Focus Area	Key Obj No	Goals	Linkage to Goals in the KZN PGDS	Obj No	Objectives (5 year)
				4.1.2.6	To align Capital Programme and IDP
Compliance, Clean and Sound Administration	5.1.1	To promote good governance, accountability & transparency		5.1.1.1	Policies & bylaws
	5.1.2	To manage risk to the Municipality effectively and efficiently		5.1.2.1	To operate the organisation at a minimum risk level
Integrated & Co-ordinated Planning and Development	5.2.1	To continuously promote integrated & co-ordinated planning and development within the District		5.2.1.1	To promote integrated development planning (including the spatial reflection thereof) in an environmentally responsible manner

#### **SECTION B.1: PLANNING AND DEVELOPMENT PRINCIPLES**

- Development / investment must only happen in locations that are sustainable (NSDP, SPLUMB)
- Balance between urban and rural land development in support of each other (DFA Principles)
- The discouragement of urban sprawl by encouraging settlement at existing and proposed nodes and settlement corridors, whilst also promoting densification. Future settlement and economic development opportunities should be channelled into activity corridors and nodes that are adjacent to or that link the main growth centres (DFA Principles)
- The direction of new development towards logical infill areas (DFA Principles)
- Compact urban form is desirable (DFA Principles)
- Development should be within limited resources (financial, institutional and physical). Development must optimise the use of existing resources and infrastructure in a sustainable manner (DFA Principles, SPLUMB, CRDP, National Strategy on Sustainable Development)
- Stimulate and reinforce cross boundary linkages.
- Basic services (water, sanitation, access and energy) must be provided to all households (NSDP)

- Development / investment should be focused on localities of economic growth and/or economic potential (NSDP)
- In localities with low demonstrated economic potential, development / investment must concentrate primarily on human capital development by providing education and training, social transfers such as grants and poverty-relief programmes (NSDP)
- Land development procedures must include provisions that accommodate access to secure tenure (SPLUMB)
- Prime and unique agricultural land, the environment and other protected lands must be protected and land must be safely utilised (SPLUMB)
- Engagement with stakeholder representatives on policy, planning and implementation at national, sectoral and local levels is central to achieving coherent and effective planning and development (SPLUMB).
- If there is a need to low-income housing, it must be provided in close proximity to areas of opportunity ("Breaking New Ground": from Housing to Sustainable Human Settlements)
- During planning processes and subsequent development, the reduction of resource use, as well as the carbon intensity of the economy, must be promoted (National Strategy on Sustainable Development)
- Environmentally responsible behaviour must be promoted through incentives and disincentives (National Strategy on Sustainable Development, KZN PGDS).
- The principle of self-sufficiency must be promoted. Development must be located in a way that reduces the need
  to travel, especially by car and enables people as far as possible to meet their need locally. Furthermore, the
  principle is underpinned by an assessment of each areas unique competencies towards its own self-reliance and
  need to consider the environment, human skills, infrastructure and capital available to a specific area and how it
  could contribute to increase its self-sufficiency (KZN PGDS)
- Planning and subsequent development must strive to provide the highest level of accessibility to resources, services and opportunities (KZN PGDS)

#### SECTION B.2: GOVERNMENT PRIORITIES& APPLICATION THEREOF

#### 1. MILLENNIUM DEVELOPMENT GOALS

The United Nations Millennium Development Goals (to meet set targets by 2015). It is worth noting that the goals are not the mandate of the Zululand District Municipality alone. The targets can only be achieved with a co-ordinated effort and implementation of interventions by all spheres of government.

No.	Millennium Development Goals			oplication thereof at ZDM DM Level through appropriate rategies		
Goal 1	Eradicate hunger	extreme	poverty	and	•	Investigate the feasibility of Fresh Produce Markets and Abattoirs
					•	Promote tourism in the District
					•	To improve the economy of the district, through the

