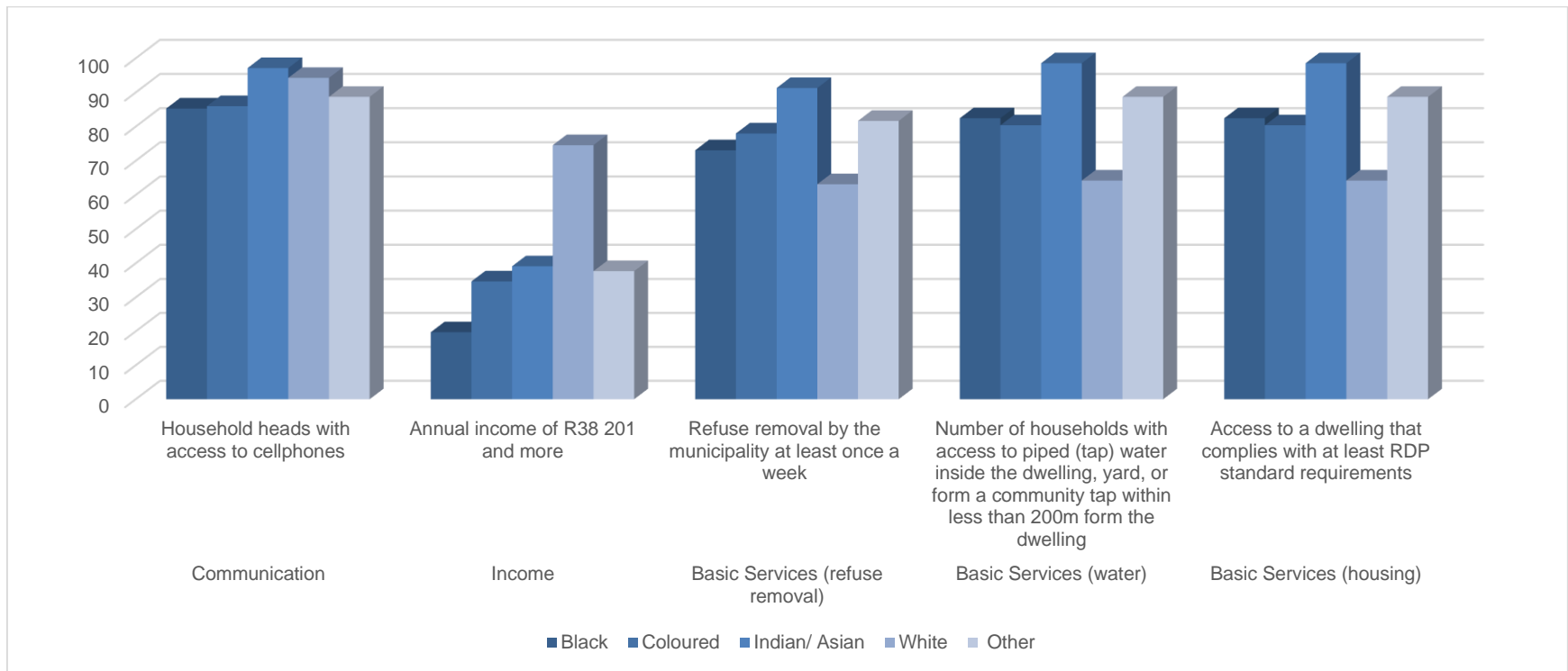


(Source: Census 2001, Community Survey, 2007, Census 2011 and Community Survey 2016)

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

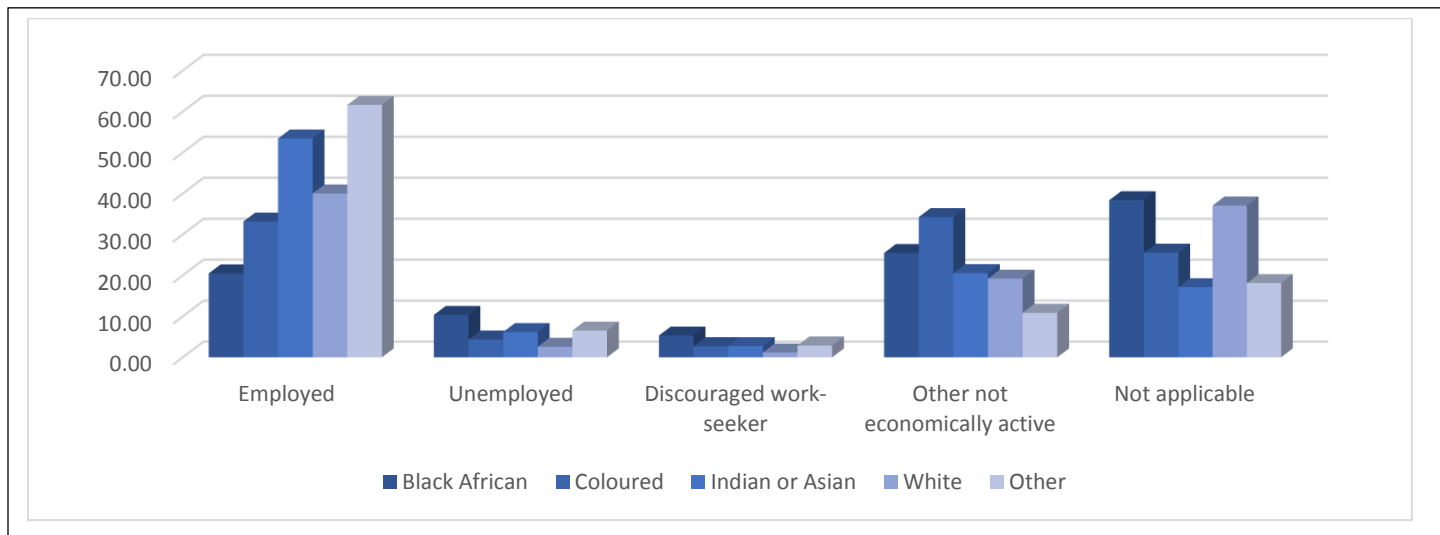


(Source: Census 2011)

