

LGS BULLETIN

"The voice of the LGS cadre"

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Bulletin 1 - March 2008

Editor's note

Welcome to the pilot edition of our very own LGS Bulletin! The positive response to our regular LGS Cadre mailing list postings has inspired the development of this electronic publication. We are confident that the LGS Bulletin will prove to be a user-friendly, easy-to-access vehicle that provides a space for sharing, learning and networking across the LGS team.

The idea is that the Bulletin will be published quarterly and that regional and national programmes will contribute to the content of the publication. We trust that this quarterly communiqué will provide a platform through which cadres can share lessons learnt, provide information on upcoming events that will be of interest to other LG supporters and provide rapid information on unfolding support initiatives in order to promote knowledge networking. It is anticipated that the LGS Bulletin will make a valuable contribution to improved co-ordination and information sharing, thereby strengthening the LGS cadre and the impact of our support work.

We hope that you will find this electronic publication useful – it is designed to allow easy printing of relevant pages to meet wider hardcopy dissemination needs. It is my hope that every member of the LGS cadre will contribute to and benefit from our very own 'voice'!

May I take this opportunity to thank Thomas Meso, Lefa Mabaso and Cyril Nemutudi, Montlhe Moatse for making this pilot edition possible – without your willingness to share your work with us the LGS Bulletin would not have become a reality!

Until June 2008



Livhuwani Ramahuma

People on the move

It is with some sadness, and many congratulations that we take note of the career advancements of the following colleagues. **Hugh Sussens**, a Senior Specialist Engineer with the department for 28 years taking up employment in the Siyenza Manje programme and relocating to a beautiful spot in the Western Cape! **Nick Mbombi** who leaves us to take up a position at dplg as Deputy Director Municipal Infrastructure Services. **Boitumelo Maseloane** has also joined dplg as an

Assistant Director: Communications. **Cain Chunda** formerly Director WUE who leaves for the private sector. **Dirk van der Boon** who has also taken up a position in the private sector. And finally, our very own **Senzi Shongwe** has accepted a promotion to head the MIG Call Centre at dplg.

We wish them well and look forward to hearing from them all soon!

LGS Knowledge Bank

Well, we have been talking about the LGS Knowledge Bank for most of 2007, and we are pleased to report that the 'bank' will finally be ready for 'deposits' from late April 2008. Members of the LGS Cadre are requested to begin to identify possible deposits that they could make and forward these to Livhu Ramahuma.

Deposits relating to: WSA Checklist, WSDP, Reference Framework, Free Basic Water, Municipal Support Plans/WSA capacity building BPs, Drinking Water Quality, By-Laws, Tariffs, Section s78, Project Consolidate, WSP support, Sanitation, MIG, Bulk Infrastructure, WC/DM, Provincial water Sector support Plans, Sector Collaboration, Transfers, Drought relief, 20/20 Water Education programme, Customer care, Resource pool/Hands-on support/ technical assistance, Knowledge

sharing, RSU capacity enhancement, Councillor development, MSIG and Masibambane are most welcome.

Please note that a 'deposit' could take the form of a presentation, article, report, minutes, concept notes, etc.

Let's commit ourselves to our target – One deposit per supporter per quarter!

Upcoming events

3 April - Stock Watering Conference

10 - 11 April - PSU Regional Workshop

17 April - PSU Training Session 2: Asset Management

15 May - PSU workshop 3: Development Roadmaps



Free State

Regional project update

Free State Municipal Water Conservation & Demand Management & Customer Care Support programme - February 2008

About the Free State Municipal Water Conservation & Demand Management (WC&DM) and Customer Care Support

In response to the serious water availability challenges faced in the province, the Free State Department of Water Affairs and Forestry (DWAF) has recently launched a WC&DM & Customer Care programme of support aimed at 14 Water Services Authorities.

A key objective of this programme is to ensure that consumers have adequate information on how to reduce the waste of water and consequently, how to use water efficiently. This initiative has been informed by the need to reduce the amount of water being lost through undetected leaks and unnecessary wastage, and is a tangible response by the Department to the imperatives of the Local Government 5 Year Strategic Agenda.

