



# CHRIS HANI DISTRICT MUNICIPALITY CUSTOMER SATISFACTION SURVEY REPORT

JULY 2015

COMPILED BY



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## INTRODUCTION

CHRIS HANI DISTRICT (CHDM) is one of the municipalities in the Eastern Cape. It comprises eight local municipalities namely: Lukhanji, Insika Yethu, Engcobo, Sakhisizwe, Inkwanca, Inxuba Yethemba, Tsolwana and Emalahleni. CHDM has a constitutional mandate to deliver basic services to the communities in its area of jurisdiction. It is thus imperative that a customer satisfaction is conducted on a regular basis.

CHDM has thus retained the services of Insedlu Business Companion, an independent research company, to conduct a customer satisfaction survey;

- ✓ To evaluate service delivery satisfaction levels of communities that have been serviced by the district municipality
- ✓ To improve communication between the municipality and its stakeholders and community
- ✓ Get recommendations on how to improve current service range and quality thereof

CHDM currently provides 5 broad services: Economic Development and planning (EDP), Community Services, Infrastructure, Finance and Public Safety. The services tested in the survey included the following:

- a) Economic Development and planning (EDP)
- b) Community Services
- c) Infrastructure Development
- d) Budget and Finance
- e) Overall Rating of CHDM

## METHODOLOGY

Data collection for the study took place from the 4<sup>TH</sup> August 2015 to 21 August 2015 using face to face interviews for households and part of business respondents. In addition telephonic interviews with business respondents were conducted beyond the 21 August 2015. Field work proceeded smoothly without any incidences. The team was however warned at Tsolwana Municipality and Inkwanca Municipality that the situation was volatile due to some disgruntlements by some residents. Insedlu Business Companion used ten school leavers as field workers who were recruited locally and trained prior to the fieldwork. The fieldworkers were supervised by an experienced researcher for the duration of the fieldwork. The research instrument was piloted for one day at Ezibeleni- Lukanji and adjustments made as informed by the pilot.

A total of 1095 interviews were done, broken down as follows

Households	1001
Business	89
Stakeholder IDIs	5

**Survey responses**

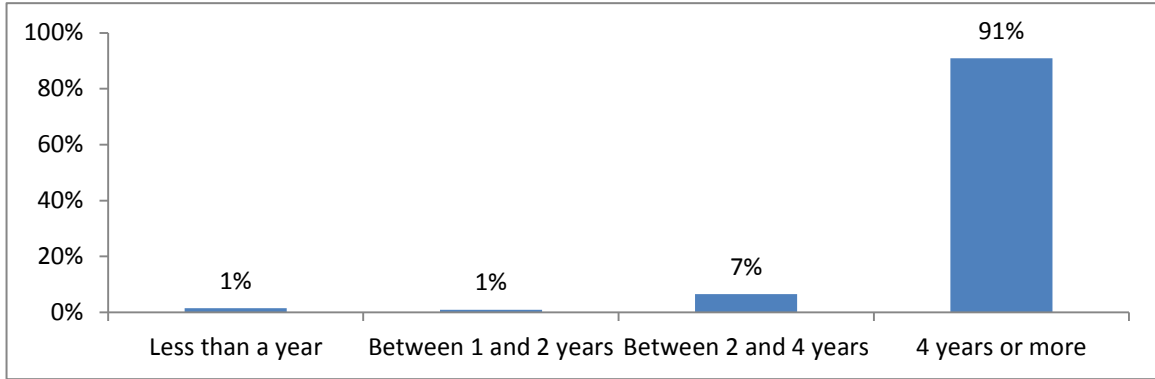
<b>Municipality</b>	<b>Achieved sample</b>	
Lukhanji (19 Wards)	27%	267
Insika Yethu (13 wards)	20%	203
Engcobo (10 Wards)	14%	141
Sakhisizwe (6 Wards)	8%	77
Inkwanca (3 Wards)	3%	28
Inxuba Yethemba (6 Wards)	9%	88
Tsolwana (4 Wards)	5%	46
Emalahleni (10 Wards)	15%	151
Total (71)	100%	1001

A total of 1001 respondents took part in the household study.

## DEMOGRAPHICS

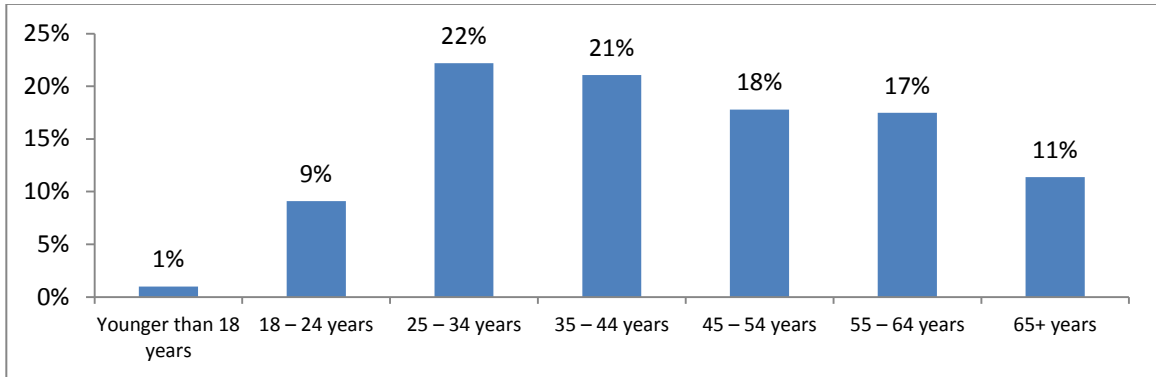
This sub section presents the respondent profiling results by age, gender, race etc.

### How long have you stayed in CHDM?



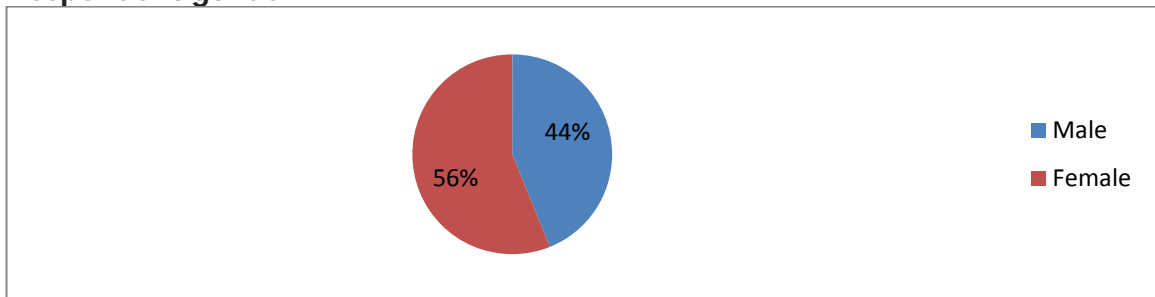
More than 9 out of 10 respondents had resided in the Chris Hani District Municipality for at least 4 years and a small proportion (2% had at most 2 years).