Figure / Table 3.3: Official employment status according to Population

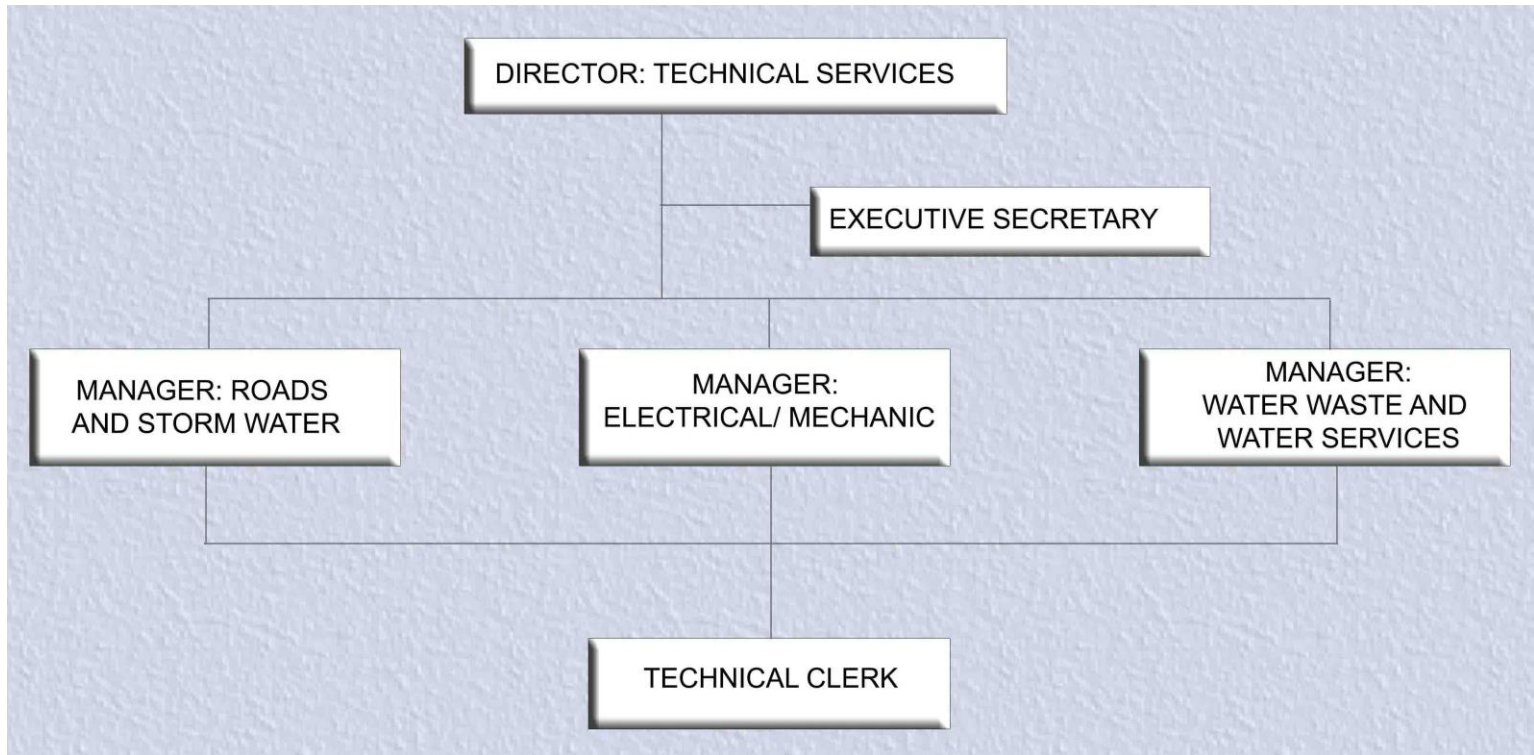
Per Person							As %					
	Employed	Unemployed	Discouraged work-seeker	Other not economically active	Age less than 15 years	Not applicable		Employed	Unemployed	Discouraged work-seeker	Other not economically active	Not applicable
Black African	11301	5708	2939	14052	-	21154	Black African	20.49	10.35	5.33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

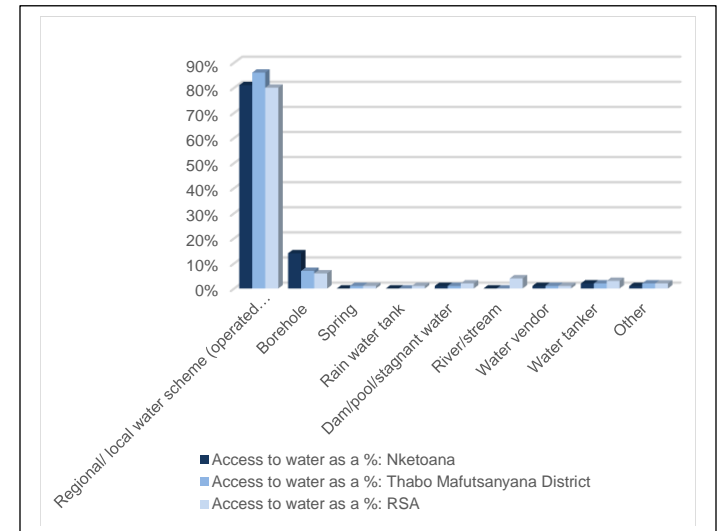
Figure / Table 3.5: Analysis of Access to Water: 2001, 2007, 2011

	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)

Water	Y2015/16	Y2014/15	Y2013/14	Y2012/13	Y2011/12
Blue Drop Score	n/a	n/a	71.4	n/a	18.57
Is the municipality responsible to provide?	Yes	Yes	Yes	Yes	Yes
Does the municipality have infrastructure to provide?	Yes	Yes	Yes	Yes	Yes
Does the municipality actually provide?	Yes	Yes	Yes	Yes	Yes
Is the service outsourced / commercialised?	No	No	No	No	No
Number of households and non-domestic customers	16 991	16 991	16 586	16 586	16 291
Number of households / delivery points	16 778	16 778	16 373	16 373	16 078
Inside the yard	15 062	15 062	13 757	13 757	13 342
Less than 200m from the yard	1 716	1 716	2 616	2 616	2 616
More than 200m from the yard	0	0	0	0	120
Domestic households with access to free basic services	5 124	4 150	4 932	3 478	15 831

(Source: StatsSa, <https://www.localgovernment.co.za>)