Through providing Customer Care Officers, this programme will serve as a focal point for communities to receive information, raise issues and address concerns around the provision of water and sanitation services. More specifically, the programme will address consumer concerns around billing, meter readings, leak detection, reporting and repair, as well as general liaison with the municipalities.

This programme will run across 14 municipalities in the Free State and is being implemented by the Mvula Trust and Sedibeng Water on behalf of DWAF. The municipalities being supported by Mvula Trust are Mantsopa, Matjhabeng, Letsemeng, Kopanong, Tokologo, Masilonyana, Moqhaka and Ngwatho Local Municipalities. Sedibeng Water will be working with 6 municipalities in this scheme, namely Nketoana, Mohokare, Tswelopele, Setsotso, Mafube and Tokologo. While under the Capacity Building Programme, the municipalities

that will be involved are Mafube, Tswelopele, Dihlabeng, Setsotso, Nketoana, Mohokare and Tokologo. These municipalities have been appointed by the Free State Department of Water Affairs to be part of this programme.

Sedibeng Water's involvement stems from the Water Conservation and Water Demand Program. Their mandate revolves around the provision of leak detection services as well as intervening in the institutions and legislation around

Water Conservation and Water Demand (at the Municipal level). In this regard, they will provide 17 Community Plumbers, 16 Field workers, 6 Customer Care officers under the one project and 1 Customer Care Officer in the Capacity Building Programme. They will also be involved in developing by-laws for municipalities, asset management, supporting water service development, and developing operations manuals. A contract for 1 year has been issued to cover the period from December 2007 to December 2008.

In order to ensure training is provided effectively, Sedibeng Water will appoint an accredited training service provider who will work with the community plumbers and equip them with accredited skills to address water leaks in people's homes. Customer Care Officers will also require the support of the local communities, and it is at this point where the role of raising awareness and public education around the program becomes extremely critical.

Why focus on customer care?

In order to enhance the relationship between municipalities and their customers, the need for a customer focussed approach has emerged as a top priority in the Free State region. The DWAF Regional Office has recognised that a customer-focussed approach adopted by municipalities can be used to increase consumer satisfaction and build growing

"..... in the past we were only really concerned about water during periods of drought, otherwise we were unconcerned about the water being wasted, yet in a country that receives half the world average of rainfall we always need to be concerned about water."

quote from speech by Mrs LB Hendricks, Minister of Water Affairs and Forestry at the launch of the WC/WDM Municipal Pilot Programme



Free State - regional project update



Mr. Lefa Mabaso, Acting Deputy Director, Free State DWAF addresses the newly recruited Customer Care Officers at the initial workshop in December 2007. Photo: Rets Dolamo

support for services delivered by municipalities. The delivery of water and sanitation services comprises more than just providing infrastructure and its maintenance.

Municipalities are also obliged to understand who their customers are. This involves a range of objectives which would include:

- creating a greater understanding of 'free basic-water' services
- promoting the efficient use of water
- co-operating with stakeholders (other service providers and the community at large) to develop trust and a spirit of partnership.

In response to this, consumers also have an obligation to support their water services provider through:

- understanding the value of water and using it wisely,
- paying for services received,
- reporting faults and leaks where detected, and
- developing a sense of ownership for their water services

What's anticipated from the project?

A key objective is to make people aware of the scarcity of water and how they can contribute to saving water. The Customer Care Officers will conduct a door to door township and rural awareness on the need to conserve water.

On the technical front, the Customer Care Officers will work with the water users to repair leaks, replace the old plumbing that uses too much water, and to install devices that can save water. It is anticipated that there will be a reduction in the amount of water being lost and wasted across the

selected local authorities. This will be based on the number of leaks that are detected and repaired. The greater the number of leaks detected and repaired, the less the level of water wasted. Furthermore, evidence of a reduction in consumer expenditure on water and sanitation services would also contribute to the success of this initiative. As Customer Care Officers inform consumers on how to detect leaks and are able to initiate their subsequent repair, it is expected that it will reduce money being spent on high water bills where there are undetected leaks.