### Age



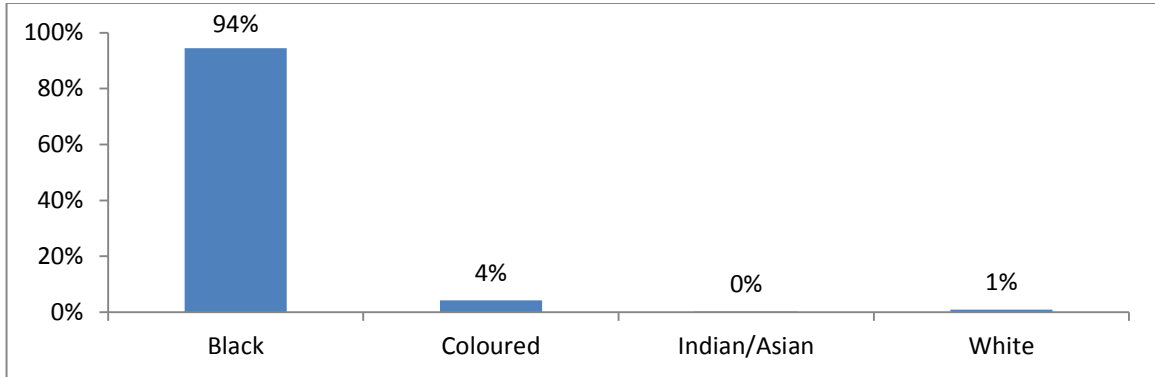
Nine percent of respondents were between 18 and 24 while 28% were at least 55 years of age.

### Respondent gender



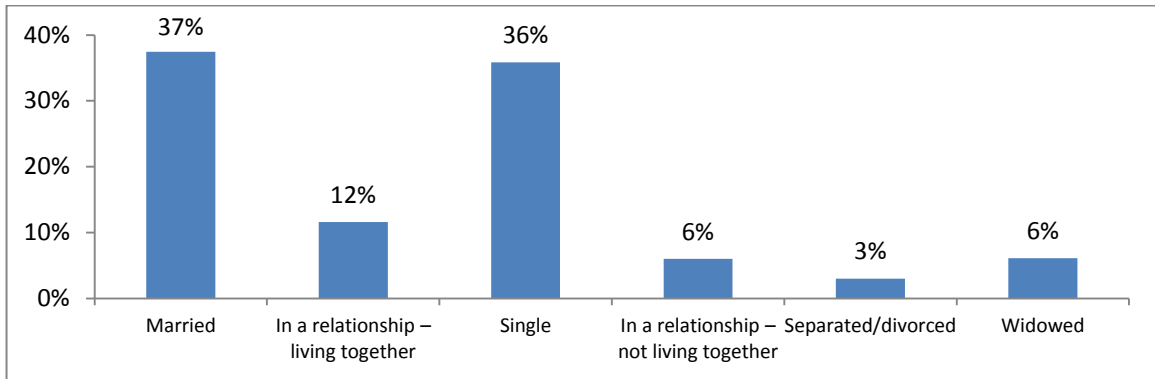
More females (56%) than males (44%) participated in the survey.

**Race**



The majority of respondents were black or coloured (98%).

**Marital status**



About 1 in 2 respondents were married or living together while 36% were single.

By gender, the marital status of respondents was follows;

		Respondent gender	
		Male	Female
Marital status	Married	35%	39%
	In a relationship – living together	13%	10%
	Single	38%	34%
	In a relationship – not living together	7%	5%
	Separated/divorced	3%	3%
	Widowed	3%	9%

On further investigation, females were more likely to be widowed than males, an indication of the burden that women carry in the societies.

A look into the marital status of respondents by age showed that widowers and widows were more likely to be at least 55 years of age.

This becomes a concern when the aged are left with the responsibility to look after the rest of the family. The next set of questions solicited information pertaining to dependency.

	Mean number of household members	Minimum	Maximum
How many members of your family you stay with here are below 16 years?	2	0	9
How many members of your family you stay with here are between 16 years and 60 years?	2	0	13
How many members of your family you stay with here are above 60 years?	1	0	11

The average number of children below 16 was 2, so was the number of members between 16 and 60.

		Municipality							
	(n)	Lukhanji (267)	Insika Yethu (203)	Engcobo (141)	Sakhisizwe (77)	Inkwanca (28)	Inxuba Yethemba (88)	Tsolwana (46)	Emalahleni (151)
HH members below 16	0	22%	22%	19%	19%	25%	19%	22%	16%
	1-2	45%	45%	49%	51%	54%	53%	33%	62%
	3-5	31%	31%	31%	25%	21%	25%	43%	20%
	6-8	1%	1%	1%	4%	0%	2%	2%	3%
	9-11	0%	0%	0%	1%	0%	0%	0%	0%
	12-13	0%	0%	0%	0%	0%	0%	0%	0%
HH members between 16 and 60	0	8%	10%	3%	6%	7%	5%	7%	9%
	1-2	50%	47%	53%	60%	50%	56%	43%	51%
	3-5	37%	38%	41%	30%	39%	36%	46%	36%
	6-8	4%	4%	2%	4%	4%	3%	2%	3%
	9-11	0%	0%	1%	0%	0%	0%	0%	0%
	12-13	0%	0%	0%	0%	0%	0%	2%	0%
HH members above 60	0	54%	55%	56%	62%	75%	75%	54%	49%
	1-2	42%	43%	42%	32%	21%	24%	43%	48%
	3-5	3%	1%	2%	4%	0%	1%	2%	3%
	6-8	2%	0%	0%	0%	4%	0%	0%	0%
	9-11	0%	0%	0%	1%	0%	0%	0%	0%
	12-13	0%	0%	0%	0%	0%	0%	0%	0%

The results show that Emalahleni had significantly higher proportions of households with 1 or 2 members below the age of 16 and above the age of 60. This shows higher dependency as they cannot work or have reduced ability to fend for themselves.



Tsolwana had higher proportions of households with between 3 and 5 children below the age of 16. Inxuba Yethemba had a significantly higher probability of finding households with no pensioners.

**Age dependency ratios;**

Age dependency ratios are broad indicators of the potential dependency burden of children aged under 15 years and the aged (people aged over 65 years) to the working population aged 15–65 years. These ratios are calculated by looking at the number of dependent people in the dependency years for each 100 people in the working age population.