Page **35** of **358** 

No.	Millennium Development Goals	Application thereof at ZDM DM Level through appropriate Strategies
		creation of job opportunities and additional economic
		activities
		The social upliftment of the communities in ZDM
Goal 2	Achieve universal primary education	The social upliftment of the communities in ZDM
Goal 3	Promote gender equality and	To transform the organisation to comply with the
	empower women	Employment Equity Act
		To develop and empower Youth, Gender and people living
		with Disability
Goal 4	Reduce child mortality	Dept of Health
Goal 5	Improve maternal health	Dept of Health
Goal 6	Combat HIV/AIDS, malaria and other	To reduce the impact of HIV/AIDS
	diseases	To deal with Disasters efficiently & effectively in the district
Goal 7	Ensure environmental sustainability	To continuously promote integrated & co-ordinated
		planning and development within the District
Goal 8	Develop a global partnership for	To promote good governance, accountability &
	development	transparency

## 2. NATIONAL PLAN PRIORITIES

The National Planning Commission issued the first draft of the National Development Plan in November 2011 for consideration – its priorities are summarised in the table below:

No. (in no specific order)	National Plan Priorities	Application thereof at ZDM DM Level through appropriate Strategies
1	Create jobs	<ul> <li>Investigate the feasibility of Fresh Produce Markets and Abattoirs</li> <li>promote tourism in the District</li> <li>To improve the economy of the district, through the creation of job opportunities and additional economic activities</li> </ul>
2	Expand infrastructure	<ul> <li>To progressively provide a cost effective, reliable water services at a good quality to all potential consumers in the district</li> <li>To viably operate &amp; maintain a Regional Airport that contributes to the growth &amp; development of the district</li> <li>To facilitate the provision of a well-developed district road network</li> <li>To facilitate the effective and efficient removal of solid waste</li> <li>To ensure that sufficient burial space is available within</li> </ul>

Page **36** of **358** 

No. (in no specific order)	National Plan Priorities	Application thereof at ZDM DM Level through appropriate Strategies
		the district
3	Use resources properly	To continuously promote integrated & co-ordinated planning and development within the District – with a focus on sustainability
4	Inclusive planning	To continuously promote integrated & co-ordinated planning and development within the District through inclusive particip[ation
5	Quality education	To support and promote investment in early childhood development
6	Quality healthcare	To consistently provide municipal health services
7	Build a capable state	To promote good governance, accountability & transparency
8	Fight corruption	Implement Anti-Corruption Policy
9	Unite the nation	<ul> <li>To develop and empower Youth, Gender and people living with Disability – through sports and cultural events</li> <li>The social upliftment of the communities in ZDM</li> </ul>

## 3. 12 NATIONAL OUTCOMES

The 12 National Outcomes that all provincial governments must align to are:

No.	National Outcome	Application thereof at ZDM DM Level through appropriate Strategies
1	Quality basic education	To support and promote investment in early childhood development
2	A long and healthy life for all South Africans	Providing a consistent level of municipal health services to all communities
3	All people in South Africa are and feel safe	Participating in and supporting stakeholder efforts towards improving community safety
4	Decent employment through inclusive economic growth	<ul> <li>Applying labour intensive methods in all project implementation</li> <li>Investigate the feasibility of Fresh Produce Markets and</li> </ul>
		Abattoirs  • promote tourism in the District
		To improve the economy of the district, through the creation of job opportunities and additional economic activities

Page **37** of **358** 

No.	National Outcome	Application thereof at ZDM DM Level through appropriate Strategies
5	Skilled and capable workforce to support an inclusive growth path	Implement Operation Sukuma Sakhe and embrace EPWP
6	An efficient, competitive and responsive infrastructure network	<ul> <li>To progressively provide a cost effective, reliable water services at a good quality to all potential consumers in the district</li> <li>To viably operate &amp; maintain a Regional Airport that contributes to the growth &amp; development of the district</li> <li>To facilitate the provision of a well-developed district road network</li> </ul>
7	Vibrant, equitable, sustainable rural communities contributing towards food security for all	<ul> <li>To continuously promote integrated &amp; co-ordinated planning and development within the District through inclusive participation</li> <li>The social upliftment of the communities in ZDM</li> </ul>
8	Sustainable human settlements and improved quality of household life	<ul> <li>Applying projects to overturn the spatial structures of the past</li> <li>Prepare and implement District Housing Sector Plan</li> </ul>
9	Responsive, accountable, effective and efficient local government system	To promote good governance, accountability & transparency
10	Protect and enhance our environmental assets and natural resources	To continuously promote integrated & co-ordinated planning and development within the District – with a focus on sustainability
11	Create a better South Africa, a better Africa, and a better world	• All
12	An efficient, effective and development oriented public service and an empowered, fair and inclusive citizenship	To promote good governance, accountability & transparency

#### Outcome 9 is explained further below:

Outcome 9 aims at creating a responsive, accountable, effective and efficient local government system so as to restore the confidence of people in the local sphere of government.

