



**Western Cape
Government**

BETTER TOGETHER.

DEPARTMENT OF LOCAL GOVERNMENT

GEORGE MUNICIPALITY

REGIONAL MONITORING TEAMS

MUNICIPAL GOVERNANCE REPORTS FOR THE PERIOD ENDED JUNE 2012

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George Municipality

1. Introduction

The key objective of this report is to maintain a central source of information centred on the municipalities' operations across directorates and to make that information readily accessible on an on-going basis.

In addition it should be used as a tool to encourage, facilitate and structure interactions between Directorates on qualitative issues that are related to the municipality.

2. Departmental Diagnostic Report

This section contains the review of the overall municipal governance performance of the Municipality from the Department of Local Governments perspective. Each directorate has provided context to their identified indicators followed by findings and appropriate support or recommendations.

2.1 Municipal Governance

The composition of the Municipal Council is made up as follows: DA – 25, ANC – 19, COPE – 1, ICOSA -1, Plaaslikebesorgdelnwoners – 1, George Independent Ratepayers 1 and ACDP – 1. The majority of Council seats are being held by one political party, and therefore the Municipality is politically stable. There were no vacancies within the composition of the council during the period April to June 2012.

The Municipality held (2) Council meetings held for the quarter under review which is in line with the requirement that at least one Council meeting must be held each quarter. The Municipality has a System of Delegations in Place and a Roles and Responsibilities Document both being confirmed on 25 April 2012 and 20 June 2012 respectively. No councillors were fined for non- attendance or failing to remain in attendance at council meetings. Municipalities were again asked whether all councillors completed a declaration of interest because even-though it needs to be completed within 60 days of assuming the position there were councillors in the Western Cape that were yet to complete the form. The Municipality indicated that three councillors have as yet not the declaration of interest form. The Municipality is obliged to put processes in places to enable the councillors to comply with this requirement. It appears that all councillors are in breach of the code of conduct and this must be remedied on an urgent basis. One councillor at the Municipality is in arrears with rates and service charges for longer than three months but the Municipality indicated that it will be settled in full on 25 July 2012. The Municipality indicated that it has investigated 11 breaches / councillors In terms of the Code of Conduct. The Code of Conduct provides that the speaker must authorise an investigation into an alleged breach. Upon completion of the investigation, no matter what the outcome, a report must be submitted to the MEC. To date no reports have been received. If any investigations have been completed it must be reported to the MEC. One allegation of fraud and corruption was reported to the SAPS during the period under review in accordance with Section 32(6).

The Municipality listed 6 litigation matters in which it is cited as a Defendant / Respondent. Given the size of the Municipality the number and nature thereof is insignificant. The Litigation involving the South African Local Authority Pension Fund and the Cape Joint Pension Fund is however a significant contingent liability.

Key Challenges/Additional relevant information

The appointment process for the position of CFO was finalised during this period and the position will be filled from 1 July 2012.

Support initiatives

The department facilitated a 2 ½ day Municipal Public Accounts Committee training session which the Municipality attended since it had established the Committee.

2.2 Public Participation

2.2.1 Performance Management

Public participation is a key performance area for the municipality and it is included as a key performance indicator in the performance agreement of the Senior Officials (Municipal Manager and Directors). It is also a priority for the municipality to consult with the communities in all matters related to performance management.

The municipality has two dedicated officials dealing with public participation in the office of the Municipal Manager.

2.2.2 Ward Committee Budget and Expenditure

R433 000.00 has been budgeted by the municipality for ward committees for 2012/13 financial year and the expenditure is R298 577.92. The municipality did not indicate whether they receive Municipal Systems Improvement Grant (MSIG).

2.2.3 Status of Ward Committee and Public Participation Policies

The Public Participation Policy was developed and approved in October 2006, Ward Committee and Out-of-Pocket Expense Policy was also developed and amended in 2011. The out-of-pocket expense is R200 per month per ward committee member and both policies are being implemented.

2.2.4 Ward Committees Functionality

All twenty five (25) ward committees are functional in line with the provincial functionality indicators.