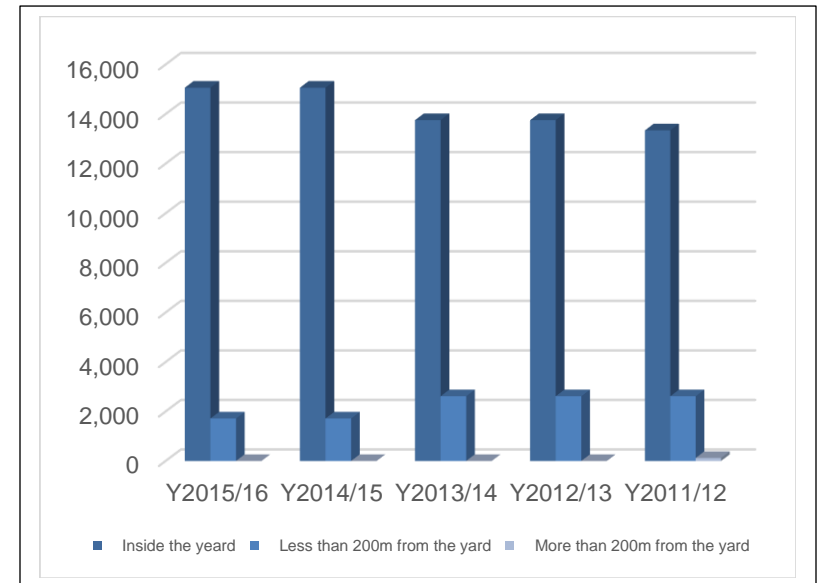
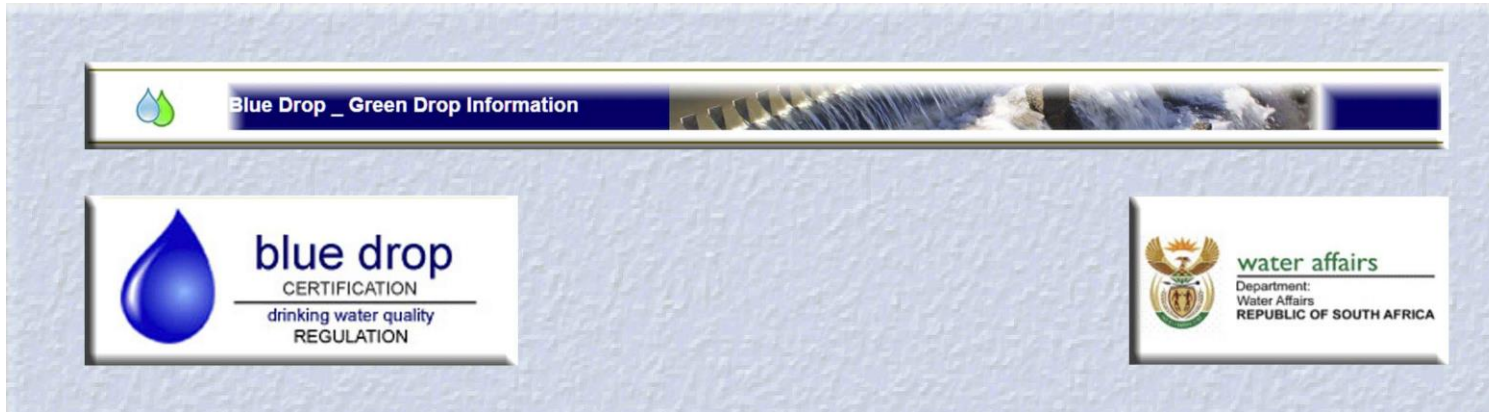
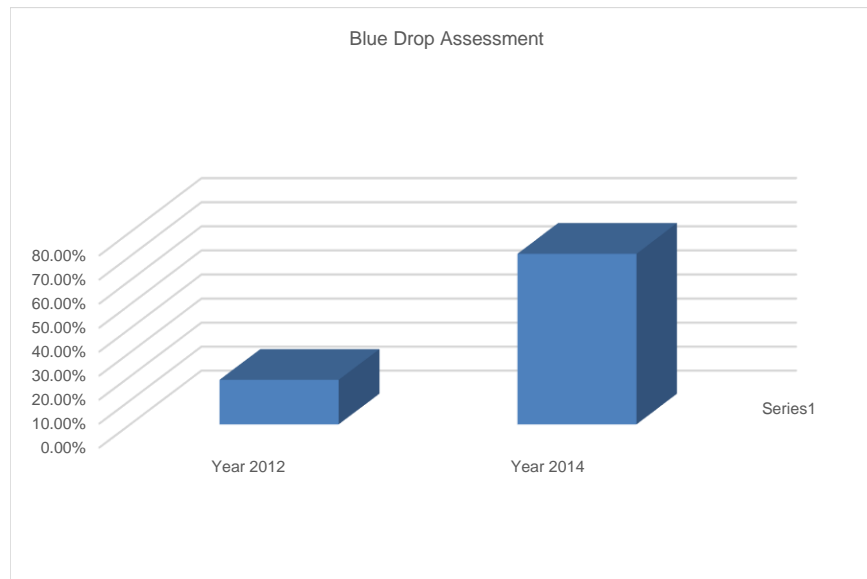


Figure / Table 3.8: Blue drop assessment results, 2014 (Published 2016)



Nketoana Municipality:

2012	2014
18.57 %	71%

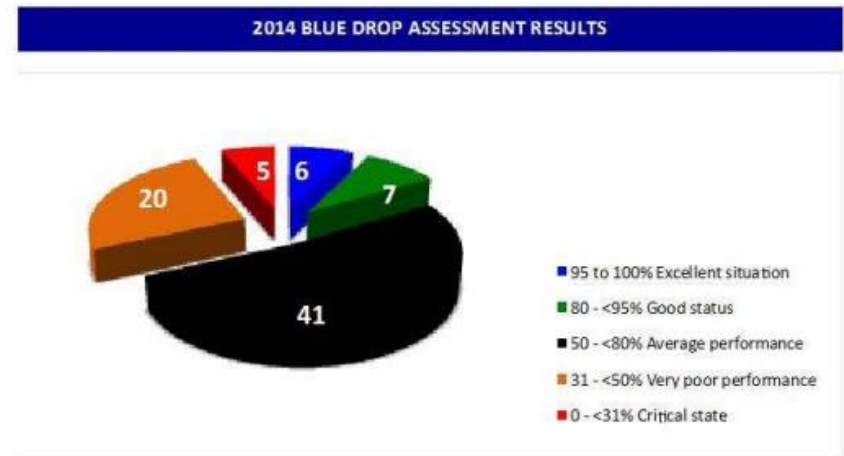


Free State Province:

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-Phofung LM, MAP Water
2	Fika Patso	97.65%	Maluti-a-Phofung Local Municipality	Maluti-a-Phofung, MAP Water
3	Harrismith	97.56%	Maluti-a-Phofung Local Municipality	Maluti-a-Phofung, 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.

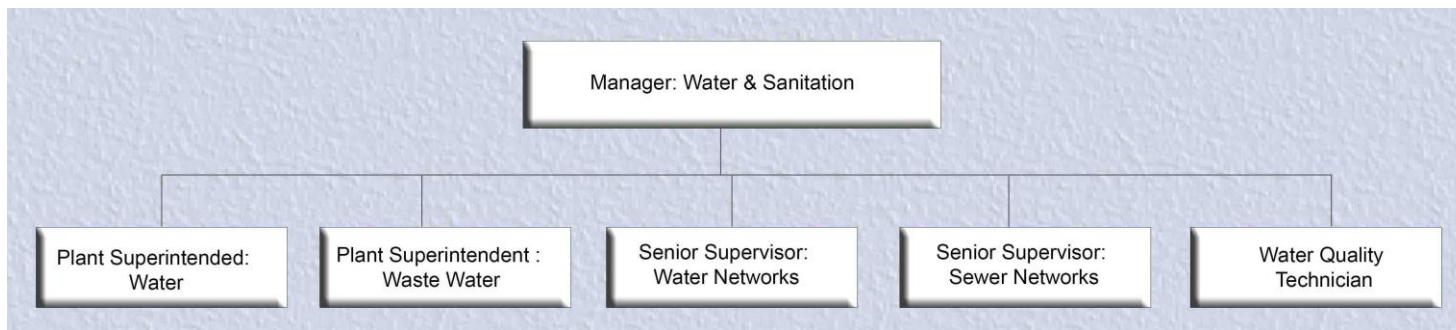
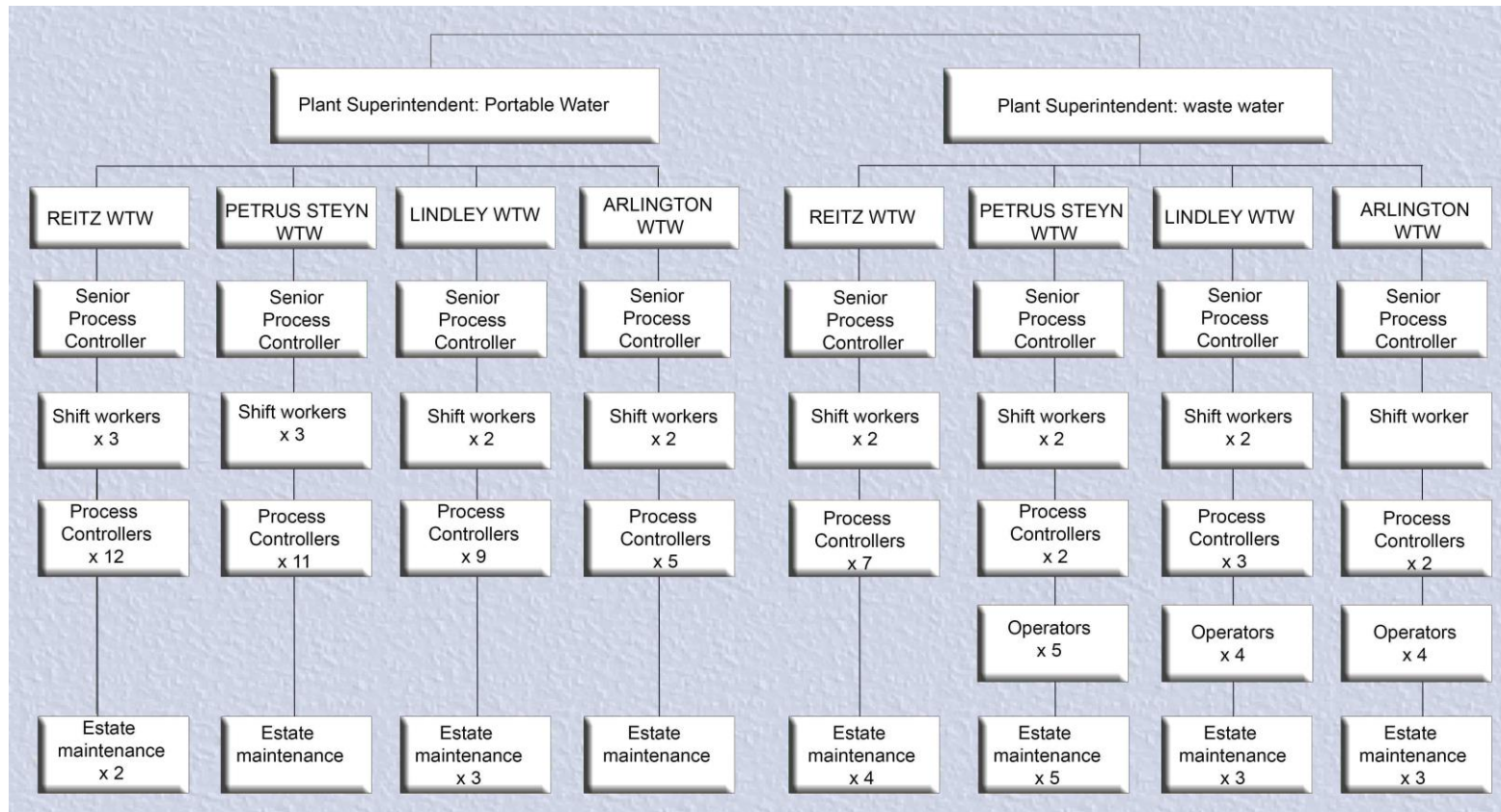