The Outcome consists of seven outputs viz:

### Output 1 - Implement a differentiated approach to municipal financing, planning and support

Municipalities within the country differ with regard to their capacities and challenges they are faced with. There is therefore a need for municipalities to focus on issues/functions which they can realistically deliver on rather than adopting a "one size fits all approach". The implementation of a differentiated approach would take the unique circumstances of municipalities into account when support is provided in terms of financing and development planning. In this regard the following is proposed:

• The six metros will be granted more autonomy in terms of infrastructure and housing delivery through the acceleration of the MIG programme and the housing accreditation process.

- Municipalities would be classified according to their capacity and on the basis of this classification municipalities with limited capacities will be required to produce simplified IDPs and revenue plans.
- Critical posts (e.g. Municipal Manager, Town Planner, CFO, etc) within a municipality would need to be audited and filled by competent and qualified individuals.
- Performance contracts of Municipal Managers needs to be concise and crisp.

#### Output 2 - Improve access to basic services

The obstacle faced in accelerating services relate to a lack of critical infrastructure in rural areas and the increase in informal settlements in urban areas. The following interventions have been proposed to achieve this output:

- The establishment of a bulk infrastructure fund will assist in unlocking the delivery of reticulation services, provide funding for bulk infrastructure, upgrade and rehabilitate existing bulk infrastructure, procure well located land and will align Provincial and Municipal Infrastructure Grants with housing projects.
- A Special Purpose Vehicle will also be established to assist municipalities in sourcing private sector funding for
  infrastructure development and will provide support in the planning and expenditure of CAPEX and OPEX budgets
  in municipalities.
- Ensure improved access to basic services by 2014 by increasing access to water (from 92% to 100%), sanitation (from 69% to 100%), refuse removal (from 64% to 75%) and electricity (from 81% to 92%).

#### Output 3 - Implementation of the Community Work Programme

The rollout of the programme will assist in improving the economic sustainability in municipalities by creating a minimum level of regular work, providing an employment safety net, supplement other livelihood strategies and contribute to the development of public assets in poor communities. The following are proposed:

- The programme is to be implemented in at least 2 wards in each municipality.
- It will support the creation of 4.5 million jobs by 2014.
- Ensure that 30% of all CWP job opportunities can be associated with functional cooperatives.

## Output 4 - Actions supportive of the human settlement outcome

The government has made tremendous progress in the delivery of housing since 1994 however; there is still an increasing flow of demand. Breaking New Ground advocates an integrated approach to the delivery of housing and local government has an important role to play in this regard. The following interventions have been proposed to deal with the increased demand for housing:

- Initiate projects which will lead to increased densities by 2014.
- Release of public land for the development of low income and affordable housing on well-located land.
- Expansion of the National Upgrading Support Programme in 45 priority municipalities which will assist in the upgrading of informal settlements.
- Develop and monitor a national coordination grant framework so as to better align all local government grants that impact on local communities.
- Creation of clear national norms and standards for different municipalities and settlement areas which will support the overall objective of creating well-functioning, integrated and balanced urban and rural settlements.
- Support the process to finalize the drafting of new national spatial and land use legislation.

Page **39** of **358** 

#### Output 5 - Deepen democracy through a refined Ward Committee Model

The local sphere has been fraught with inter and intra party tensions and community frustration. There is therefore a need to strengthen the people-centred approach to governance and development. This can be achieved through:

- Reviewing and strengthening the legislative framework for Ward Committees and community participation so as
  to institute clear responsibilities and institutional arrangements for Ward Committees and Community
  Development Workers and to ensure broadened participation.
- New approaches to resource and fund the activities of Ward Committees.
- Support measure to ensure that at least 90% of all Ward Committees are fully functional by 2014.