Ward committee meetings are being held on a quarterly basis and some wards meet on a monthly basis to discuss urgent matters. For the past three months, 25 official ward meetings were held and agendas, attendance registers and minutes are available on request. The municipality reported that 11 report back meetings were held.

The Accountability and Communication Model has not been implemented to its full extend but the municipality have measures in place as proposed by the department. The municipality provides administrative support and makes logistical arrangements e.g. stationary; arrange transport to the meetings etc.

Key Challenges/Additional relevant information

No challenges have been reported

Support initiatives

On request from the municipality, the Community Based Planning (CBP) has been conducted by the Department of Local Government on 13 – 14 June 2012.

Recommendation

None

2.3 Municipal Communications

The Municipality currently has a Public Relations Officer employed on a month-to-month basis contract as a temporary measure following a resignation of the Media Manager. Communication activities are executed on an ad hoc basis by the line functions. There is no Communication Strategy and communication expenses are budgeted within each Department. The Language Policy was adopted in September 2005. The Municipality submitted the last Municipal Communication Reporting Templates but did not participate in the last District Forum due to a lack of capacity.

Key Challenges / Additional information

The absence of a dedicated and full time communication official in George Municipality remains a challenge. For a while now, the municipality has been operating without a dedicated communication official.

Support initiatives

The Department will continue to provide support to the Municipality through the District and Provincial Public Participation and Communication Forums, workshops, and via ad hoc.

Way forward /Recommendations

The Municipality needs to fill the vacancy of the Public Relations Officer, develop a Communication Strategy for adoption, and allocate sufficient resources to implement the strategy. The Department will continue to provide support to the Municipality through the District and Provincial Public Participation and Communication Forums, workshops, and via ad hoc.

2.4 Municipal Support**2.4.1 Organisational Design**

Mr. T Botha has been acting as Municipal Manager since 16 December 2010 until 31 December 2011. Following a recruitment process, Mr. Botha was appointed as the Municipal Manager and assumed duty on 3 January 2012 and his employment contract expires on 31 December 2016.

As a result of the dismissal of the CFO, Mr. C. Kapp acted in this position, the position was subsequently advertised and interviews were conducted on 1 December 2011, a

suitable candidate was identified and the Municipality is waiting for approval from the MEC for Local Government to appoint the candidate.

Mr S James declined to be appointed as Director: Corporate Services and Social Services and is acting in this position. The position will be re-advertised during the month of July 2012.

The arbitration of the Director: Community Services has been settled and the position will be advertised during the month of July 2012.

The approved structure of the organisation makes provision for eight (8) Sect 57 positions. Six (5) positions are filled and (3) positions are vacant.

Employment Contracts and Performance Agreements have been signed and submitted to the MEC for Local Government

2.4.2 Performance Management System

The Municipality has a functional Performance Management System in place which was approved and adopted by Council on 2 December 2008. The PMS has been fully implemented at organisational, S57 and middle management level. All training has been completed in the compilation and evaluation of performance, as well as the use of the Ignite electronic system.

2.4.3 Valuation Appeal Boards

The Municipality has a functional Valuation Appeal Board established in terms of Section 56 of the Local Government: Municipal Property Rates Act 6 of 2004. The term of office of members of the Valuation Appeal Board is four years from 1 June 2008 until 30 May 2012. The Department of Local Government is in the process of planning to appoint new members for a period of four years.

2.4.4 Training and Development

In terms of the Skills Development Act of 1998 and SETA's grant regulations regarding monies received by a SETA and related matters, dated 18 July 2005, the municipality must submit a Workplace Skills Plan (WSP) on or before 30 June each year. The municipality has complied with this requirement and confirmation was received from LGSETA.

Two (2) officials attended the training programme on "Presiding Officer and Initiator training" that was coordinated for six of the Eden District municipalities. This is a four-day accredited training programme presented by the Nelson Mandela Metropolitan University (NMMU).

Key Challenges / Additional relevant informatin

Key positions are vacant and need to be filled.

Support initiatives provided to the Municipality

The Municipality with the assistance from the Department implemented a Recovery Plan which was aimed at improving the level of Service Delivery in the Municipality.

