

## 2. IDP AND WSDP GOALS

The Integrated Development Plan (IDP) for the ZDM has the following vision and mission statement for the region:

### **IDP vision and mission statement for the municipality**

#### **Vision**

*"We, the people of Zululand are proud communities that are committed to the development of Zululand through hard work, integrity and a common purpose."*

#### **Mission Statement**

*"Development and sustainability through water".*

Part of the development objectives for Zululand is facilitating the delivery of basic services that include water services (i.e. water and sanitation provision), strengthening the local economy with particular emphasis on tourism, agriculture and small business sectors, and the sustainable use of land and the natural environment. The importance of the vision and objectives in terms of the WSDP is the development of Zululand through the provision of equitable and sustainable water services leading to an improvement in the quality of life. It therefore follows that planning in respect of water services must increase the current level of service throughout the region with an improvement experienced by all. Planning must therefore be sustainable in terms of water resources, material resources, contractor capacity, management capacity, as well as funding and maintenance cost.

The IDP has a number of key development strategies, namely:

- Delivery and coordination of basic services.
- Social issues of communities.
- Sustainability and environment.
- Economic development.
- Build capacity to lead and manage development in Zululand.

All these development strategies will ultimately link to the need and spatial requirement for water services provision. Spatial development within the ZDM is directly related to the provision and availability of water services, therefore development tends to follow sustainable planning in the WSDP and not force water services provision into areas that are currently not economically viable or sustainable to supply.

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## 2.1 IDP priority issues and objectives related to water services

The priority issues within the IDP that do not relate directly, but that may impact on water services planning are highlighted as follows:

- Poverty relief pilot programme
- AIDS strategy
- Disaster management plan
- Land use management framework
- Environmental management plan
- Local economic development plan
- Tourism strategy
- Skills development for effective service delivery

These strategies or plans need to be viewed in association with the objectives related specifically to water services as follows:

<b>IDP objectives related to water services</b>	<b>Processes to sustain objectives</b>
<b>Expand water services within budget framework</b>	Formal planning using the WSDP – water sector plan: Rudimentary water supply Cost effective delivery through operations and maintenance programmes.
<b>Provide appropriate sanitation where needed</b>	Formal planning using the WSDP – sanitation plan: Investigate different cost effective options.
<b>Provide cost effective solutions to escalating water services costs</b>	Formal planning using the WSDP – water sector plan: Investigate sustainable options Establish a Water Services Provider (WSP) Implement WSP

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## 2.2 Sustainable water services sub-goals

The issue of sustainable water services forms part of the IDP vision of development and an improved quality of life. This requires that not only are the water supply and resource sustainable, but also that the management, operations and maintenance in relation to cost and available funding are sustainable. This will be achieved through an improvement in the provision of a water supply that for many is below that of the Minister of Water Affairs and Forestry's regulations<sup>1</sup> in terms of the powers conferred by Section 9(1)(a) of the Water Services Act, 1997.<sup>2</sup> Basic water supply is included as Regulation 3 requiring the minimum standard for basic water supply services as follows:

- (a) *The provision of appropriate education in respect of effective water use; and*
- (b) *A minimum quantity of potable water of 25 litres per person per day or 6 kilolitres per household per month –*
  - (i) *at a minimum flow rate of not less than 10 litres per minute;*
  - (ii) *within 200 metres of a household; and*
  - (iii) *with an effectiveness such that no consumer is without supply for more than seven full days in any year*

Therefore, the minimum design capacity to achieve this standard is communal standpipes spaced at approximately 200 m intervals, depending on the household density. To achieve the ZDM objectives and ensure sustainability of the water service and ZDM finances, both basic (national standards) and rudimentary services will be used to supply those communities that currently have no reliable service. Rudimentary services consist of a borehole equipped with a hand-pump within 800m walking distance of a household. The maximum flow rate will therefore be one third of the national standard minimum at 3.3 litres per minute. Although this is below the minimum standard, it provides communities with an improvement on no reliable potable water source. The aim is to maximise the output from available funds, especially in light of National Government's free basic water policy i.e. to supply the basic six (6) kilolitres per household per month free. To further ensure overall sustainability of the service, the ZDM Council has decided<sup>3</sup> that currently only four (4) kilolitres of water per household per month in the rural areas can be supplied free in the region.