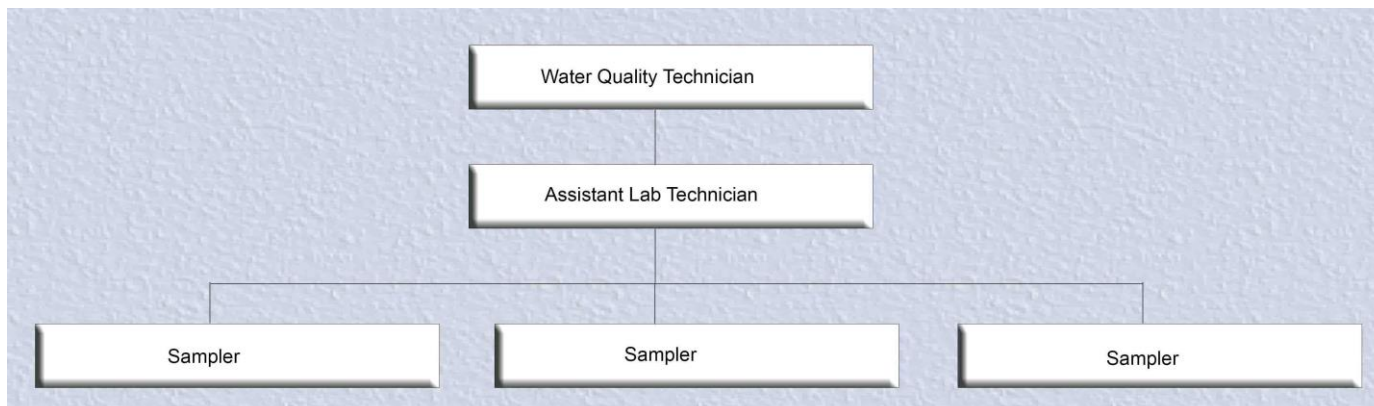
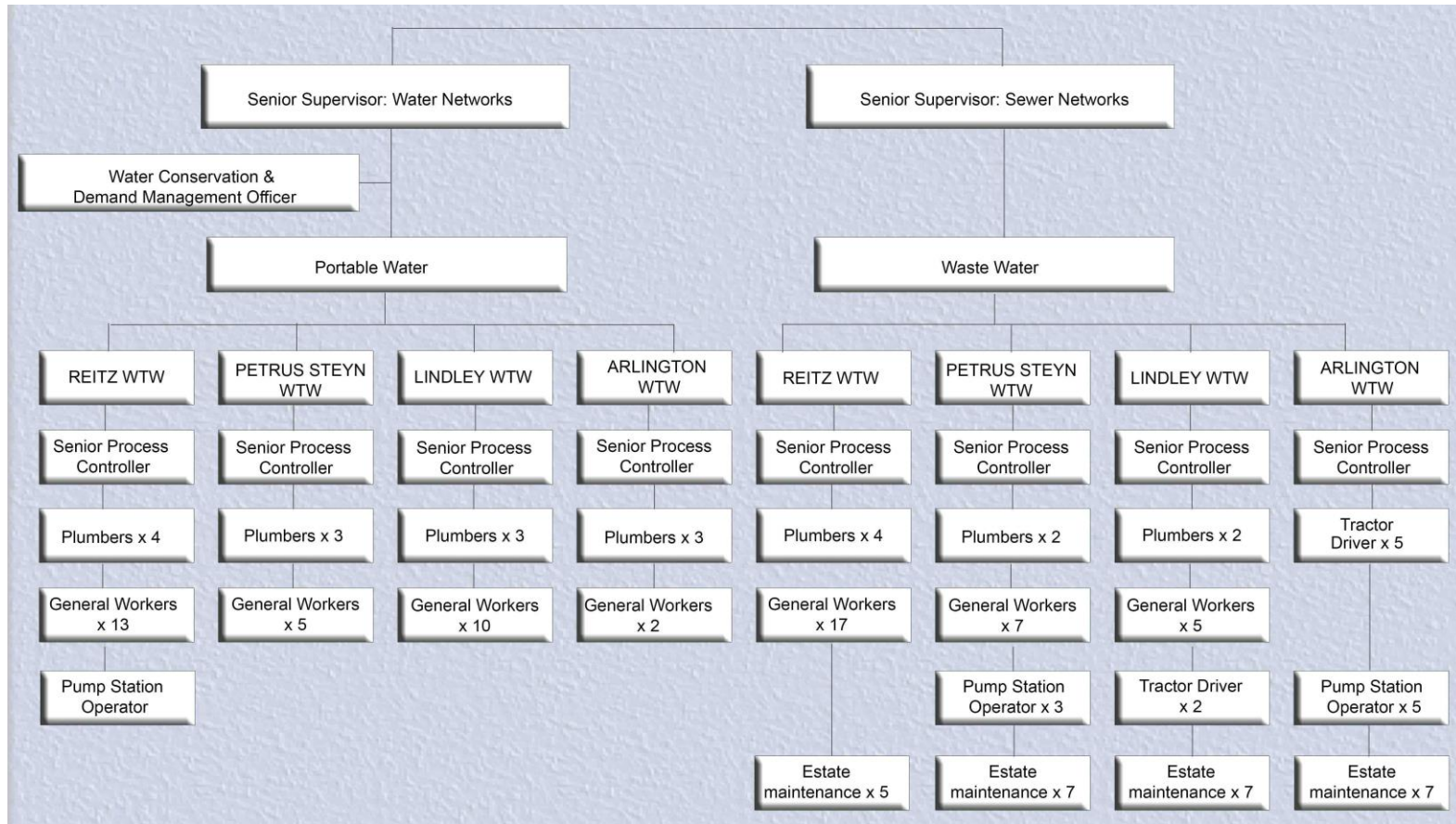
(Source: DWA, 2016)