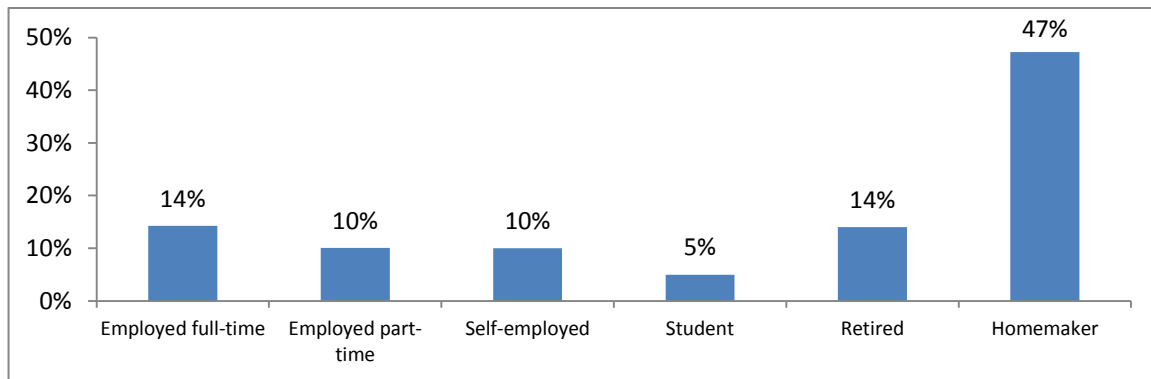
- Overall dependency ratio = (number of children below 16 years + number of adults above 60 years) / number of working adults between 16 and 60 years) X 100
- Child dependency ratio = (number of children below 16 years / number of working adults between 16 and 60 years) X 100
- Adult dependency ratio = (number of adults above 60 years) / number of working adults between 16 and 60 years) X 100

In this study, the total number of children below 16 was 1960, working adults were 482 and the aged were 611.

- Overall dependency ratio = [(1920 + 611)/482] X 100 = 525%
- Child dependency ratio = (1920)/482 X 100 = 398%
- Adult dependency ratio = (611)/482 X 100 = 127%

The figures show very high dependency on the few working individuals and that there are high proportions of children in the CHDM which can be a direct result of high births or huge proportions of orphans.

**Employment status**



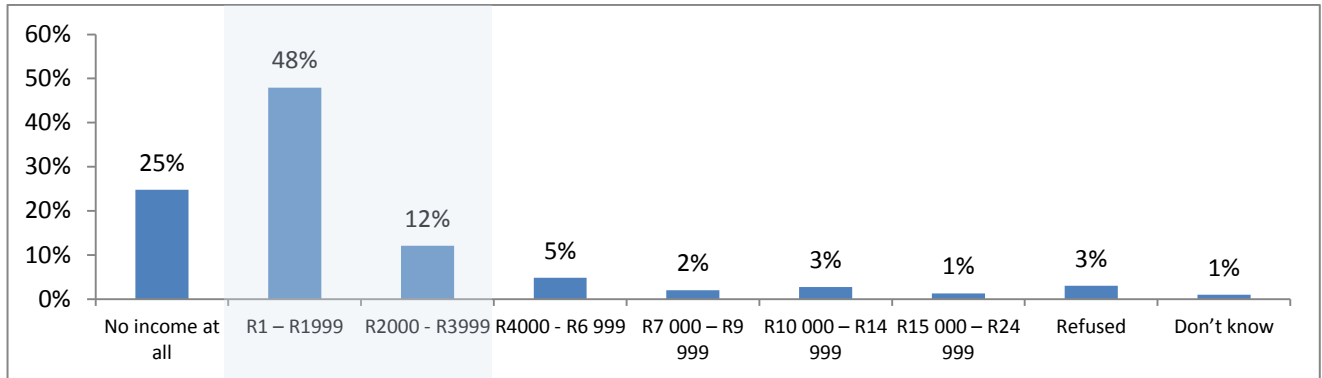
The employed (full time or part time or self-employed) made up a third of the respondents. Students, the retired and homemakers made up 66% of the sample.

Employment status of respondents by municipality is shown below;

		Municipality							
		Lukhanji (267)	Insika Yethu (203)	Engcobo (141)	Sakhisizwe (77)	Inkwanca (28)	Inxuba Yethemba (88)	Tsolwana (46)	Emalahleni (151)
Employment status	Employed full-time	14%	9%	15%	22%	14%	20%	9%	15%
	Employed part-time	7%	9%	11%	13%	7%	19%	20%	6%
	Self-employed	7%	11%	13%	14%	7%	8%	9%	12%
	Student	5%	4%	6%	9%	14%	2%	2%	4%
	Retired	32%	5%	9%	10%	14%	2%	7%	5%
	Homemaker	34%	61%	47%	31%	43%	48%	54%	58%

There were significantly higher probabilities of finding homemakers in Insika Yethu and Emalahleni while the retired respondents were more likely to come from Lukhanji.

**Please indicate your total monthly personal income**

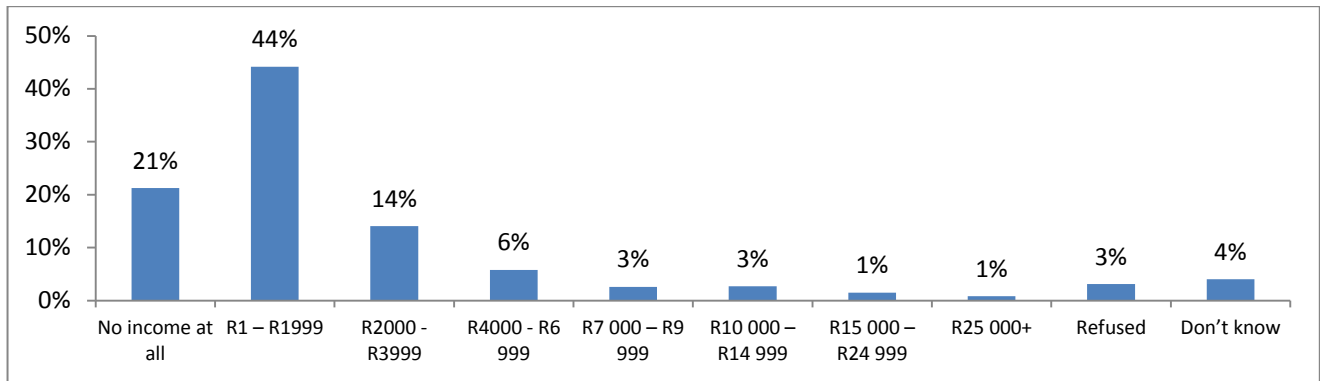


A quarter of the respondents had no personal income at all while 60% earned between R1 and R4000.