Basic sanitation services are included as Regulation 2 requiring the minimum standard for basic sanitation services as follows:

- (a) *The provision of appropriate health and hygiene education; and*
- (b) *A toilet which is safe, reliable, environmentally sound, easy to keep clean, provides privacy and protection against the weather, well ventilated, keeps smells to a minimum and prevents the entry and exit of flies and other disease carrying pests.*

The standard norm is a ventilated improved pit (VIP) latrine and this is the minimum sanitation service level that the ZDM aims to provide. It is interesting to note that no minimum walking distance or "per household"

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<sup>1</sup> Government Regulation No. 509/2001: compulsory national standards for water services.

<sup>2</sup> Act 108 of 1997

<sup>3</sup> No formal Free Basic Water Policy is in place, only a decision of Council that is viewed as Free basic water services. Any resolution pertaining to water services are attached in Appendix 1.

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standards have been nationally applied. The minimum standard for the VIP superstructure is also currently being debated with a balance being obtained between what is necessary, affordable and sustainable and the ideal. The reasons for improving sanitation services should not be forgotten, namely to protect the water resource and improve the health and hygiene of the communities, as well as providing the population with a sense of ownership, pride and personal freedom. As yet the ZDM Council have not resolved a policy on free basic sanitation services, and once the VIP is constructed maintenance becomes the owners responsibility. Although VIPs are relatively maintenance free, they require evacuation or reconstruction after a period of approximately five to ten years. The ZDM will address this sustainability issue as a policy shortly.

The sustainable water services sub-goals include:

<b>Sub-goals</b>	
<b>Provision of basic water services (includes free basic water)</b>	Supply safe, reliable drinking water for all communities as soon as possible through an open and informative process.
	Provide cost effective free basic water through: Provision of at least 5l/capita/day within 800 m to all rural areas Provision of communal standpipes at 200 m intervals in rural areas
	Upgrade all users to the minimum national requirements as soon as possible.
	Improve maintenance of schemes by appointing a WSP and adopting an operation and maintenance plan.
<b>Provision of basic sanitation services</b>	Provide efficient, affordable sanitation services to improve health and quality of life as soon as possible while protecting the environment through an open and informative process.
	Provide cost effective sanitation services through: Provision of VIP latrines to all households (as defined in the field)
<b>Higher levels of water services</b>	Improve maintenance of schemes by appointing a WSP and adopting an operation and maintenance plan.
	Upgrade reservoirs and pump stations to accommodate increased load.
	Upgrade water treatment works to accommodate increased load.
	Develop the tariff structure to ensure sustainability of the water services for both the ZDM and the consumers.
	Plan appropriate levels of water service for the socio-economic conditions of the district.
	Plan strategic improvements of service levels in conjunction with housing developments to maximise cost effectiveness.
<b>Higher levels of sanitation services</b>	Improve maintenance of schemes by appointing a WSP and adopting an operation and maintenance plan.
	Provide environmentally safe sewerage, wastewater collection, treatment and disposal where socially feasible and economically sustainable.
	Upgrade wastewater treatment works to accommodate increased load.
	Develop the tariff structure to ensure sustainability of the water services for both the ZDM and the consumers.
	Plan strategic improvements of service levels in conjunction with housing developments to maximise cost effectiveness.

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## 2.3 Integrated water resource management sub-goals

Integrated water resource management is important with respect to sustainable development and use of water sources in the district. This issue requires development through consultation with other resource users in the region, as well as alignment with the objectives of the Catchment Management Agency (CMA). The CMA for the Zululand region (Usuthu-Mhlathuze Water Management Area) is still in its infancy, with a draft proposal for its establishment having been submitted. By ensuring adequate potable water supply and basic sanitation provision, the ZDM will achieve protection of groundwater sources, as well as surface water sources, from faecal contamination and domestic effluent and wastewater in rural areas. However, water management cannot be viewed in isolation, therefore the IDP objectives for basic services provision, poverty relief, local economic development, land use management and environmental management must be aligned. Education programmes on water conservation and health and hygiene promotion also need to be conducted.