The Municipality invited a full Municipal Assessment by the Department of Local Government's assessment team with the view to develop a status report and also recommend a number of actions for future consideration and implementation. The status reports with the findings were presented to the full management team which subsequently embraced the findings and subsequently the Municipality has actioned a number of recommendations made in the assessment.

George Municipality is one of four Municipalities that would benefit from the Revenue Enhancement project initiated by the Department and Provincial Treasury. The Department and Provincial Treasury is in the process of appointing a Service Provider to implement the Revenue Enhancement project in the Municipality on behalf of the Province.

Recommendations

The Municipality must ensure that key positions are filled.

The Department and the Provincial Treasury should continue to support the Municipality with the Revenue Enhancement Project.

2.5 Specialised Support

2.5.1 Formal Section 139 Intervention

The Constitution imposes a duty on Province to intervene in municipalities if it fails to perform an executive obligation; approve a budget or revenue-raising mechanisms or where there is a crisis in the financial affairs. (Purpose would be for Province or other appropriate institution to assume responsibility for the relevant legislation)

The Municipality had no 139 Interventions in the period under review.

2.5.2 Formal Section 106 Investigation

The Municipal Systems Act, 32 of 2000, obliges Province to investigate municipalities if there is reason to believe that maladministration; fraud; corruption or any other serious malpractice is occurring

The Municipality had no 106 investigations in the period under review.

2.5.3 Informal Intervention

The nature of this intervention assists municipalities with lesser intrusive intervention mechanisms that a section 139 intervention thus, a non-assumption of responsibility for obligations by Province, but rather rendering of assistance

The Municipality had no informal interventions in the period under review

2.5.4 Annual Budget

The Municipal Finance Management Act, 56 of 2003, prescribes an annual budget to be approved by 30 June (section 16(1) read together with section 24)

The Annual Budget of the municipality was approved on time.

2.5.5 Annual Financial Statements

The Municipal Finance Management Act, 56 of 2003, prescribes that the Annual Financial Statements of municipalities be submitted by 30 August for audit purposes (section 126(1))

The Annual financial Statements of the municipality were submitted late on 28 September 2011 due to the resignation of the CFO on 26 August 2011. That resulted in the backlog of GRAP 17 implementation.

2.5.6 Stalemate in Council

There is a stalemate in the Council between political parties which adversely affect decision-making by Council. A Municipality then becomes incapable of executing its executive and or legislative functions due to political contestation, resulting in service delivery failure.

The Municipality had no stalemate in the period under review.

2.5.7 Dysfunctional Council or Administration

This is when a municipality is confronted with serious and persistent governance issues.

There was no dysfunctionality of Council or Administration in the period under review.

2.6 Integrated Development Planning

The George municipality has through a strategic process identified access to basic services; Infrastructure investment; Beautiful and safe living environment; good governance and the opportunity to participate in the decision making process as the key development priorities.

With regards to the access to basic services it is noted that the municipality is in the process of ensuring that strategic measures are in place to manage risk areas for service delivery in specifically the areas of shortage of electricity and water. In addition, the municipality is encouraging the green economy to increase recycling practices and water and electricity saving practices.

The municipality is convinced that Infrastructure investment has to be a primary focus area over the next 10-15 years in order to grow the local economy and to accommodate current businesses; the expansion thereof and the establishment of new businesses.

George is currently offering most residents a quality of lifestyle. It is this very attribute that is often used as a selling factor to attract investment to the area. For this reason the municipality puts a high premium on the beauty and safe living environment by also having a strong focus on environmental protection and rehabilitation of its rivers and beaches. Add to that the security and policing staff and resources needs to be increased to ensure that crime rates remain low.

At the core of a well - managed municipality is transparent financial management procedures and systems which should ultimately ensure financial sustainability of George. In addition to this, the municipality nurtures a culture of participation in order to provide members of the public, businesses and organisations the opportunity to participate in the decision making process.

The above development priorities of the municipality was incorporated in the draft 2012 IDP for George under 5 Strategic goals in terms of how the municipality will respond to these priorities over the next 5 years. The areas are the following:

- Quality services in George.
- Grow George.
- Keep George safe and green.
- Good governance in George.
- Participate in George.