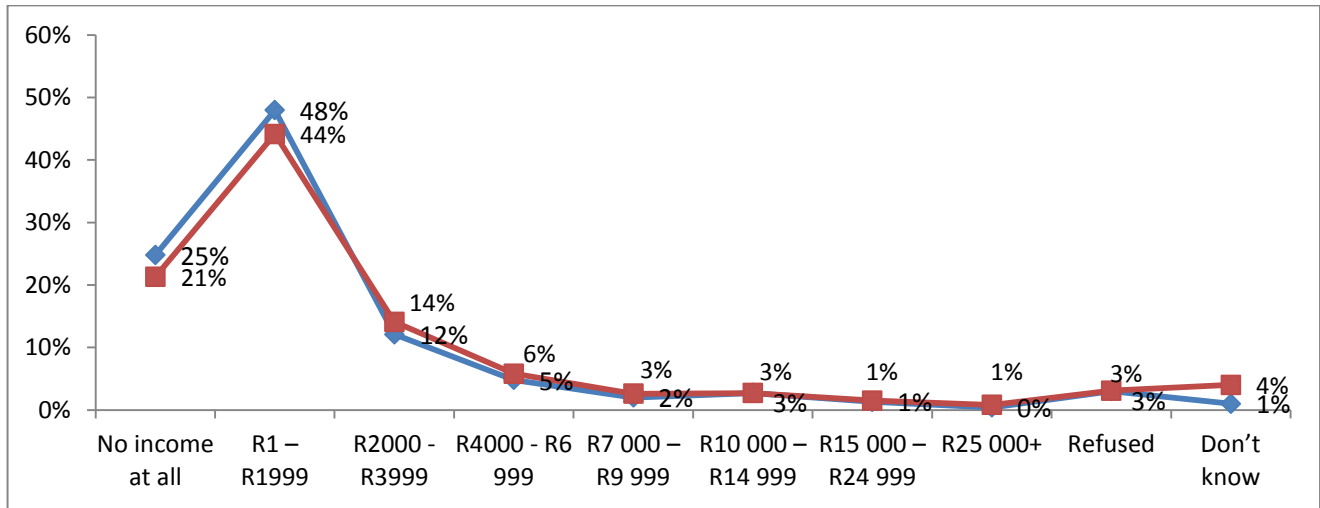
		Please indicate your total monthly personal income									
		No income at all	R1 - R1999	R2000 - R3999	R4000 - R6999	R7 000 - R9 999	R10 000 - R14 999	R15 000 - R24 999	R25 000+	Refused	Don't know
Respondent age:	Younger than 18 years	1%	1%	1%			4%	8%		3%	
	18 – 24 years	17%	7%	6%		5%	4%	8%		13%	10%
	25 – 34 years	26%	19%	26%	33%	15%	4%			50%	20%
	35 – 44 years	17%	18%	29%	40%	45%	33%	23%	25%	7%	20%
	45 – 54 years	18%	18%	15%	17%	30%	22%	15%	50%	10%	20%
	55 – 64 years	18%	20%	11%	10%	5%	22%	46%	25%	7%	30%
	65+ years	4%	18%	12%			11%			10%	

The working age 25 to 34 year band was more likely to be earning between R4000 and R7000. The 4% 65+ year olds with no income and tests show that they were more likely to be female widows from Lukanji, Sakhisizwe and Emalahleni.

**Please indicate your total monthly household income**



The proportion of zero income earners reduced by 4 percentage points when considering households.



There were no inconsistencies in trends across income brackets when considering either personal or HH income, an indication that there were relatively few income earners per household. The following graph shows statistics of income earners.

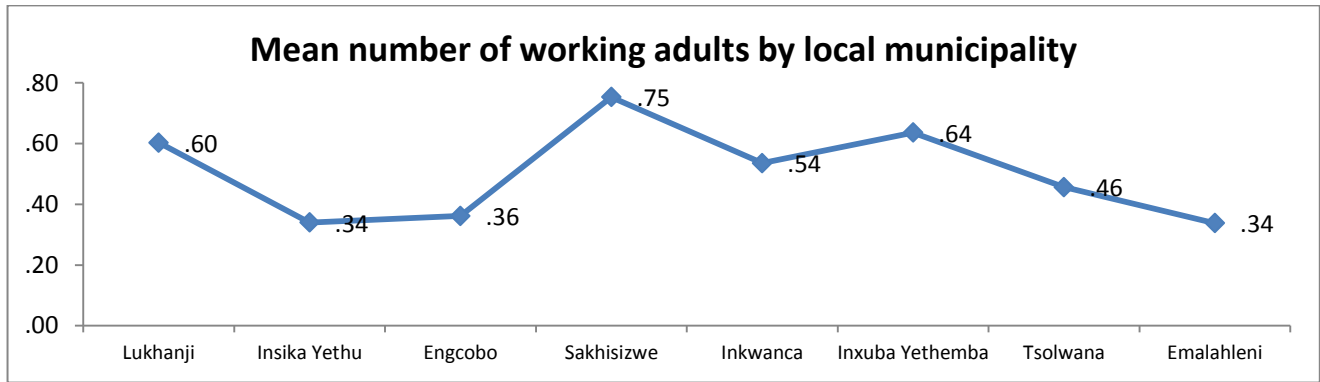
**How many adults that you stay with including you, are employed and earn a salary?**

	N	Minimum	Maximum	Mean
How many adults that you stay with including you, are employed and earn a salary?	1001	0	6	1

The minimum number of non-working H members was 0 with a maximum of 6 and mean of 1 working adult. These figures indicate very low employment levels.

How many adults that you stay with including you, are employed and earn a salary?	%	Frequency
0	64%	638
1	26%	263
2	9%	90
3	0.4%	4
4	0.4%	4
5	0.1%	1
6	0.1%	1

Six hundred and thirty eight (638) households had no working adults claiming almost 2/3 of the sample. Just over a quarter had 1 working adult.



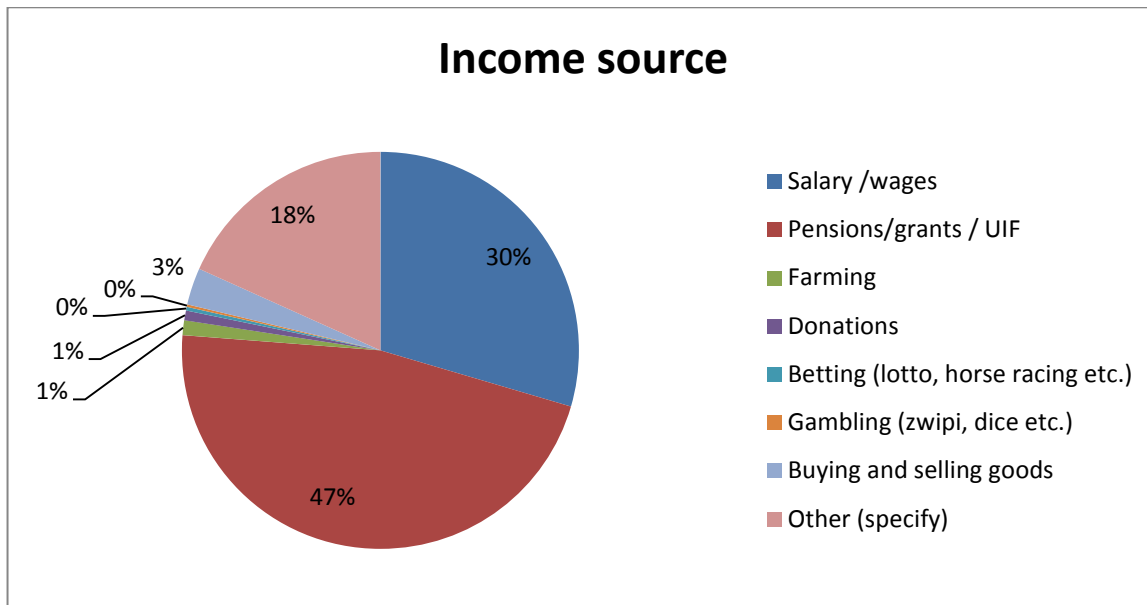
Insika Yethu, Engcobo and Emalahleni municipalities had the least numbers of working adults per household.