Customer Care

According to the Strategic Framework for Water Services, the consumer charter outlines the duties and responsibilities of both the water services provider and the consumer. It is a requirement that must be published by water service providers which is consistent with by-laws and other regulations. A key anticipated outcome of this initiative will be that the Customer Care Officers will work with the municipality and the local communities to develop a Consumer Charter. Ultimately, the Consumer Charters will be endorsed by the local authority, service providers and the community and will also serve as a voluntary agreement between all key players involved. It is anticipated that draft Charters will be ready by April 2008.

"A Consumer Charter is a voluntary agreement between a community, the local authority and other service providers. It describes the service standards which local people expect from the local authority and other agencies, as well as commitments from service providers, local groups and residents themselves to help meet local community priorities"

Source: "How to develop a local charter: a guide for local authorities" January 2008 by (UK) Department for Communities and Local Government.

Utilising the capacity of Implementing Agents to accelerate delivery

The Mvula Trust

As an Implementing Agent, The Mvula Trust is responsible for the remuneration and training of the Customer Care Officers working in eight of the fourteen local municipalities. The Trust will ensure that the programme is implemented according to the pre-determined objectives and that the Customer Care Officers receive relevant training to support them in their role.



Free State- regional project update



From left to right: Ms. Pricilla Mohapi, Mr. Lefa Mabaso, Acting Director for Water Sector Support, Free State DWAF and Ms. Rets Dolamo, Mvula Trust officiate at the inaugural workshop held in Bloemfontein in December 2007

"The Free State Municipal Customer Care Programme has provided an opportunity for people to gain skills and earn some work experience," says Rets Dolamo, Project Manager at The Mvula Trust. "We are currently working on a handbook to guide the Customer Care Officers in their role, which will comprise a lot of the information they will need as they start out," she added. Rets Dolamo has been involved with the design and implementation of this programme from the onset. As a result of this, she has also developed a strong sense of the overall goals and aims of this initiative, and is keen to share this vision with the rest of the team.

At a broader level, The Mvula Trust is responsible for developing the capacity of the Customer Care Officers and will collaborate with the Free State's Department for Water Affairs and Forestry, other sector partners as well as Sedibeng Water in fulfilling this role.

Sedibeng Water

Sedibeng Water's involvement stems from the Water Conservation and Water Demand Program. Their mandate will involve developing the Provincial Water Conservation and Water Demand Strategy and providing leak detection and leak repair services. Furthermore, their inputs into the WC & WD strategy will also inform the future development



Mr. Jan Hasenjager, Business Development Manager at Sedibeng Water gives background to Sedibeng Water's involvement in the Free State Customer Care Support Programme. Photo: Rets Dolamo

of this programme. Consequently, they will pilot this programme in selected wards within Nketoana, Mohokare, Tswelopele, Setsotso, Mafube and Tokologo Municipalities.

In this regard, they will provide 17 Community Plumbers, 16 Field workers, 6 Customer Care Officers under the one project and 1 Customer Care Officer in the Capacity Building Programme. In terms of the Provincial Water Conservation and Water Demand Strategy they will also be involved in developing by-laws for municipalities, asset management, supporting water service development, and developing operations manuals. A contract for 1 year has been issued to cover the period from December 2007 to December 2008.

In order to ensure training is provided effectively, Sedibeng



Newly recruited Free State Customer Care Officers at the workshop held in Bloemfontein, December 2007. Photo: Rets Dolamo

Water will appoint an accredited training service provider who will work with the community plumbers and equip them with accredited skills to address water leaks in people's homes. Customer Care Officers will also require the support of the local communities, and it is at this point where the role of raising awareness and public education around the program becomes extremely critical.

Forthcoming Events

- **April 2008: Training Workshop for Customer Care officers – They will be presenting the initial deliverables from the first phase of implementation. This includes a draft Consumer Care Charter, details of the dynamics of the areas that they are working in i.e. the number of indigent consumers, details of municipal activities around the implementation of the 'Free basic water and sanitation' Act**



Free State - regional project update

Key milestones to date....

- **August 2007:** Visits to Municipalities to gain buy-in for this programme. Recruitment Process for Customer Care Officers began. Interviews conducted at the Municipal level. While Mvula Trust and Sedibeng Water are responsible for the salaries and remuneration of the Customer Care Officers, the respective municipalities were responsible for recruitment and selection.
- **December 2007:** Launch Workshop to kickstart the Programme. Customer Care Officers briefed on the programme and received initial training
- **January 2008:** Customer Care Officers begin working in the field. In this role, the municipalities will provide office space and related facilities (phones, computers) and the necessary hardware and equipment for leak detection and repair.