The integrated water resource management sub-goals include:

	<b>Sub-goals</b>
<b>Water resource protection</b>	Creating a sense of ownership and pride through education and awareness programmes, both in schools and to the public through councillor participation.
	Education campaigns at schools on the water cycle, quality, use, protection and conservation as part of communications strategy.
	Provision and effective monitoring of consumer complaints - customer care service.
	Improvement of sanitation services to minimise faecal contamination of the resource.
	Ensure compliance with permit requirements for effluent release in terms of the National Water Act, 1998 (Act 36 of 1998).
	Cost effective improvement of effluent quality.
<b>Water resource conservation</b>	Creating a sense of ownership and pride through education and awareness programmes, both in schools and to the public through councillor participation.
	Education campaigns at schools on the water cycle, quality, use, protection and conservation as part of communications strategy.
	Provision and effective monitoring of consumer complaints - customer care service.
	Monitoring and monthly reporting on raw water abstraction quality and quantity, as well as treated water quality and quantity by WSP – Water quality strategy.
	Improve operation and maintenance programme and equipment upgrades to address water leakages.
	Monitor and control water loss through water loss investigations, metering strategy and conservation and demand management strategy.
<b>Demand management</b>	Creating a sense of ownership and pride through education and awareness programmes, both in schools and to the public through councillor participation.
	Education campaigns at schools on the water cycle, quality, use, protection and conservation as part of the communications strategy.
	Provision and effective monitoring of consumer complaints - customer care service.
	Efficient metering of bulk water and reticulation networks through the metering strategy.
	Provide low-pressure connections where practically possible to reduce water loss.
	Implement a water conservation and demand management strategy and water services by-laws.

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## 2.4 Efficient and effective water services institutional arrangements sub-goals

Efficient and effective water services management is required to ensure sustainability of the water services provision. The ZDM is currently establishing institutional arrangements, such that the necessary capacity is developed to maintain water services in a functional state. Assessment of delivery mechanisms is currently being completed, with the ZDM planning to develop its own capacity and utilise existing capacity of the LMs to operate as Water Services Providers (WSPs). As the assessment is still being completed, the ZDM currently has administrative contracts all the LMs to continue operating within the old Transitional Local Council (TLC) boundaries. These contracts are until the end of June 2006, and it is envisaged that the new WSP arrangements will be decided and come into effect on 1 July 2006.

The sub-goals to achieve efficient and effective water services institutional arrangements include:

	<b>Sub-goals</b>
<b>Water services authority (WSA) overall capacity</b>	Provide effective, efficient, equitable, sustainable and professional management of services – staff training and skills development plan.
	Establish clear lines of reporting – communications strategy.
	Establish efficient and effective feedback and monitoring systems – communications strategy and service provider contracts.
	Continual updating of WSDP and cost effective planning to achieve equitable access over the years – WSDP and IDP review.
	Ensure improved maintenance and scheme reliability – appointment of WSP and implementation of operations and maintenance plan.
	Optimal employment of appropriate and focused technologies – WSDP review.
<b>Water services provider (WSP) institutional arrangements</b>	Provide effective, efficient, equitable, sustainable and professional management of services that is dedicated customer care.
	Take adequate account of the environment, monitoring requirements, economic growth, the need for community involvement, competition, labour, analysed risks, conflict of interest, legislation and regulatory controls – ZDM by-laws, indigent policy, free basic water policy, and all other water-related strategies.
	Establish clear lines of reporting – communications strategy and WSP contract.
	Establish efficient and effective feedback and monitoring systems – communications strategy and service provider contract.
	Improve maintenance and scheme reliability – implementation of operation and maintenance plan.
	Optimal employment of appropriate and focused technologies – operation and maintenance plan.

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