Municipal response

The municipality indicated that financial constraints and a lack of commitment from other sector departments were largely the reasons for why Council could not achieve all the goals in the previous financial year.

Key Challenges/Additional relevant information

Inadequate funding to address immediate and long term bulk and basic infrastructural backlogs are a growing concern to the municipality. This will also eventually result in financial challenges.

Support initiatives provided to municipalities

During the month of April the Integrated Development Planning Directorate did a comprehensive analysis on the draft Integrated Development Plan of the George municipality. The findings and recommendations of the analysis were discussed at an individual one-on-one engagement with officials of the municipality. This process enabled the municipality to make amendments where necessary and in this way the municipal IDP process was enriched prior to the final approval by Council on 29 May 2012.

In addition, the Directorate hosted a quarterly Provincial IDP Managers Forum on 8 June 2012 to share best practices around Integrated Development Planning under IDP officials in the municipalities. The George IDP manager attended the Forum.

2.7 Municipal Infrastructure

2.7.1 MIG Allocation and Expenditure (Source: Department of Local Government)

The following table indicates the projects implemented during the 2011/12 financial year from 1 July 2011 up to 30 June 2012:

Project	Actual MIG expenditure during the 2011/12 Fin. year	Current % MIG Expenditure	Date of Completed construction
Thembaletu: New Water Pipeline	R 13 992 134	20	June 2015
Kaaimans, Swart River, Malgas Dam: Augmentation of Raw Water Supply	R 12 095 314	15	June 2015
Uniondale: Rehabilitate Waste Water Treatment Works Phase 1	R 4 241 309	58	June 2013
Thembaletu: New Bulk Sewer	R 5 980 244	15	June 2015
Total:	R 36 309 000		

Key Challenges / Additional relevant information

George Municipality has spent their full MIG allocation of R36 309 000 for the 2011/12 financial year. Many of these projects are multi-year projects and will be completed in future.

Support by the Department of Local Government

The Directorate of Municipal Infrastructure was involved with the MIG projects from registration and conducted site visits and municipal engagements to monitor progress and provide support. The Directorate of Municipal Infrastructure also hosted monthly MIG provincial monitoring meetings to monitor progress on the MIG implementation at the Municipality. These meetings provide a key forum where municipalities account on their MIG progress and where sector departments like the Department of Water Affairs; Department of Environmental Affairs and Development Planning; Department of Human Settlements and Department of Cooperative Governance is present to support municipalities to resolve problematic issues.

Way forward / Recommendations

No recommendations

2.7.2 Water and Wastewater Management

2.7.2.1 Blue Drop (Source: Blue Drop Report: 2012, Mid-year review Dec 2011)

The following information is obtained from the Blue Drop assessments conducted by the Department of Water Affairs.

The Municipality achieved a Blue Drop Score in 2011 of 96.56% and 97.41% in 2012, based on the assessments conducted at the water treatment plants at George and Wilderness. George Municipality is ranked 4th best in the Province. The score was 96.% in 2010.

The detailed performance of the measured performance areas at each treatment plant is as follows:

Plant	Asset Management (15%)	Management Commitment / Account (10%)	DWQ Compliance (30%)	Process Control Management (10%)	Water Safety Planning (35%)
George WTW	100	97	100	100	96
Wilderness	100	95	45	100	100

Blue drop scores, design capacity, utilisation and drinking water quality compliance of the 2 water treatment plants is as follows:

Plant	Blue Drop Score (%)	Blue Drop Certification	System Design Capacity (Ml/day)	Utilisation (%)	Quality comply Microbiol (%)	Quality comply Chemical (%)
George WTW	98.56	✓	45	47.76	99.0	99.9
Wilderness	85.47		1.8	40.56	89.9	99.5

Key Challenges / Additional relevant information

George Municipality has a team which is fully committed and ensuring compliance. The Haarlem and Uniondale plants were not assessed – they were transferred from Eden DM recently.

It should be noted that some plants are operating below their design capacity and it seems as if upgrading would not be necessary in the near future – however, it is a coastal tourism and holiday area, especially Wilderness, where the average water demand increase substantially during holiday months, and therefore the additional capacity is required.