In conclusion:

Customer Care Support – the benefits

The Customer Care Programme is an institutional initiative aimed at improving service delivery for water and sanitation services. One of the most significant features of this programme would be the contribution towards enhancing the relationship between the local municipalities and the community. Through placing Customer Care Officers in the Community, consumers would have access to an accessible and responsive focal point that can respond to their queries and address any issues raised. In addition, a regular presence of these Officers would also equip them with a better sense of

the communities' needs and their concerns around water and sanitation services.

Another benefit is the public education on how to read bills and the support towards leak detection and reporting. This is intended to reduce complexities around the provision of water and sanitation services, and also raise awareness on how water and sanitation services can be better maintained.

Finally, this pilot programme is reducing unemployment levels by creating jobs and providing skills, particularly for those who were previously unemployed. It has also contributed towards the achievement of the Government's objectives of creation of jobs. Where employment is based on the repair of leaking infrastructure and educating communities on ways to save water, training is being given to the Customer Care Officers and to consumers, water institutions and planner.



Customer Care Officers participate in a discussion during the workshop.
Photo: Rets Dolamo

Contact Information

Free State DWAF

Lefa Mabaso
Tel: 051 405 9000
Fax: 051 448 1115
Email: mabasol@dwaf.gov.za

Mvula Trust

Rets Dolamo
Tel: 011 403 3425
Fax: 011 403 1260
Email: rets@mvula.co.za

Sedibeng Water

Ian Hasenjager
Tel: 056 515 0200
Email: ihasenjager@sedibengwater.co.za



Limpopo

Regional project update

Polokwane WSDP A maturing water services development plan

'The purpose of this article is to demonstrate the approach taken by Polokwane LM to the development and refinement of their WSDP – considered as one of the best in the region.'

Cyril Nemutudi
 OSS Co-ordinator, Polokwane region



Water Services Authorities are required by law to use their WSDP's as a guide to their strategic planning. According to the Water Services Act (Act 108 of 1997) a Water Services Authority must prepare and adopt a new development plan at intervals determined by the Minister in Consultation with Minister of Provincial Affairs and Constitutional Development, in accordance with set out procedures set out in Sections 20 to 15 of the Water Services Act. No substantial deviation from a development plan is valid unless it is embodied in a new development plan adopted in accordance with the procedure set out in sections 12 to 16.

- A Water Services Authority must report on the implementation of its development plan during each financial year.
- The Water Services Authority must publicize a copy of its report.
- A copy of the report and its summary must be available for inspection at the offices of the Water Services Authority, and obtainable against payment of a nominal fee.

The Polokwane Local Municipality WSDP experience so far programme

Polokwane Local municipality in Limpopo region is a good example of a municipality that is complying very well with legislative requirements in terms of WSDPs. The municipality has divided its geographical area in accordance with demarcated, ring fenced, logical service areas and designated these as project areas. This is in contrast with politi-

cal ward areas which do not comply with water provision requirements. This has been done in recognition of the reality that water supply has no boundaries, and does not follow the boundary of the Local Municipality. Of course, this is exactly why the National Department of Water Affairs is in place – as the custodian of the total water picture!

Another observation from successful Polokwane Municipality WSDP is that this success is directly in relation to the quality thereof. The WSDP has quality data and strategies, which form an excellent basis for well-informed decision-making.

A further key to success for this municipality is that the adoption of the WSDP as a development planning tool depends entirely on the importance attached to it, and the high levels of buy-in by municipal councilors and officials. The role played by the Water Services Manager has been particularly critical, as the leadership given to the process by the manager has allowed the municipality to appoint service providers for updating of the WSDP and a PSP study leader to attend to quality and detail, but leadership in the development and refinement came from the municipality itself.

A multi-stakeholder management and review structure for the Water Services Development Plan consists of Local Municipality, DWAF, Community and IDP Team representatives, which ensures that the WSDP does indeed respond to the real needs of all the constituencies served by the municipality. Making the WSDP the management tool it was intended to be!