#### Output 6 - Improve administrative and financial capability

A number of municipalities are characterized by poor administrative and financial management which in turn negatively impacts on delivery of services. The following interventions have been proposed:

- Ensure that municipalities with unqualified audits increases from 53% to 100% through the maintenance of
  financial management systems, establishment of Public Accounts Committees, ensuring timely submission of
  annual financial statements and financial management training.
- Strengthening the anti-corruption capacities of municipalities.
- Reduce municipal debt by improving administrative processes, ensuring consumers contract to municipalities, provide tangible service delivery incentives, etc.
- Municipalities overspending on OPEX reduced from 8% to 4% by 2014.
- Municipalities under spending on CAPEX reduced from 63% to 30% by 2014.
- Municipalities spending less than 5% of OPEX on repairs and maintenance reduced from 92% to 45% by 2014.

### Output 7 - A single window of coordination

The output aims to bring about greater cohesion in the work of government thereby reducing the fragmentation being experienced within the cooperative governance arrangements impacting on local government. This single entry point into the local government arena will be achieved by:

- Reviewing and amending local government policy and legislation where necessary.
- Coordination of all support, monitoring and other interventions that are occurring in the local government sphere.

The Municipality should strive to ensuring that the outputs of the delivery agreement are met and as such strategies, to ensure that the outputs are taken into consideration, would have to be identified within the various plans of the IDP.

#### 4. 5 NATIONAL PRIORITIES

The Five National and Six Provincial Priorities include the following:

No.	Five National (Including 6 <sup>th</sup>	Application thereof at ZDM DM Level through appropriate
	Provincial) Priorities	Strategies

Page **40** of **358** 

1	Job creation (Decent work and Economic growth)	<ul> <li>Applying labour intensive methods in all project implementation</li> <li>Investigate the feasibility of Fresh Produce Markets and Abattoirs</li> <li>Promote tourism in the District</li> <li>To improve the economy of the district, through the creation of job opportunities and additional economic activities</li> </ul>
2	Education	To support and promote investment in early childhood development
3	Health	Providing a consistent level of municipal health services to all communities
4	Rural development, food security and land reform	The social upliftment of the communities in ZDM
5	Fighting crime and corruption	Implement District's Anti-Corruption Policy
6	Nation-building and good governance (State of KZN Province Address February 2010)	<ul> <li>To promote good governance, accountability &amp; transparency</li> <li>To develop and empower Youth, Gender and people living with Disability – through sports and cultural events</li> </ul>

#### 5. STATE OF THE NATION ADDRESS

The State of the Nation Address was delivered by His Excellency, Jacob G Zuma, President of the Republic of South Africa on the occasion of the joint sitting of Parliament in Cape Town on 12 February 2015.

The President reported on progress made with the implementation of the National Plan and reiterated that the priorities as expressed in the National Plan need to be addressed.

## 6. BACK TO BASICS PROGRAMME

Government's Back to Basics programme aims to address some of the Local Government challenges raised in the State of Local Government Report of 2009. The strategic plan of the Zululand District Municipality has been aligned with the Back to Basics Programme as follows:

#### 6.1 GOOD GOVERNANCE

Indicator	Application @ District Level	District Performance
• Municipalities will ensure transparency, accountability and	To promote good governance,	A communication plan is in place and regular consultation between

Page **41** of **358** 

Date: May 2015

Indicator	Application @ District Level	District Performance
regular engagements with communities.	accountability & transparency	counselors and the community is monitored according to the plan. Furtheremore hotspot areas are minimized through accelerated service delivery within council priority programmes.
All municipal council structures must be functional and meet regularly.	To promote good governance, accountability & transparency  To manage risk to the Municipality effectively and efficiently	An annual municipal plan was approved by council in January and includes all the municipal council structures and their scheduled dates.
Council Meetings to sit at least quarterly.	To promote good governance, accountability & transparency	Performance of Council meets at least quarterly otherwise as required.
All Council Committees sitting and processing items for council decisions.	To promote good governance, accountability & transparency  To manage risk to the Municipality effectively and efficiently	Minutes are recorded and audited quarterly.
Clear delineation of roles and responsibilities between key leadership structures.	To promote good governance, accountability & transparency	Delegation of powers are reviewed and approved by council annually.
Functional oversight committees must be in place, e.g. Audit Committee and MPAC's.	To manage risk to the Municipality effectively and efficiently	Oversight committee, audit committee and MPAC sit at least quarterly in a financial year and minuted records are kept.