A correlational analysis of the number of working HH members and numbers of children less than 16, adults between 16 and 60 and those above 60 yielded the following;

- Households with more children below the age of 16 also tended to have more adults above 60 years of age, a case where grannies would be residing with grandchildren
- working adults were more likely to be found in households with 16 – 60 year olds, an obvious case rather but the flip side still confirming two things, high child and adult dependency and that the elderly where staying in lower income HHs perhaps depending solely on their grants and pension.

The following graphs serves to confirm the sources of income for the households.

**Please indicate all your household sources of income from the following list?**



It's confirmed the high unemployment rate among the households as shown earlier results in many of the households depending on social grants and pension (47%). Just less than a third (30%) of households depend on salaries and wages.

Please indicate all your household sources of income from the following list?	Please indicate your total monthly household income									
	No income at all	R1 – R1999	R2000 – R3999	R4000 – R6 999	R7 000 – R9 999	R10 000 – R14 999	R15 000 – R24 999	R25 000+	Refused	Don't know
Salary /wages	6%	23%	40%	69%	81%	81%	87%	88%	26%	33%
Pensions/grants / UIF	22%	67%	51%	26%	12%	19%		13%	19%	49%
Farming	1%	1%	1%	3%	8%					
Donations	3%									
Betting (lotto, horse racing etc.)			1%							
Gambling ( dice etc.)										
Buying and selling goods	2%	4%	4%				7%			5%
Other (specify)	65%	4%	3%	2%			7%		55%	10%

Those with no income at all were likely to be receiving food parcels and donations or getting by with other sources of income. Farming was significantly high for those earning between R7000 and R10000.

	Please indicate all your household sources of income from the following list?							
Respondent age:	Salary /wages	Pensions/grants / UIF	Farming	Donations	Betting (lotto, horse racing etc.)	Gambling ( dice etc.)	Buying and selling goods	Other (specify)
Younger than 18 years	1%	1%			33%			1%
18 – 24 years	11%	6%	8%	25%	67%		13%	11%
25 – 34 years	27%	16%	8%	13%			33%	31%
35 – 44 years	31%	15%	42%			50%	27%	19%
45 – 54 years	20%	15%	33%	38%		50%	17%	21%
55 – 64 years	9%	24%	8%	25%			10%	16%
65+ years	2%	22%						3%

Betting and gambling practices were common among the youth who were likely to be unemployed, while 25 – 34 year olds also had to find other ways of earning income.

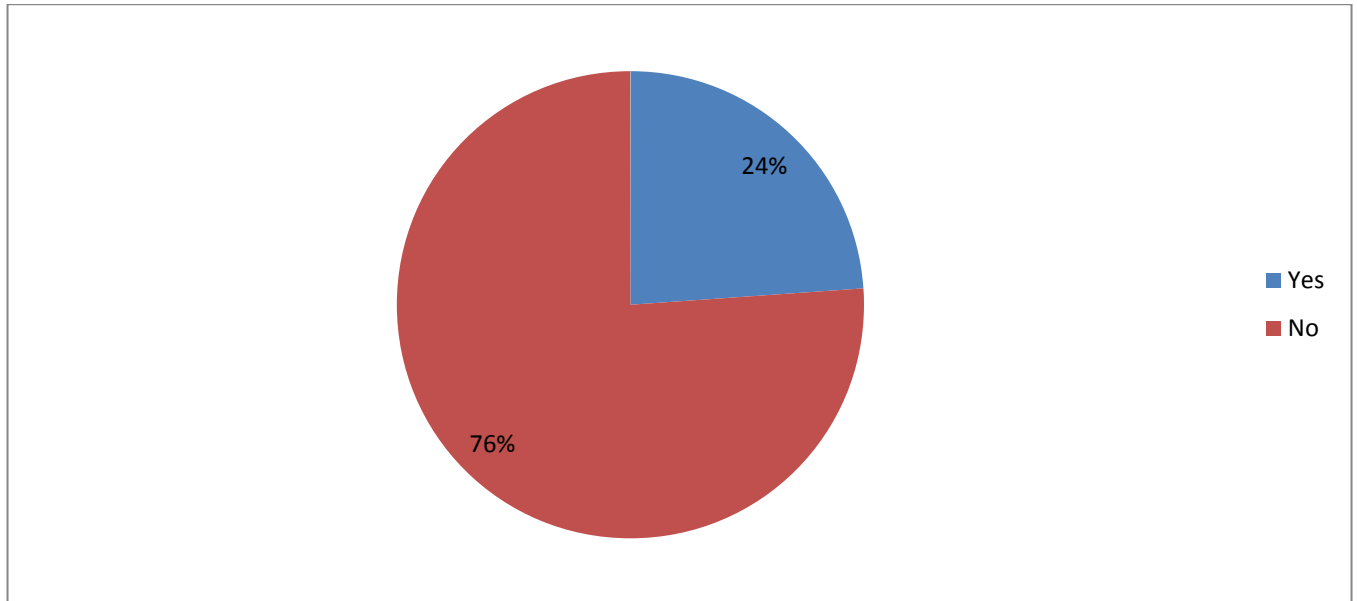
It is thereby recommended that responsible gambling messages be made available for the youth and also encourage the youth to participate in farming because there were only 16% youth who had income sources related to farming.