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 2016/17 Financial Year and comparative assessment of targets with targets set for 2015/16 and 2017/18

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

Ref Number	Key Performance Indicator			Base line	Target							Annual Target	Performance Feedback Evidence Reason for Deviation Remedial Action	2015/2016		2017/2018		
	Objective	Indicator	Unit of Measurement		Jul y – Sep t 201 6	Actu al	Oct – Dec 201 6	Actu al	Jan – Mar ch 201 7	Actu al	Apr – Jun 2017			Actu al	Targ et	Actu al	Objective	Targ et
MM 52 Tech 1	To ensure that 100% of households in formal settlements in the	14 000 households in formal urban areas, as defined in the IDP, have access to at least RDP level	Number of households with access to at least RDP level of water	14,000							14 000	14 000	14 000	ACHIEVED	15 331	15 331	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to	14 000

Ref Number	Key Performance Indicator			Base line	Target							Annual Target	Performance Feedback Evidence Reason for Deviation Remedial Action	2015/2016		2017/2018	
	Objective	Indicator	Unit of Measurement		July – Sept 2016	Actual	Oct – Dec 2016	Actual	Jan – March 2017	Actual	Apr – Jun 2017			Actual	Target	Actual	Objective
	Nketoana municipal area have access to basic level of water by 2017	of potable water											nts sections submitted as evidence			basic level of water by 2017	
MM 53 Tech 2		Boreholes: Equipping new boreholes in Mamafubedu	Number of boreholes to be equipped and fully functional	15				3	3			3	ACHIEVED Pictures and report	15	15	-	-
MM 54 Tech 3		Boreholes: Equipping new boreholes in Arlington/Lerat swana	Number of boreholes to be equipped and fully functional	1				5	5			5	ACHIEVED Pictures and report	3	3	-	-
MM 55 Tech 4		Upgrading of Reitz Purification Plant, RBIG	Capacity increase from 15 ml /d to 17ml/d 1 Project	1						1		1	NOT ACHIEVED - Problems with the Project Engineer is preventing progress on the project A new consultant is required to provide sound detailed design.	1	0	Upgrading of Reitz Purification Plant, RBIG	1
MM 56		Reitz to Mamafubedu Pipeline, 49km	Kilometer completed of 49km	15km						Phase 3: 15km		Phase 3: 15km	NOT ACHIEVED	15	15	Reitz to Mamafubedu Pipeline, 49km	1.4 +

Ref Number	Key Performance Indicator			Base line	Target							Annual Target	Performance Feedback Evidence Reason for Deviation Remedial Action	2015/2016		2017/2018	
	Objective	Indicator	Unit of Measurement		Jul y – Sep t 201 6	Actu al	Oct – Dec 201 6	Actu al	Jan – Mar ch 201 7	Actu al	Apr – Jun 2017			Actu al	Targ et	Actu al	Objective
Tech 5		Phase 1 : 5km Phase 2 : 15km Phase 3: 15km Phase 4: 12km											-The project was not completed since the construction contract was terminated after the contractor had abandoned the works The remaining portion 1.4 km will be completed with the remaining 12km			Phase 1 : 5km Phase 2 : 15km Phase 3: 15km Phase 4: 12km	12km
MM 57 Tech 6		Reitz water Treatment Works: Upgrading of Raw water pump station and high lift pump station	1 Raw water pump station and 1 High lift Pump station to be completed	New						2= 1 Raw water pump station and 1 High lift Pump station		2= 1 Raw water pump station and 1 High lift Pump station	NOT ACHIEVED Contractor was appointed however could not commence with work due to unresolved issues with Khato	2	0	Reitz water Treatment Works: Upgrading of Raw water pump station and high lift pump station	2

Ref Number	Key Performance Indicator			Base line	Target							Annual Target	Performance Feedback Evidence Reason for Deviation Remedial Action	2015/2016		2017/2018	
	Objective	Indicator	Unit of Measurement		Jul y – Sep t 201 6	Actu al	Oct – Dec 201 6	Actu al	Jan – Mar ch 201 7	Actu al	Apr – Jun 2017			Actu al	Targ et	Actu al	Objective
													consultants The matter is at the lawyers and the work will commence as soon as the case is solved				
MM 58 Tech 7	Fencing of Water Infrastructure Facilities in Reitz/Petsana	Number of infrastructure facilities fenced	Number of infrastructure facilities fenced	New						3	4	3	ACHIEVED Pictures and Report	-	-	-	-
MM 59 Tech 8	Fencing of Water Infrastructure Facilities in Mamafubedu	Number of infrastructure facilities fenced	Number of infrastructure facilities fenced	New						3		3	ACHIEVED Pictures and Report	-	-	-	-
MM 60 Tech 9	Fencing of Water Infrastructure Facilities in Lindley	Number of infrastructure facilities fenced	Number of infrastructure facilities fenced	New						1		1	ACHIEVED Pictures and Report	-	-	-	-
MM 61 Tech 10	Upgrading of water pump stations in Lindley and Arlington	Number of pump stations upgraded	Number of pump stations upgraded	New						4		4	PARTIALLY ACHIEVED Pictures and Report	-	-	Upgrading of water pump stations in Lindley and Arlington	1

Ref Number	Key Performance Indicator			Base line	Target							Annual Target	Performance Feedback Evidence Reason for Deviation Remedial Action	2015/2016		2017/2018	
	Objective	Indicator	Unit of Measurement		July – Sept 2016	Actual	Oct – Dec 2016	Actual	Jan – March 2017	Actual	Apr – Jun 2017			Actual	Target	Actual	Objective
													Delay due to design change on the foundation on Pump Station in Lindley Design was finalized and contractor will proceed with concrete works.				
MM 62 Tech 11	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of water by 2017	Completion and adoption of a legislative compliant Water Services Development Plan	Number of WSDPs developed and approved	Review					1	0		1	NOT ACHIEVED Although the current plan is running up to 2018, no review was done due to financial constraints	1	0	Completion and adoption of a legislative compliant Water Services Development Plan	1
MM 63 Tech 12		Development of a Water and Sanitation Operations and Maintenance Plan	Number of Water Operation and Maintenance Plans developed	New							1	1	ACHIEVED Copy of the plan	1	1	Development/Review of a Water and Sanitation Operations and Maintenance Plan	1