Floods and droughts caused challenges which lowered the possible score.

Way forward / Recommendations

It is recommended that implement the same risk management processes at Haarlem and Uniondale, as at George and Wilderness

2.7.2.2 Green Drop (Source: Green Drop Reports: 2011 Assessment and 2012 Audit)

The following information is obtained from the Green Drop assessments conducted by the Department of Water Affairs:

The Municipality achieved a Green Drop Certificate in 2011 (2010 Assessment published in 2011) and Score of 91% in 2011, based on the assessments conducted at the water treatment plants at Outeniqua, Gwaing, Kleinkrans and Herolds Bay. Where the average cumulative risk rating (CRR) was at 39.3% in 2011, it lowered to 34.8% in the 2012 audit (March 2012). Average Provincial CRR was 61.1% in 2011 and 51.5% in 2012.

George Municipality was rated 3rd best in the Province in both 2011 and 2012 and once again performed excellently in spite of various challenges experienced over the

assessment period (this included a severe drought). This excellent performance was rewarded by obtaining Green Drop certification status for the Gwaing wastewater system.

Green drop scores, design capacity, utilisation and waste water quality compliance of the 4 waste water treatment plants can be seen in the following table:

Plant	Green Drop Score (%)	System Design Capacity (Ml/day)	Utilisation (%)	Wastewater quality compliance (%)
Harold's Bay	64.6	0.3	50.0	98.1
Outeniqua	88.8	15	73.3	88.6
Gwaing	95	11	72.7	93
Kleinkranz	88.3	1.1	45.5	93.7

Key Challenges / Additional relevant information

The Gwaiing plant received a Green drop certificate in 2011.

It should be noted that some plants are operating below their design capacity and it seems as if upgrading would not be necessary in the near future – however, it is a coastal tourism and holiday area, especially Harolds Bay and Kleinkranz, where the average water demand increase substantially during holiday months, and therefore the additional capacity is required.

Good effluent quality compliance is important at Outeniqua and Kleinkrans to retain its Green Drop status.

Way forward / Recommendations

As for the water treatment, it is recommended that the same risk management processes at Haarlem and Uniondale are implemented as at the other plants and to prepare them for the next full assessment in 2013.

2.7.3 Technical Institutional Leadership (Source: George Municipality)

The status of Technical posts at the Municipality is as follows:

Post	Filled/Vacant	Comments
Technical Director	Filled	Qualified PrEng
Head: Water, Sewage	Filled	Technician not registered
Head: Planning (Tech Services)	Filled	Technologist PrEng Technologist
Head: Roads, SW	Filled	Technician not registered
Head: Solid waste under Env. Services	Filled	
MIG PMU Manager		Acting position – will be filled soon

Key Challenges / Additional relevant information

All the essential posts are filled and the Municipality is eagerly participating on training programmes to continuously improve the capacity of staff. All key operations positions at WTW's and WWTW's as well as other infrastructure facilities are filled and staff receives regular training.

Way forward / Recommendations

Currently the PMU Manager's position is vacant and although there a member of staff is acting in the position, it must be filled - the Municipality is currently in the process to appoint a person.

2.7.4 Level of Capital Expenditure

(Source: Provincial Treasury - Table C5 Quarterly Budget Statement up to 30 June for 2011/12, Municipal Budget, MTREF & Supporting Tables)

For the 2011/12 the following:

	Original Budget (R 000's)	Adjustment Budget (R 000's)	(%) of Adjusted Budget	Expenditure Variance (up to May 2012)	(%) variance (up to May 2012)
Total Budget	162 912	133 325		(27 640)	(20.73)
Trading Services (Total)	135 348	96 627		(12 813)	(13.26)
• Electricity	57 369	37 859	39.1%	(2 710)	(7.16)
• Water	40 816	28 457	29.5%	(10 445)	(36.70)
• Wastewater Management	36 163	30 312	31.4%	342	1.13
• Waste Management	1 000	0	0	0	0

Key Challenges / Additional relevant information

The above table indicates that the original capital budget 2011/12 was R162,912 million with an adjusted budget of R133,325m (18.2% less).