The Polokwane WSDP team has adopted the following methodology to ensure that it remains a living document, and not just another plan on the shelf:

- Reflection of current levels of services experienced by communities as this assists in ascertaining intervention priorities



Limpopo - regional project update

- Revised need for Water Services by all communities within the Local Municipality. Such needs include infrastructure backlogs, standard and adequacy of operation and maintenance and available sources. By attending to the element with the higher benefit / cost, the overall need changes.
 - Prioritization of projects for development of Water Services through the region, coupled to budgets and time frames. The scheme and sub-scheme areas have been ringfenced based on the logical source supply area coupled with physical features e.g topography, settlement problems, etc
 - Strategies regarding technical, social and financial principles of Water Services, which as continuously reviewed based on available funds and Council requirements
 - Provision of information sufficient to update the electronic viewer
 - Required reports to Department of Water Affairs and Forestry on progress achieved with implemented of Water Affairs Development Plan, particularly high quality ad hoc reports are provided.
3. Cost recovery should be implemented in most areas even if it means phasing it in on a very nominal scale for the poor. This will develop respect for the community.
 4. Sanitation in dense areas should be on higher level than pit systems.
 5. Coordination of planning and design should be on scheme level. The ad hoc appointment of new consultants on the same scheme from time to time is counter productive. Should coordinating PSP's be appointed, the following benefits are achieved:-
 - a. Data and information accrual
 - b. Service standards
 - c. Documentation standards
 - d. Expertise and local sharing
 6. Coordinating meetings (e.g. WSA/ DWAF/ PSP's) should be scheduled on a limited attendance base i.e. not involving all stakeholders over a lengthy period. It is very critical for the municipality to have a Water Services Institutional structure that will be able to respond to water challenges at any point in time.
 7. The WSDP format in itself should be changed to an "Essence" document in which the directives and descriptions are a separate booklet "Annexure of a separate booklet". Currently the WSDP format has not been user friendly to users and further that the index could be reduced to major headings.

Lessons learnt to date

The Polokwane WSDP team has learnt the following lessons so far, and is required to respond to them, in order to ensure that the WSDP does indeed resolve real municipal challenges:

1. Finding a WSDP response to dealing with the challenges that Polokwane faces such as - most water needs can be ascribed to improper inefficient management and control of water infrastructure, for example, the municipality has found that in the past if an engine has been is stolen or broken, corrective measures are not done hastily or at all. Vandalism occurs in general. A proper WSP on village level is required.
2. Too much spending occurs on reticulation and erf/house connections whilst source development and maintenance fall behind. The perception is that only that storage (reservoirs) and reticulations guarantee water supply and while these are in place nothing needs to be done.



Transfers

Adopting a 'sharing and learning' approach to develop municipal confidence to accelerate water services personnel transfers

'A highly successful transfers lesson sharing & learning workshop was held in Polokwane in December 2006. Although this workshop took place some 14 months ago, the positive impact of this milestone event is still being experienced by the Transfers team today. The purpose of this article is to share observations on the benefits of using a knowledge sharing approach to unblock programme implementation bottlenecks, with fellow members of the DWAF LGS cadre, in order to inspire them to adopt similar approaches within their own programmes.'



Thomas Meso
 Deputy Director:
 Water Services Transfers

- Share successful transfer experiences from two other provinces namely Eastern Cape (Ukhahlamba DM) and Mpumalanga (Mbombela LM)
- Share Limpopo related experiences in Lephalale Local Municipality and Sekhukhune District Municipality
- Share these identified successful transfer experiences with all WSAs within Limpopo province
- Use good practice and methodologies learnt from these experiences to underpin other NJRT supporting documentation and apply these to all WSAs in Limpopo to conclude HR transfers
- Use this initiative as a pilot for national transfer lesson learning and sharing processes

Context for learning & sharing workshop

In the latter part of 2006, the Transfers team was concerned at the slow pace of the finalization of personnel transfers to WSAs. While a number of frontrunner Water Services Authorities (WSAs) had successfully navigated the process, progress among WSAs in particularly the Limpopo region was a matter of concern.

The Limpopo Provincial Joint Response team acknowledged that WSAs in this region faced capacity and resource challenges, and called upon the DWAF national Transfers team, and the NJRT to facilitate a lesson sharing and learning session in order to re-energise the regional transfer process.