## 6.2 PUBLIC PARTICIPATION: PUTTING PEOPLE FIRST

Indicator	Application @ District Level	District Performance
Implement community engagement plans targeting hotspots and potential hotspots areas.	To promote good governance, accountability & transparency	A communication plan is in place and regular consultation between counsellors and the community is monitored according to the plan. Furthermore hotspot areas are minimized through accelerated service delivery within council priority programmes. The customer care system is also utilized to effect to identify area specific trends and respond to those areas politically and administratively.

Page **42** of **358** 

Indicator	Application @ District Level	District Performance
Municipalities to implement responsive and accountable processes to communities.	To promote good governance, accountability & transparency	Communities are engaged through IDP roadshows and other community engagements at least quarterly
Ward committees must be functional and Councillors must meet and report back to their constituencies quarterly.	NA	NA
Utilise the CDWs, Ward Committees and Ward Councillors to communicate projects earmarked for implementation.	NA	Communities are engaged through IDP roadshows and other community engagements at least quarterly
Municipalities must communicate their plans to deal with backlogs.	To promote good governance, accountability & transparency	The IDP through its sector plans comprehensively quantifies backlogs and costs to eradicate backlogs where applicable.
Municipalities to monitor and act on complaints, petitions and other feedback.	To promote good governance, accountability & transparency	The customer care system is utilized to effect to identify area specific trends and respond to those areas politically and administratively.

## 6.3 BASIC SERVICES: CREATING CONDITIONS FOR DECENT LIVING

Indicator	District Performance in 2013/2014	
Implement community engagement plans targeting hotspots and potential hotspots areas.	To promote good governance, accountability & transparency	A communication plan is in place and regular consultation between counsellors and the community is monitored according to the plan. Furthermore hotspot areas are minimized through accelerated service delivery within council priority programmes. The customer care system is also utilized to effect to identify area specific trends and respond to those areas politically and administratively.
Municipalities to implement responsive and accountable processes to communities.	To promote good governance, accountability & transparency	Communities are engaged through IDP roadshows and other community engagements at least quarterly
<ul> <li>Ward committees must be functional and Councillors must meet and report back to their constituencies quarterly.</li> </ul>	NA	NA
• Utilise the CDWs, Ward	NA	NA Dogg 42 of 250

Page **43** of **358** 

Committees and Ward Councillors to communicate projects earmarked for implementation.		
Municipalities must communicate their plans to deal with backlogs.	To promote good governance, accountability & transparency	The IDP through its sector plans comprehensively quantifies backlogs and costs to eradicate backlogs where applicable.
<ul> <li>Municipalities to monitor and act on complaints, petitions and other feedback.</li> </ul>		

ZDM will strive to ensure that the following key issues in local government influence future strategic plans of the municipality.

- Municipalities must deliver the basic services (Basic electricity, basic water, sanitation, waste removal etc.).
- In addition to the above, municipalities must ensure that services such as cutting grass, patching potholes, working robots and streetlights and consistent refuse removal are provided.
   Council to ensure proper maintenance and immediate addressing of outages or maintenance issues.
- Municipalities must provide basic services and maintenance.
- Municipalities must improve mechanisms to deliver new infrastructure at a faster pace whilst adhering to the relevant standards.
- Focus must be placed on the operations and maintenance of existing infrastructure to ensure continuity of service provision.
- Increase of CWP sites targeting the unemployed youth in informal settlements to render day to day services such as, cutting grass, patching potholes, cleaning cemeteries, etc.
- Extend reach of basic services to communities living in informal settlements by providing temporary services such as: (i) potable water, (ii) temporary sanitation facilities, (iii) grading of gravel roads and (iv) refuse removal.
- Improve policing and installation of high mast lighting.
- Cities to announce plans for township establishment where they exist.

#### Sound financial management

- All municipalities must have a functional financial management system which includes rigorous internal controls.
- Cut wasteful expenditure.
- SCM structures and controls with appropriate oversight.
- Cash-backed budgets.
- Post Audit Action Plans are addressed.
- Act decisively against fraud and corruption.
- Supply Chain Management structures in place and functional according to regulations.
- Conduct campaigns on 'culture of payment for services' led by councillors.
- Conduct campaigns against 'illegal connections, cable theft, manhole covers' etc.