The majority of the adjusted 2011/12 amount of R96,627m (72.5%) of the capital budget is allocated to the Trading Services with the rest allocated mainly to road transport system, sports facilities, community halls and care facilities.

Up to June 2012, a capital under-expenditure of 20.73% occurred on the total budget, mainly due to the fact that expenditure on the big road transport project would commence only in the 2012/13 financial year.

The raising of the Garden route dam wall (RBIG project) was budgeted for R17.5m, but construction could not commence due to the absence of the appropriate water use licence.

Way forward / Recommendations

Monitor capital expenditure.

2.7.5 Repairs and Maintenance (Source: 2010/11 Annual report)

According to the 2011 Annual Financial Statements the cost of the PPE and the infrastructure was R2299 million and R1398 million respectively. The repairs and maintenance expenditure was R55.364 million during 2010/11 and R52.446 million during 2009/10 respectively. The repairs and maintenance expenditure equates to

2.5% of the PPE cost which is aligned with the 2% guideline if the cost value reflects the true replacement value of the PPE.

Key Findings

Repairs and maintenance expenditure is sufficient if the cost value reflects the true replacement value of the PPE.

Recommendation

The municipality should monitor the correct repairs and maintenance expenditure.

2.7.6 Non-revenue water (Source: 2010/11 Annual report & DWA Report April 2012)

Key Challenges / Additional relevant information

The Department of Water Affairs (DWA) report on non-revenue water (NRW) is based on the calculation of projected water demand from the DWA All Town Study and information submitted by the Municipality.

Average non-revenue water (NRW) volume over the 12 months ending April 2012 is compared to the average NRW over 12 months ending June 2011. A relative reduction in NRW is indicated as follows:

Total Annual Volume Supplied up end April 2012 [ML/year]	NRW for 12 months ending April 2012 [ML/year]	Average NRW, for 12 months ending April 2012	Reduction in April '12 NRW, from 12 months ending June 2011
9,893.7 [ML/year]	594.5 [ML/year]	6%	260.4 [ML/year]

The 2010/11 Annual Report states the following:

Performance Indicators	2008/09	2009/10	2010/11
Ave household water purified per day [ML/d]	33,743	26,644	24,633
% water losses through purification	5.9%	5.8%	6.9%
% water losses through network	7.7%	5.3%	8.8%
KL of water purified	12,316,122	9,725,100	8,991,155
KL of water distributed	11,372,471	9,206,929	8,197,412

NRW is measured as the volume of water lost as a share of the net water produced or supplied into the network. For the year up to April 2012, this net loss was 6% which compares well with the 7.7%, 5.3% and 8.8% of the previous three years ending June, 2008-2011.

The losses are kept very low through proper management of treatment plants, the continuous replacement programme of old pipelines and a quick response to pipe bursts. Water conservation and demand management (WCDM) measures were implemented during the most severe drought of 2009/2010.

Way forward / Recommendation

Continue with the good maintenance and repair work and continue to ensure accurate measurements at all households and bulk meters. Keep measuring unbilled authorised consumption and keep apparent losses as low as possible, i.e. water theft and metering inaccuracies.

2.8 District and Local Performance Monitoring

Total number of:			
Households	Indigent Households		
35 000	16 357		
Total number of households with access to each basic service:			
Water	Electricity	Sanitation	Refuse Removal
33 448	33 448	33 448	33 448
Total number of households receiving each Free Basic Service:			
FBS Water	FBS Electricity	FBS Sanitation	FBS Refuse Removal
32 478	32 478	16 357	16 357