Ref Number	Key Performance Indicator			Base line	Target							Annual Target	Performance Feedback Evidence Reason for Deviation Remedial Action	2015/2016		2017/2018		
	Objective	Indicator	Unit of Measurement		July – Sept 2016	Actual	Oct – Dec 2016	Actual	Jan – March 2017	Actual	Apr – Jun 2017			Actual	Target	Actual	Objective	Target
MM 64 Tech 13	To ensure that 100% of households in formal settlements in the Nketoana municipal area have access to basic level of water by 2017	Improve the blue drop assessment result of the municipality by a minimum of 10%	Percentage assessment score resulting from the blue drop evaluation process	71.4%							80%	71.4%	80%	NOT ACHIEVED - No assessment done by Department of Water and Sanitation	71.4%	71.4%	Improve the blue drop assessment result of the municipality by a minimum of 10%	90%
MM 65 Tech 14	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 Copy of the Logbook	4	4	Farms provided with clean, potable water when required	4
MM 66 Tech 15	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%	100%		100% (6,000 households/registered indigents)		100% (6,000 households/registered indigents)	ACHIEVED Copy of the Indigent Register All registered Indigents 6366, have access to Free Basic Water As soon as new registrations take place, it is	4000	4773	To ensure that all (100%) of registered indigents have access to free basic water	6500

Ref Number	Key Performance Indicator			Baseline	Target								Annual Target	Performance Feedback Evidence Reason for Deviation Remedial Action	2015/2016		2017/2018	
	Objective	Indicator	Unit of Measurement		July – Sept 2016	Actual	Oct – Dec 2016	Actual	Jan – March 2017	Actual	Apr – Jun 2017	Actual			Target	Actual	Objective	Target
														confirmed that they receive Free Basic Water at 6killiter per household.				
MM 67 Tech 16	To conduct a War-on-Leaks Campaign in each town in the municipality to reduce water losses	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	1	1	0	1	0	1	0	4	PARTIALLY ACHIEVED N/A No war on Leaks campaigns were held during Quarter 3 & 4 due to serious cash flow problems in the municipality	4	0	To conduct a War-on-Leaks Campaign in each town in the municipality to reduce water losses	4

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 sanitation: 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

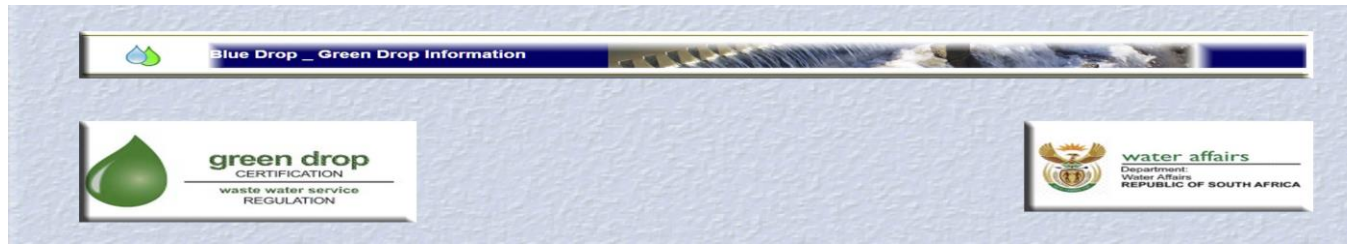
Census 2001			Community Survey 2007			Census 2011		
	Total households	% of households		Total households	% of households		Total households	% of households
Flush toilet (connected to sewerage system)	1657	11%	Flush toilet (connected to sewerage system)	3521	21%	None	494	3%
Flush toilet (with septic tank)	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%			
			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%	Dewetsdorp, 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%	Hellbron, Koppies, Parys, Vredefort	
Moqhaka LM	88.1%	Steynsrus	Viljoenskroon, Kroonstad
Masilonyana LM	87.1%	Brandfort, Masill, 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

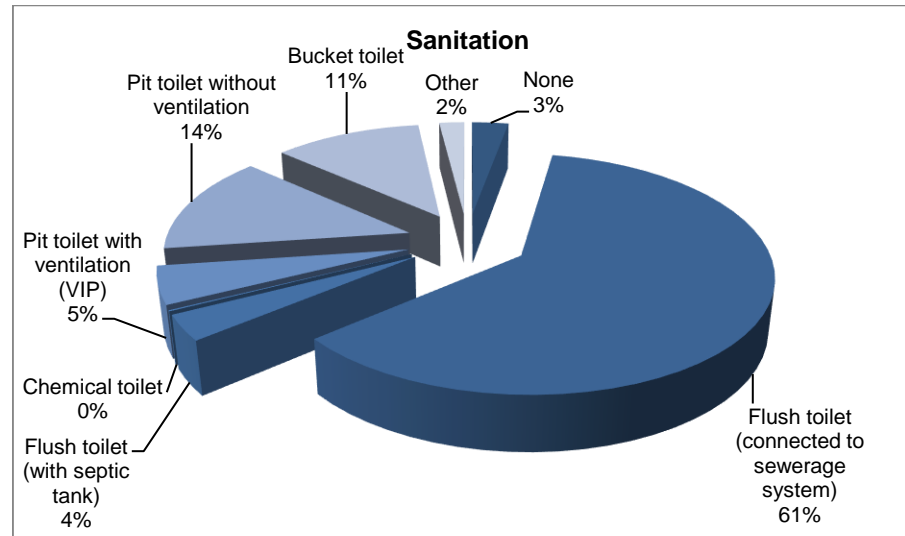
(Source: DWA, 2016)

Access to Sewerage and Sanitation

Sewerage and Sanitation	Y2015/16	Y2014/15	Y2013/14	Y2012/13	Y2011/12
Green Drop Score	n/a	n/a	n/a	0	0
Is the municipality responsible to provide?	Yes	Yes	Yes	Yes	Yes
Does the municipality have infrastructure to provide?	Yes	Yes	Yes	Yes	Yes
Does the municipality actually provide?	Yes	Yes	Yes	Yes	Yes
Is the service outsourced / commercialized?	No	No	No	No	No
Number of households and non-domestic customers	15 751	15 751	15 570	15 173	14 288
Number of households using					
Flush toilet - public sewerage	11 658	11 658	11 658	11 658	9 389
Flush toilet - septic tank	169	169	169	0	13
Ventilated pit latrine	960	960	960	960	872
Bucket system	2 751	2 751	2 751	2 555	3 801
Other	0	0	0	0	0
Domestic households with access to free basic services	5 562	4 084	7 932	3 475	3 475

(Source: StatsSa, <https://www.localgovernment.co.za>)