		Respondent gender	
		Male	Female
Please indicate all your household sources of income from the following list?	Salary /wages	34%	26%
	Pensions/grants / UIF	38%	53%
	Farming	1%	1%
	Donations	0.5%	1%
	Betting (lotto, horse racing etc.)	1%	0%
	Gambling (dice etc.)	0.5%	0%
	Buying and selling goods	3%	2.7%
	Other (specify)	21%	16%

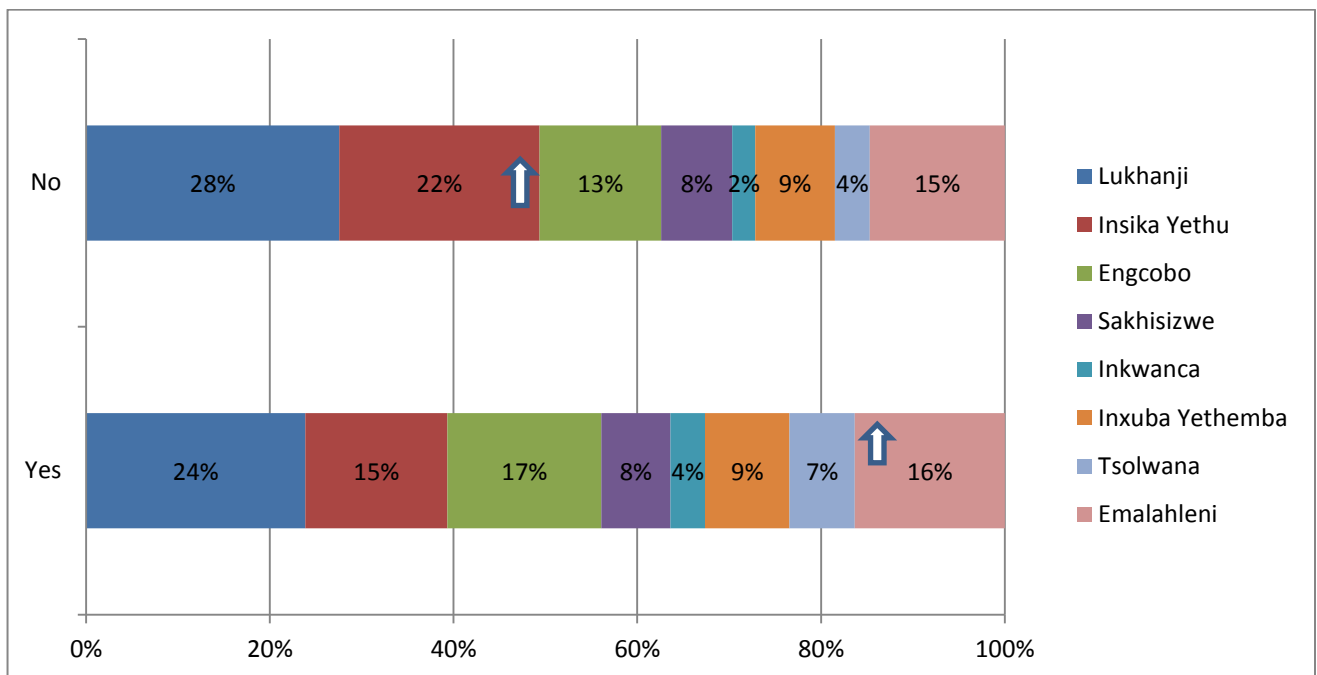
Male respondents were likely to be from households with salaries and wages, while female respondents were from households that depended mostly on pensions or grants.

## EDP ECONOMIC DEVELOPMENT: Local Economic Development

In your opinion, is the District Municipality sufficiently supporting and promoting economic development of the District?

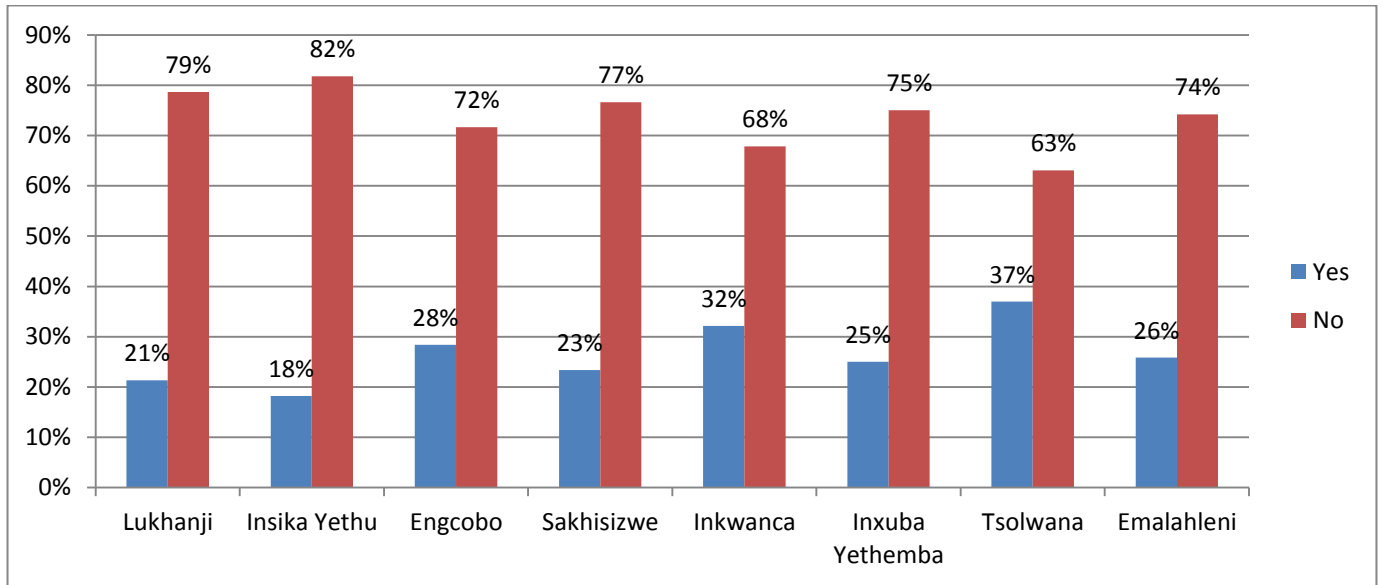


Just 1 in 4 respondents attested that their district municipality was sufficiently supporting and promoting economic development. A chi-square test for independence was carried out to find out the extent thereof by local municipality and which local municipalities were significantly doing well in this regard.