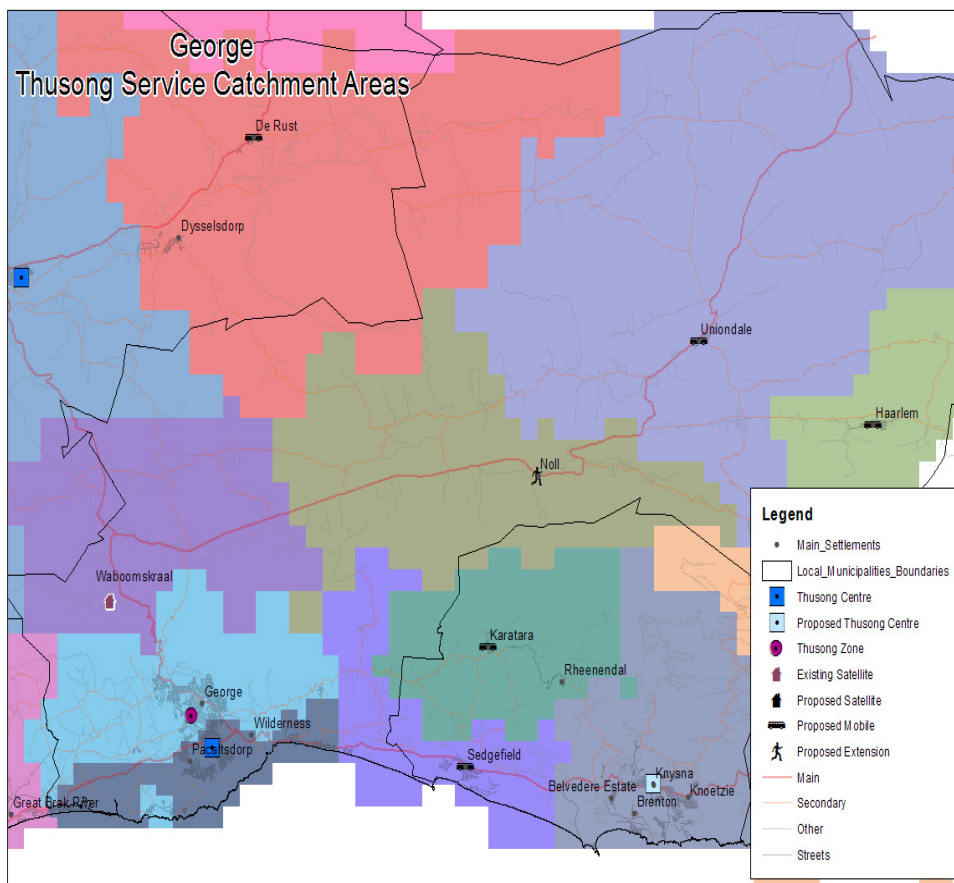
George Municipality renders both basic and free basic services. The municipality has a total number of 35 000 households of which; 33 448 have access to basic water, basic electricity, basic refuse removal and basic sanitation.

This municipality has an Indigent Policy and Indigent Register. The register lists 16 357 indigent households of which; 32 478 households have access to free basic water and free basic electricity, 16 357 have access to free basic sanitation and free basic refuse removal.

2.9 Service Delivery Integration

The Thusong Plan for the George Municipality as indicated by the Thusong Accessibility Analysis is as follows:

Figure 3: George Thusong Plan



George Thusong Plan

Town	Thusong Service	Beneficiaries reached within 25km
George	Centre	80 445
Pacaltsdorp	Towns within 25km from the Thusong Service Centre	
Wilderness		
Uniondale	Mobile	4 782
George South	Zone	43 932
Waboomskraal	Satellite	1 354
Haarlem	Mobile	2 739
Noll	Extension	1 670

However, based on available resources between the three (3) spheres of government the Thusong implementation Plan for 2012/ 23 is illustrated in Table below:

George Thusong Implementation Plan for 2012/13

Town	Thusong Service	Date
George	Centre	All year round
Pacaltsdorp	Towns within 25km from the Thusong Service Centre	
Wilderness		
Uniondale	Mobile	12 -13 September 2012
George South	Zone	All year round
Waboomskraal	Satellite	
Haarlem	Mobile	Towns not served during 2012/ 13
Noll	Extension	

The George Municipal Council has made a decision to take over the management of the George: Thembaletu Thusong Service Centre as from the 1st of October 2012.