The focus of the session, held in collaboration with SALGA, was on the conclusion of the HR component of the transfer process. It was recognized that the HR component of the Water Services Transfer programme had generally faced a number of challenges and Limpopo had experienced greater challenges due to the large number of personnel that required transfer.

The main objectives of the Learning and Sharing workshop were to:

Key learning - excellent design leads to excellent results

The national Transfers team, working alongside regional transfers representatives, in collaboration with the service provider (Resolve) agreed to adopt a highly interactive approach to the preparation and implementation of the workshop.

To this end, thorough preparation took place before the session. A preparatory meeting took place in Polokwane at which was agreed that the workshop would break with the 'traditional approach' of many PowerPoint presentations which left little time to talk.

The team agreed that this workshop would adopt a design, which aimed to ensure that workshop participants from WSAs, had sufficient time to ask questions, share experience and receive direction in order to build their confidence and unblock bottlenecks, and by so doing accelerate the next steps in the transfer programme.



Transfers

How?

- Presentations would be designed to maximize the sharing of relevant, practical municipal experience: extensive work was done with the 4 WSAs to prepare them for participation at the workshop. Meetings were held to ensure that they understood what was expected of them, and to ensure that their presentations did indeed 'hit the target' intended at the session.

Sekhukhune, Lephalale, Nkomazi and Ukhahlamba all participated in this preparatory activity.

- A panel of experts consisting of senior DWAF and SALGA managers was assembled for the workshop. Panel members were requested to provide brief inputs on progress and challenges in order to sketch the strategic context of the transfer programme, including specific reference to the Limpopo region. The panel was used to ensure that workshop participants were able to ask real questions, and receive direction from the relevant senior managers in DWAF and SALGA.

The panel consisted of key decision makers – Richard Machaba, DWAF's Acting Chief Director: Transfers, Lerato Mokoena, DWAF's Director: Transfers, Albert Mafanele, DWAF's Director HR and William Moraka, SALGA's Director: Water Services.

- The service provider placed a highly experienced facilitator on this project, who was able to add real value to proceedings by using her real experience of personnel transfers, change management and organizational development to set an appropriate and relevant context for proceedings.

These three factors worked in combination to achieve an excellent result, the benefits of which are still apparent today.

Post Workshop Progress

'We see now that the process is hard, but not impossible.'
 – Vhembe DM representative

As a result of this well-designed and resourced intervention, which allowed opportunities for practical sharing and learning among WSAs in the Limpopo region, confidence to engage with the process was developed. WSA officials acknowledged that the opportunity for direct engagement with experienced municipalities presented by the workshop had allowed them the opportunity to deal with their fears and concerns regarding the programme, and had provided them with valuable confidence-building information. They also acknowledged that the opportunity to engage in 'hard talk' with the panel of experts had also allowed them to take key organizational decisions. They were particularly appreciative that the design of the workshop had allowed them the time necessary for sharing and learning.

- The session produced high level buy-in and commitment from municipal representatives and drastically accelerated progress was demonstrated, such that by March 2007, all WSA in the region had committed to target dates for personnel of transfer.
- The workshop provided a good learning opportunity for stakeholders to understand transfer policy implications especially in the National Joint Policy Position on Transfer, the National Transfer Framework and the Memorandum of Understanding between DWAF and SALGA.
- The intervention has pulled together organized labour, DWAF regional and district officials, WSA officials and SALGA to seriously start engaging and debating the HR transfer issues broadly until HR transfer agreements are signed by all affected parties.





Special Intervention Programme update

Progress on the FBW Special Intervention Programme(SIP)

FBW SIP = a Business "unusual approach"

In the previous edition of the LGS Bulletin, we reported on the Free Basic Water and Sanitation Task Team's Special Intervention Programme (SIP) which is aimed at accelerating the implementation of FBW.

The FBW SIP targets 36 prioritised municipalities, but the benefits, good practice and lessons learnt from the programme are shared with all municipalities. The 36 targeted municipalities were selected by dplg and DWAF in consultation with the regional PSUs. Performance and constraints with the implementation of FBW were the key selection criteria.