### **Building Capable Institutions and Administrations**

- All municipalities enforce competency standards for managers and appoint persons with the requisite skills, expertise and qualifications.
- All staff to sign performance agreements.
- Implement and manage performance management systems.
- Municipal management to conduct regular engagements with labour.

# 7. MEDIUM TERM STRATEGIC FRAMEWORK (MTSF) 2014 - 2019

No.	Themes	No.	Objectives	Application thereof at ZDM DM Level through appropriate Strategies	
1	Radical economic transformation	1.1	Productive investment crowded in through the infrastructure build programme	<ul> <li>To implement the recommendations of the ZDM SDF in terms government and private investment areas</li> <li>To implement the recommendations of the ZDM Siyaphampbili LED Strategy Implementation Plan</li> </ul>	
		1.2	Competitiveness enhancement in productive sectors of the economy	<ul> <li>Investigate the feasibility of Fresh Produce Markets and Abattoirs</li> <li>Promote tourism in the District</li> <li>To improve the economy of the district, through the creation of job opportunities and additional economic activities</li> </ul>	
		1.3	Addressing spatial imbalances in economic opportunities	To implement the recommendations of the ZDM SDF in terms of Job Creation	
		1.4	Elimination of unnecessary regulatory burdens	To ensure the streamlining of legal processes and procedures	
		1.5	Workers' education and skills development to meet economic needs	Liaison with the Department of Economic Development & Toursim	
		1.6	A macroeconomic and financial framework to support employment-creating growth	To prepare an effective and efficient Financial Plan and the implementation thereof.	
		1.7	Workplace conflict reduction and improved cooperation between government, organised business and organised labour	To continuously promote integrated & co-ordinated planning and development within the District through inclusive participation and IGR	
		1.8	Expanded opportunities for historically excluded and vulnerable groups, small businesses and cooperatives	<ul> <li>To develop and empower Youth, Gender and people living with Disability – through sports and cultural events</li> <li>The social upliftment of the communities in ZDM</li> </ul>	
		1.9	Public employment schemes to provide relief for the unemployed and build community solidarity	Implemenat Sukuma Sakhe Programme     Implement EPWP	
2	Improving service	e delivery	<i>,</i>	To progressively provide a cost effective, reliable water services at a good quality to all potential consumers in the district	

Page **45** of **358** 

No.	Themes	No.	Objectives	Application thereof at ZDM DM Level through appropriate Strategies
		1		<ul> <li>To viably operate &amp; maintain a Regional Airport that contributes to the growth &amp; development of the district</li> <li>To facilitate the provision of a well- developed district road network</li> </ul>

# 8. PROVINCIAL GROWTH AND DEVELOPMENT STRATEGY (PGDS) GOALS

No.	PGDS Strategic Goal	Application thereof at ZDM DM Level through appropriate Strategies
1	Job Creation	<ul> <li>Applying labour intensive methods in all project implementation</li> <li>Investigate the feasibility of Fresh Produce Markets and Abattoirs</li> <li>promote tourism in the District</li> <li>To improve the economy of the district, through the creation of job opportunities and additional economic activities</li> </ul>
2	Human Resource Development	To develop capacity in the organisation for effective service delivery
3	Human and Community Development	<ul> <li>To develop and empower Youth, Gender and people living with Disability – through sports and cultural events</li> <li>The social upliftment of the communities in ZDM</li> </ul>
4	Strategic Infrastructure	<ul> <li>To progressively provide a cost effective, reliable water services at a good quality to all potential consumers in the district</li> <li>To viably operate &amp; maintain a Regional Airport that contributes to the growth &amp; development of the district</li> <li>To facilitate the provision of a well-developed district road network</li> </ul>
5	Responses to Climate Change	<ul> <li>To Plan, co-ordinate and regulate Fire Fighting Services in the district</li> <li>To deal with Disasters efficiently &amp; effectively in the district</li> </ul>
6	Governance and Policy	To promote good governance, accountability & transparency
7	Spatial Equity	<ul> <li>Applying projects to overturn the spatial structures of the past</li> <li>Implemented Revised SDF</li> </ul>

No.	PGDS Strategic Goal		oplication thereof at ZDM DM Level through appropriate rategies
		•	Prepare and implement District Housing Sector Plan