The municipality will have to create and appoint the Thusong Service Centre manager and Administrator on the municipal establishment to ensure the effective management of the Thusong Service Centre. The key four anchor departments namely Department of Home Affairs, SASSA, Social Development and Labour render services at the Thusong Service Centre. The table below indicates the service offering at the Thusong Service Centre, status of lease agreements and rental revenue generated. The information contained in the table below has been verified by the Thusong Service Centre Manager during the month of July 2012.

The Department of Local Government in partnership with the Department of Social Development has attempted to resolve the challenges at the Waboomskraal Thusong Service Centre. Based on the results of the Thusong Accessibility Analysis, the governance and financial challenges experienced by the NGO, and the fact that the land and building does not belong to Local or Provincial government, the Directorate Service Delivery Integration recommends the following:

- a. The Waboomskraal Thusong Service Centre to be declassified as a fully-fledged Thusong Service Centre;
- b. The reclassification of Waboomskraal Thusong Service Centre as a service delivery point for the Thusong Extension Project. This extension project utilises the Community Development Workers (CDWs) to access far outlying areas where the population density (Waboomskraal population size is less than 2000) does not warrant the anchor departments to be situated permanently at the Thusong Service Centre.

The Department of Local Government supports the Department of Social Development's Forensic Investigation and proposed that the Department of Social Development includes the NGO as a beneficiary of their Institutional Capacity Building Programme.

Status of lease agreements

Tenants	Space allocation/ frequency	Rate per square metre	Monthly rental	Annual rental	Update on lease agreement
TEMPORARY OFFICE SPACE					
SASSA	Twice per month	R150,00 per day	R 300,00	R 7 200,00	
AVAILABLE OFFICE SPACE					
Office Space	11	R 40,00	R 440,00	R 5 280,00	DED&T lease agreement in process
Office Space	54	R 40,00	R 2 160,00	R 25 920,00	
Projected total monthly and yearly rental income			R 27 166,11	R 329 593,32	

Tenants	Space allocation/frequency	Rate per square metre	Monthly rental	Annual rental	Update on lease agreement
PERMANENT OFFICE SPACE					
Government Communication and Information System (GCIS)	42	R 30,00	R 1 260,00	R 15 120,00	Concluded
South African Post Office	170	R 37,62	R 6 395,40	R 76 744,80	Concluded
South African Social Security Agency (SASSA)	189	R 30,00	R 5 670,00	R 68 040,00	Concluded
Department of Social Development (DSD)	78	R 40,00	R 3 120,00	R 37 440,00	In process
Department of Labour (DoL)	15	R 31,09	R 466,35	R 5 596,20	In process
Love Life	45	R 45,72	R 2 057,60	R 24 691,20	Concluded
Winnie Madikizela Old Age	25	R 40,00	R 750,00	R 9 000,00	In process
Family and Marriage Association of South Africa (FAMSA)	15	R 40,00	R 600,00	R 7 200,00	Concluded
Ithemba Lobomi	60	R 37,67	R 2 260,20	R 27 122,40	Concluded
South African Democratic Teachers Union (SADTU)	22	R 40,00	R 880,00	R 10 560,00	Concluded
South African Parastatal and Tertiary Union (SAPTU)	10	R 40,00	R 400,00	R 4 800,00	Concluded
Children Resource Centre	12	R 33,88	R 406,56	R 4 878,72	In process
Monthly and yearly rental income			R 24 266,11	R 291 193,32	

The George Municipality will take full responsibility of the Thembaletu Thusong Service Centre from the 1 October 2012. Therefore, the municipality is advised to include the Thusong Service Centre into the Municipal Integrated Development Plan (IDP) and the municipal annual budget. In addition, a key recommendation is that

the municipality budgets for the Thusong Programme holistically, including the outreach components (i.e. Thusong Mobiles and Thusong Extensions). In order to ensure that a 100% of the municipal population has access to the Thusong Services, it is critical that the municipality plans and budgets accordingly.

Thusong Mobiles:

No Thusong Mobiles took place in the first quarter. A mobile is planned for Uniondale for the second quarter.

2.10 Community Development Workers

2.11 Disaster Management Fire Services

The George Local municipal fire service is generally well equipped and resourced, performing its statutory function in terms of the Fire Brigade Services act. The service is however not SANS 10090 compliant.