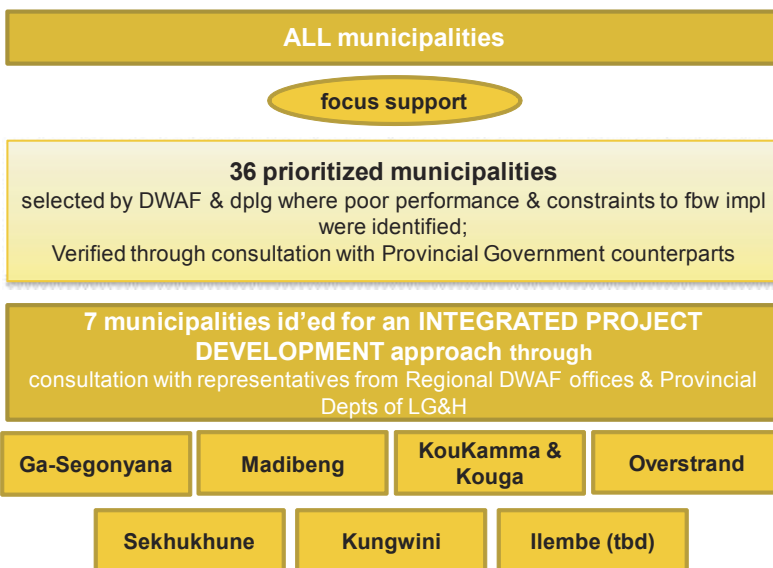
The FBW SIP programme has a two-pronged approach to providing support to Local Government. On the one hand it focuses on helping municipalities bridge constraints hindering implementation of FBW policy through providing short and medium term support. Secondly, it pilots the integrated project development approach (IPD) at 7 municipalities with the intention to yield quality examples of sustainable service delivery solutions that adequately address the municipal water services backlogs in the targeted municipalities.

So what has happened since the strategic working sessions held with all 9 PSUs held in November and December last year?

Some of the highlights include:

- The SIP PMU started discussions to initiate the Integrated Project Development approach in 4 of the 7 pilot municipalities. On 14 March 2008 an inception meeting was held with Ga-Segonyana Local Municipality. The opportunities provided through the integrated project development approach assists the municipality, in leveraging from mining developments in the area support to extend bulk infrastructure in their area thereby strengthening their capacity in providing services to their unserved populations. On 27 March 2008 the municipality passed a Council resolution to proceed with an Integrated Project Development Approach.
- The inception meetings in Overstrand, Madibeng, Kouga and Koukamma are planned for the next 2 weeks.
- The FBW SIP PMU worked with the PSUs to "clean-up" data on the FBW website. Part of the cleanup was to implement

the decision taken by the FBWSTT that water services provided at RDP level in rural areas relates to the provision of FBW. The clean up has already improved FBW figures from 77% to 81%! A set of guidelines has been drafted which will assist PSUs to accurately capture information on the FBW Website. On 10 and 11 April PSUs will be attending a data and progress management workshop in Pretoria where PSUs will be capacitated to understand and accurately report on water services statistics including FBW in their regions. Bev Pretorius of Mvula Trust and Steve Horak of DWAF will facilitate the workshop



Lesson's learnt & knowledge sharing



Special Intervention Programme update

- The FBW SIP has assisted in convening a "Stock Watering Conference" for Bophirima LM, which will provide a platform to consider local and SADC good practice in addressing multi-purpose water use in remote rural municipalities. The conference is scheduled to take place on 3 April 2008 and Northern Cape and Free State PSU and municipal representatives will participate at the conference. Solutions to balancing the provision of basic level of services while enabling water for growth and development will be sought. A special guest from the Namibia Ministry of Agriculture Water and Forestry will participate at the conference and share the Namibian experience in implementing stock watering policies. Other speakers include DWAF, the Department of Agriculture and the North West Department of Local Government and Housing will inform the solutions that delegates will be proposing for discussion.



Contact Information

For further information on the SIP or on the deliverables discussed above the reader can contact:

Montlhe Moatse: dplg (012) 336 4941 or MontlheM@dplg.gov.za

Unanthi Hani: dplg (012) 336 5641 or UnathiH@dplg.gov.za

We will keep you updated on progress in our forthcoming editions.