Figure / Table 3.15: Sanitation



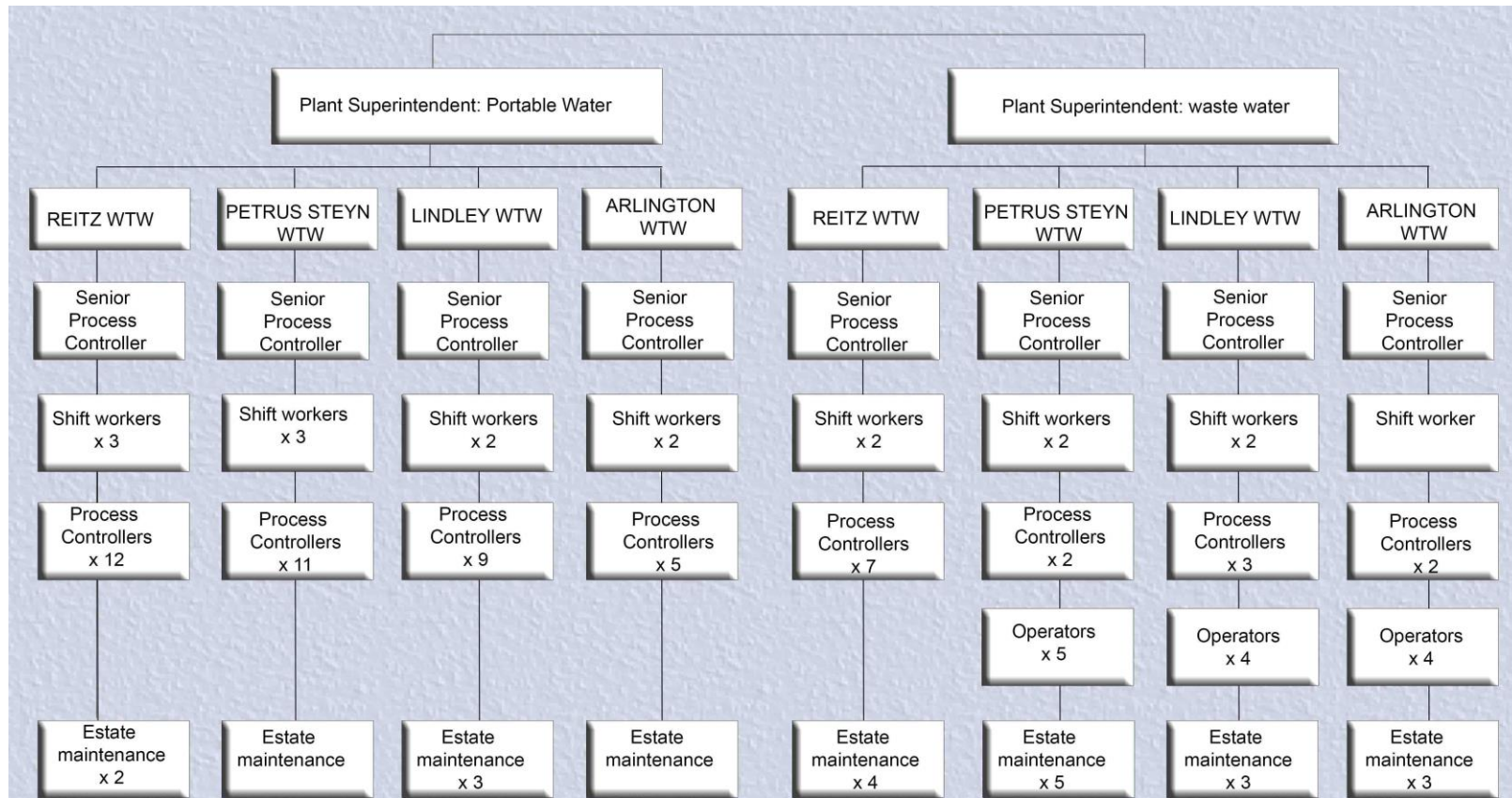
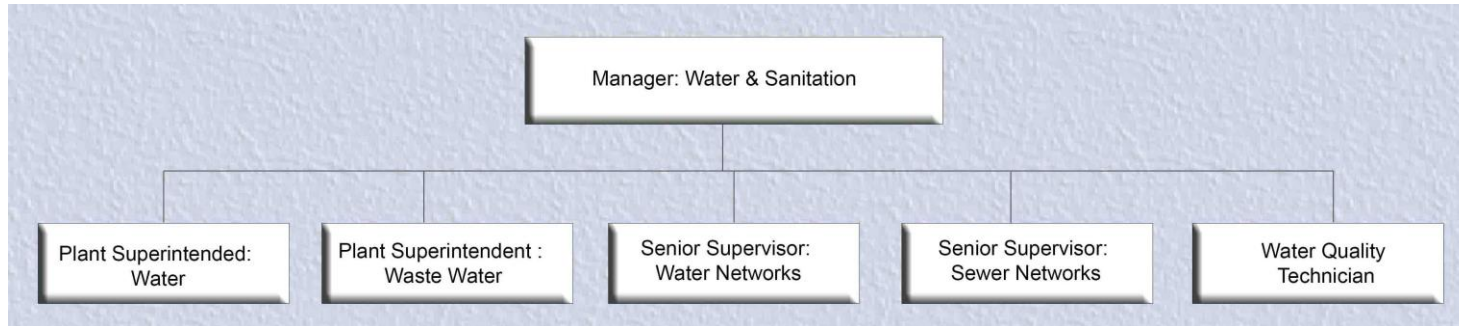
(Source: StatsSa; Census 2011)

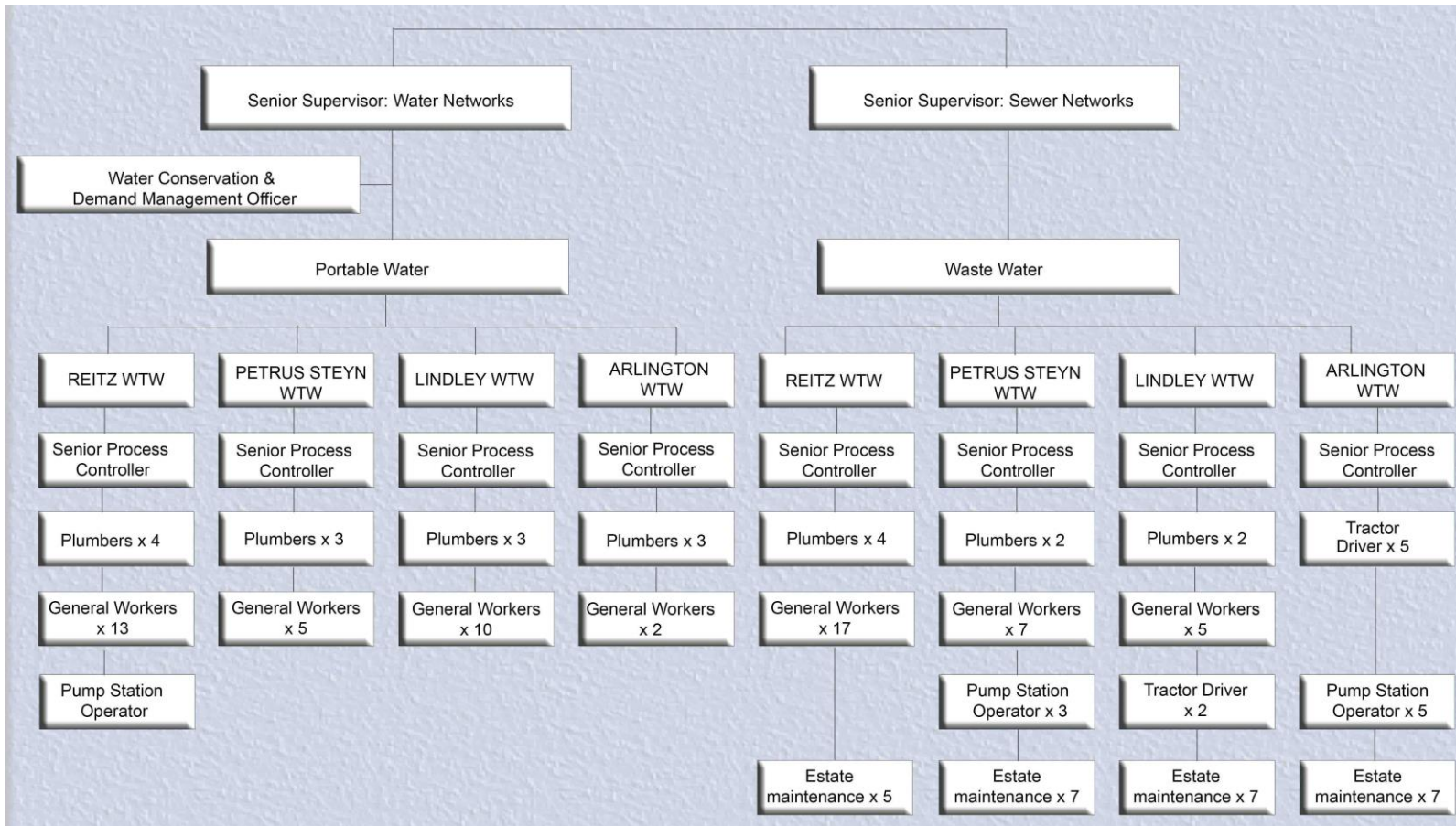
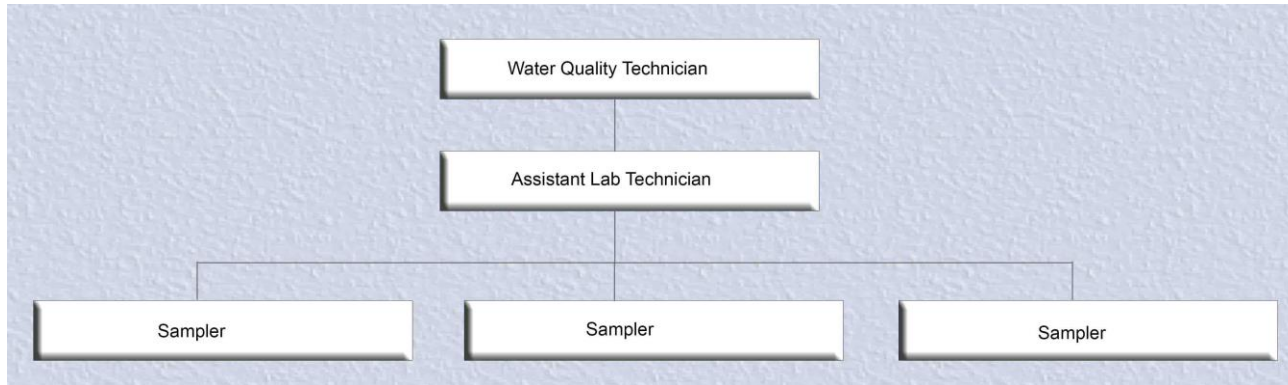
Figure / Table 3.16: Status Quo Analysis: Sanitation