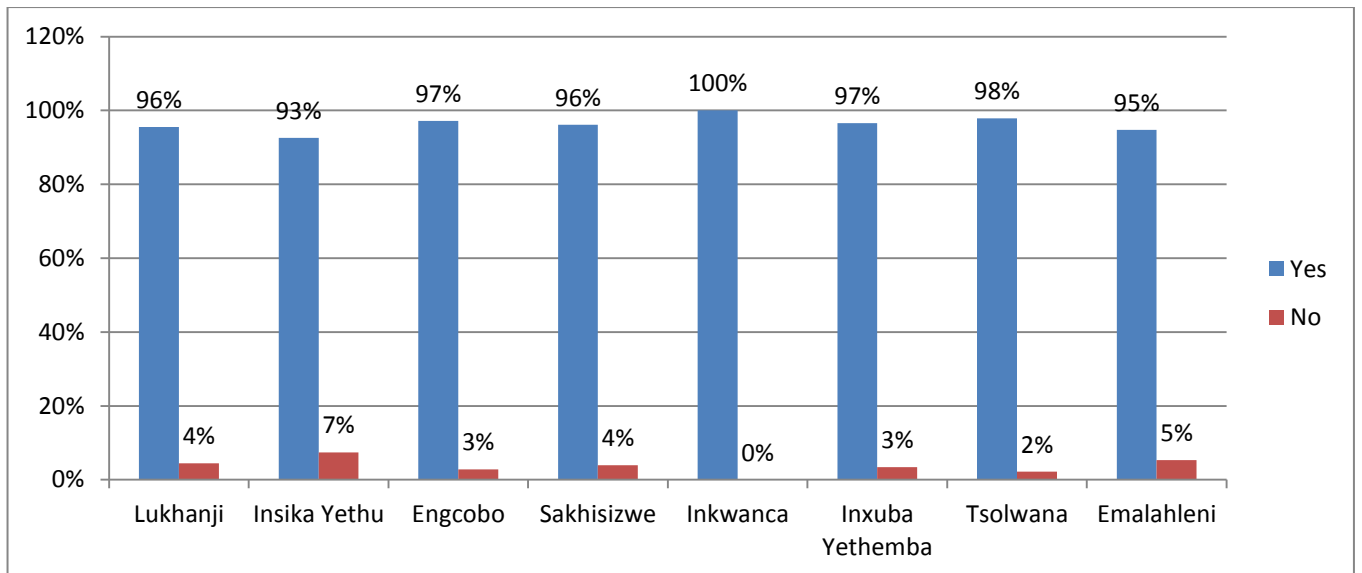


Insika Yethu respondents were more likely to say that their district municipality was not doing enough to support and promote economic development; this indicates an area of disgruntled residents in this regard. However, among those respondents who had witnessed the efforts, 7% were happy respondents from Tsolwana.



Findings indicate that there were no statistically significant differences across municipalities. All respondents were generally unhappy with the work done so far by the district municipality to provide and stimulate economic development activities. The next question was on job creation.

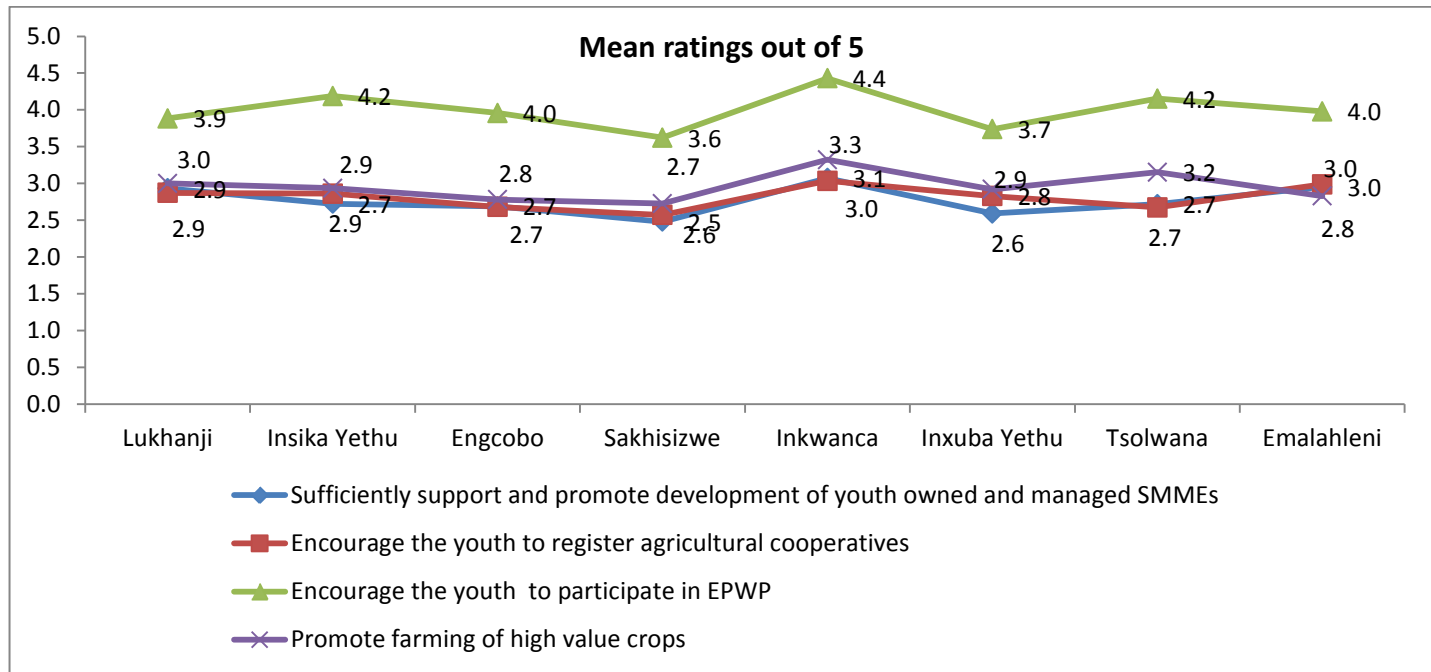
**Do you think the District Municipality should do more in terms of job creation?**



All respondents across the district shared the same sentiments that job creation is an urgent matter in the in tray.

## SMALL BUSINESS ENTERPRISE DEVELOPMENT (SMME DEVELOPMENT)

On a scale of 1 to 5 where 1 means strongly disagree and 5 means strongly agree, to what extent would you say the District Municipality programmes ...



The highest rating for the four attributes was that the district municipality was encouraging the youth to take part in EPWP. To confirm the earlier finding on sources of income where there were fewer youth in farming activities, respondents indicate that there has been little done by the district municipality to encourage the youth to do farming. The next set of questions solicited the levels of awareness of farming programmes.

### Are you aware of the following programmes by the district municipality?

	Yes	No
Agro-processing e.g. cheese production	11%	89%
Training livestock farming particularly goats and cattle	15%	85%
High value crop production e.g. hydroponics and bio-fuels	13%	87%
Irrigation schemes	26%	74%
Building and management of sheep shearing sheds	24%	76%

The lowest level of awareness programmes was recorded for agro processing while irrigation schemes had garnered the most popularity among respondents.