# 9. EXTRACT OF KZN CABINET LEKGOTLA RESOLUTIONS (AUGUST 2014)

Items	Key Comments / Resolutions	Application thereof at ZDM DM Level through appropriate Strategies
National Communication Strategy Approved by National Cabinet on 25 July 2014	(a) Strengthen the aftercare- feedback process in the izimbizo platform and deliver on commitments made to communities.	An effective and dedicated customer care unit along with regular feedback to communities is in effect to ensure that communities are aware about the progress made by the municipality to address commitments made to them.
Report by Justice, Crime Prevention and Security Cluster  (MEC T.W. Mchunu: Chairperson of the J.C.P.S.  Cluster)	<ul> <li>(a) Public Protests</li> <li>Better management of grievances in communities by municipalities to counteract public protests.</li> <li>Municipalities to reinforce the Code of conduct for Councillors in order to manage grievances in the communities.</li> <li>The need for continuous feedback by municipalities to communities to deal with their grievances.</li> <li>Educating and empowering of communities on their rights, public protests, and the Bill of Rights and its limitations.</li> </ul>	The municipality has suffered extremely minimal public protest due to its good service delivery record, information flow and co-operation with its communities. Grievances are addressed via relevant channels which the communities are fortunately honouring.
Core issues towards the development of an Integrated and Comprehensive Poverty Eradication Plan	(a) Provincial Departments and District and Local Municipalities must infuse poverty eradication as a policy anchor in their functionality.	Social Development is already a key pillar in the municipal strategic plan, particularly on programmes involving the youth, orphans, challenged and the elderly. The ZDM is also in the process of developing its Social Development Plan with a key element being that of poverty eradication. Ccmpletion expected in the later half of 2015.
	(b) All Departments and municipalities (district and local) to co-operate with the Poverty Eradication LAB in supplying information.	The ZDM is committed to co-operating with any initiatives on poverty eradication

Page **47** of **358** 

Items	Key Comments / Resolutions	Application thereof at ZDM DM Level through appropriate Strategies
Inkululeko Development Projects as the basis for entrenching interdepartmental coordination and	(a) Tasks District Mayors to lead the project identification process in their respective Districts, with the support from the PMU before the end of October 2014.      (b) All MTEF inputs going forward	The ZDM is committed to co-operation with Inkululeko project initiatives in its area of jurisdiction as long as they are channeled through its IDP processes.  To be finalised in final IDP
integration in the Province	must provide for Inkululeko projects.	
State of Local Government in the Province  (MEC N. Dube-Ncube)	(a) There needs to be a fundamental paradigm shift that would enable the Department to play a more coordinating role of sector departments and municipalities in order to direct service delivery in the province. This would require a strengthening of IGR structures and processes in coordinating the IDP's so that they encapsulate municipal	NA .
	priorities, projects and budget in a coordinated manner.  (b) The Department will also need to drive a coordinated approach to support and capacity building aimed at municipalities. A long-term strategy on capacity building needs to be developed with all stakeholders across the three spheres in order to ensure maximum impact at	NA
	the municipal level.  (c) In order to improve results municipalities must make a concerted effort to apply objective information to management and policy making and use evidence from internal assessments and assessments such as an electronic performance management system.	ZDM has an functional electronic PMS which is used to monitor and motivate for improvement of poor performance through the relevant internal institutional channels.
	(d) Mayors to implement a Municipal Back to Basics programme, based on stipulated criteria.	Elements of the Back to Basics programme have been incorporated into the municipal strategic plan. Further input will be finalised along with the final IDP.
	(e) Mayors to ensure that skills development is undertaken, commencing with credible Workplace Skills Plan's (WSP's) to the tabling of	ZDM has a Workplace Skills Plan which is reviewed annually and allocated a budget for implementation.

Page **48** of **358** 

Items	Key Comments / Resolutions	Application thereof at ZDM DM Level through appropriate Strategies
	training reports.	
	(f) Water losses to be reduced through intensification of Water Conservation and Demand Management measures and the "war on leaks" programme.	Working hand in hand with partners in government such as DWA and COGTA, the municipality has identified and communicated a variety of issues addressing water loss. A water loss strategy is in place and is being implemented.

Date: May 2015

Page **49** of **358**