Status Quo:	
<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 2016/17 Financial Year and comparative assessment of targets with targets set for 2015/16 and 2017/18

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

Ref Number	Key Performance Indicator			Base line	Target							Annual Target	Performance Feedback Evidence Reason for Deviation Remedial Action	2015/2016		2017/2018	
	Objective	Indicator	Unit of Measurement		July – Sept 2016	Actual	Oct – Dec 2016	Actual	Jan – March 2017	Actual	Apr – Jun 2017			Actual	Target	Actual	Objective
MM 68 Tech 17	To ensure that 100% of households in formal settlements in the Nketoana municipal area have	14 000 households have access to at least RDP level of sanitation	Number of households with access to basic level of sanitation	13 000	14 000	14 000	14 000	14 000	14 000	14 743	14 000	14 743	14 000	14 000	To ensure that 100% of households in formal settlements in the Nketoana municipal area have	14 743	

Ref Number	Key Performance Indicator			Base line	Target							Annual Target	Performance Feedback Evidence Reason for Deviation Remedial Action	2015/2016		2017/2018	
	Objective	Indicator	Unit of Measurement		July – Sept 2016	Actual	Oct – Dec 2016	Actual	Jan – March 2017	Actual	Apr – Jun 2017			Actual	Target	Actual	Objective
	access to basic level of sanitation by 2017															access to basic level of sanitation by 2018	
MM 69 Tech 18	Reitz: Upgrade of Waste Water Treatment Works (WWTW) Phase 1: R10 510 442.54 Phase 2: R4 980 350.76 Phase 3: R2 589 456.00	Percentage progress in the project according to indicated milestones in the tender document	Explanation of the 10%: The project is a multi-year project and done in Phases. The 10% refers to the progress with the project for the 2016/2017 financial year according to specifications and milestones/targets as found in the tender document. The tender document will be submitted as part of the evidence to confirm recorded performance.	New						10%	0%	10%	NOT ACHIEVED - There is a delay on the implementation of this project as go ahead is awaited from Department of Water and Sanitation	-	-	Reitz: Upgrade of Waste Water Treatment Works (WWTW) Phase 1: R10 510 442.54 Phase 2: R4 980 350.76 Phase 3: R2 589 456.00	100 %
MM 70 Tech 19		Petsana: Provision for Sanitation and Toilet brick structures	Number of stands served with sanitation and toilet structures	Additions to existing access levels	320	320						320	ACHIEVED Report and photos N/A N/A	320	0	-	-
MM 71 Tech 20	To ensure that 100% of	Completion and adoption of a	Number of WSDPs developed and approved	Review	1	0						1	NOT ACHIEVED N/A	1	0	Completion and adoption of a	1

Ref Number	Key Performance Indicator			Base line	Target							Annual Target	Performance Feedback Evidence Reason for Deviation Remedial Action	2015/2016		2017/2018		
	Objective	Indicator	Unit of Measurement		July – Sept 2016	Actual	Oct – Dec 2016	Actual	Jan – March 2017	Actual	Apr – Jun 2017			Actual	Target	Actual	Objective	Target
	households in formal settlements in the Nketoana municipal area have access to basic level of sanitation by 2017	legislative compliant Water Services Development Plan											The current WSDP is for the period 2012-2017. It is very important to develop a new plan to be included in the new generation of IDPs Planning to include it in the next budget cycle will be done.			legislative compliant Water Services Development Plan		
MM 72 Tech 21	Improvement of the municipality's green drop assessment score template	Improvement of the municipality's green drop assessment score template	Improvement in the Percentage(assessment score) as awarded during the assessment by National DWA	18%							40%	0%	40%	NOT ACHIEVED	18%	18%	Improve the blue drop assessment result of the municipality by a minimum of 10%	50%
MM 73 Tech 22	To ensure that 100% of households in formal settleme	All registered indigents having access to at least	Percentage of registered indigents having access to free basic level of sanitation	100%	100% of 6,000 registered Indigent	100% of 6,000 registered Indigent	100% of 6,000 registered Indigent	100% of 6,000 registered Indigent	100% of 6,000 registered Indigent		100% of 6,000 registered Indigent		100% of 6,000 registered Indigent	ACHIEVED	4000	4773	All registered indigents having access to at least	6500

Ref Number	Key Performance Indicator			Base line	Target							Annual Target	Performance Feedback Evidence Reason for Deviation Remedial Action	2015/2016		2017/2018	
	Objective	Indicator	Unit of Measurement		July – Sept 2016	Actual	Oct – Dec 2016	Actual	Jan – March 2017	Actual	Apr – Jun 2017			Actual	Target	Actual	Objective
	nts in the Nketoana municipal area have access to basic level of sanitation by 2017	RDP level of free basic sanitation			households	households	households	households	households		households	households	Indigents 6366, have access to Free Basic Sanitation As soon as new registrations take place, it is confirmed that they receive Free Basic Sanitation			RDP level of free basic sanitation	