		Municipality							
		Lukhanji (267)	Insika Yethu (203)	Engcobo (141)	Sakhisizwe (77)	Inkwanca (28)	Inxuba Yethemba (88)	Tsolwana (46)	Emalahleni (151)
Agro-processing e.g. cheese production	Yes	14%	9%	11%	8%		8%	17%	10%
	No	86%	91%	89%	92%	100%	92%	83%	90%
Training livestock farming particularly goats and cattle	Yes	21%	11%	16%	8%	14%	9%	20%	12%
	No	79%	89%	84%	92%	86%	91%	80%	88%
High value crop production e.g. hydroponics and bio-fuels	Yes	19%	11%	13%	9%		11%	20%	11%
	No	81%	89%	87%	91%	100%	89%	80%	89%
Irrigation schemes	Yes	33%	24%	23%	19%	14%	33%	39%	20%
	No	67%	76%	77%	81%	86%	67%	61%	80%
Building and management of sheep shearing sheds	Yes	28%	21%	24%	13%	14%	20%	39%	25%
	No	72%	79%	76%	87%	86%	80%	61%	75%

Building and management of sheep shearing sheds was most likely to be known in Tsolwana with the lowest awareness levels thereof recorded in Sakhisizwe.

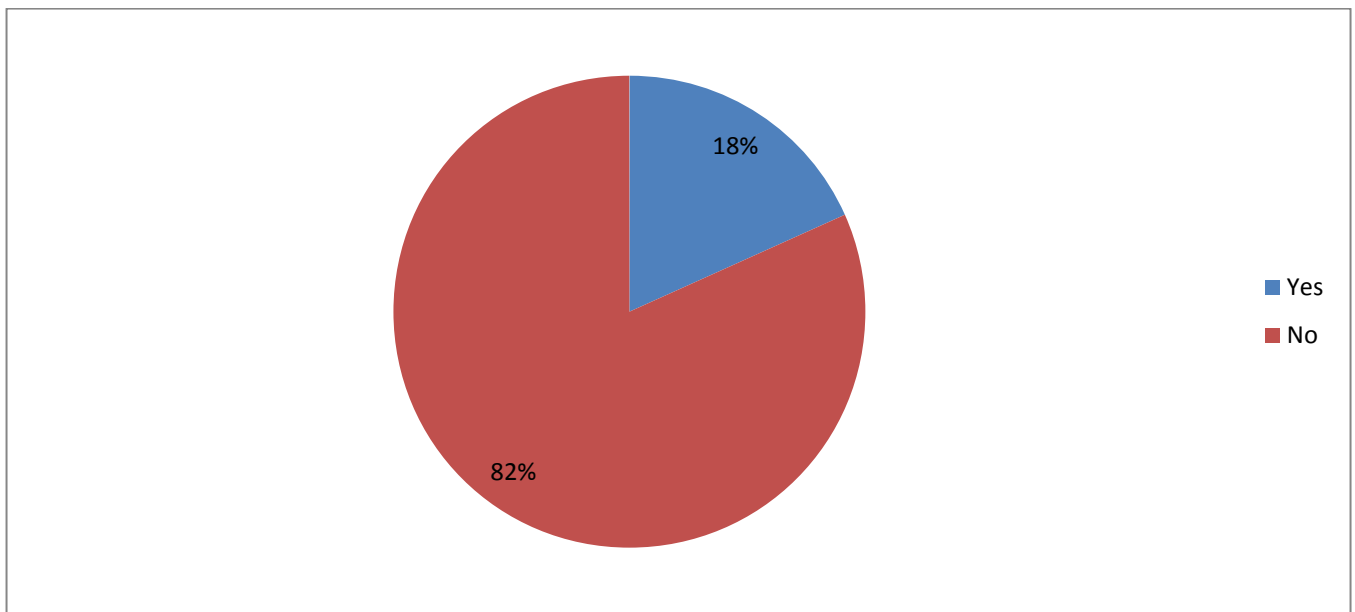
### Specific ideas on how the municipality can grow the economy and create jobs

- Activate the vandalised buildings and create jobs
- Agricultural projects, provide internship
- Baking projects
- Bring projects and help youth with capital
- Build more factories for uneducated youth
- Build workshops for the community
- By building where we can knit and sell our products
- Creating irrigations schemes
- Do knitting projects for the youth
- Employ people for street cleaning
- Give community financial funds to start projects
- Give women funds and equipment to run their clothing manufacturing projects
- The municipality can grow the economy through agricultural projects
- The Municipality should build sheep shearing sheds and establish the irrigation scheme
- Allocate tenders to locals
- Provide workshops and encourage youth programmes

- Establish Quarry mining e.g at Emalahleni Municipality
- Re-open old businesses
- Provide skills training
- Brick making projects

## COMMUNITY SERVICES - MUNICIPAL SPORTS FIELDS AND STADIUMS

**Have you or a member of your family used a municipal sports field or stadium in the last 6 months?**



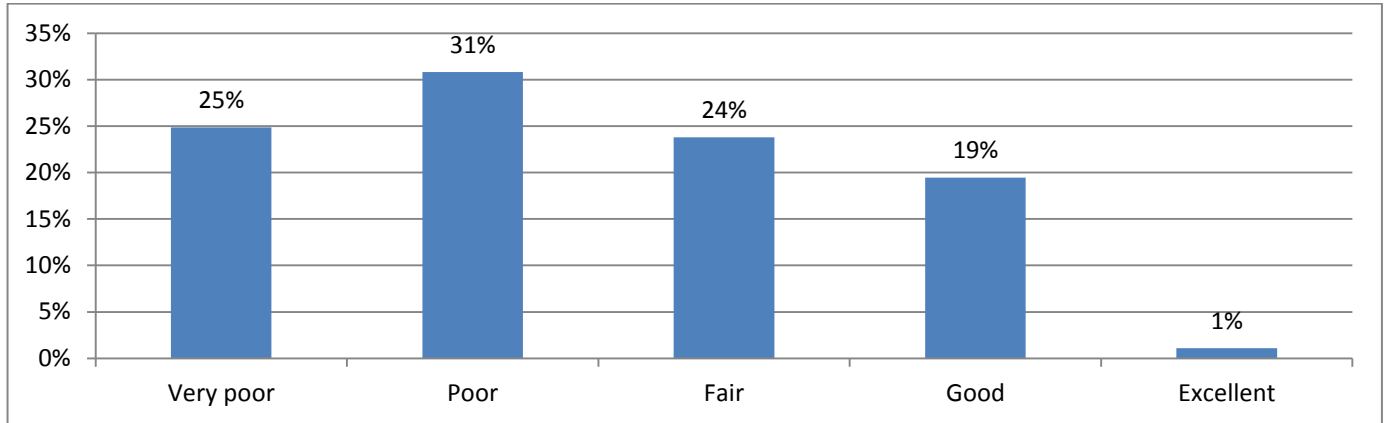
Just less than a fifth of respondents had used municipal sports fields or stadiums in the preceding 6 months.

**If yes, How often did a member of your household make use of municipal sports fields, or stadiums in the last 6 months?**

Once	Twice	At least 3 Times	More than 5 times
22%	38%	20%	20%

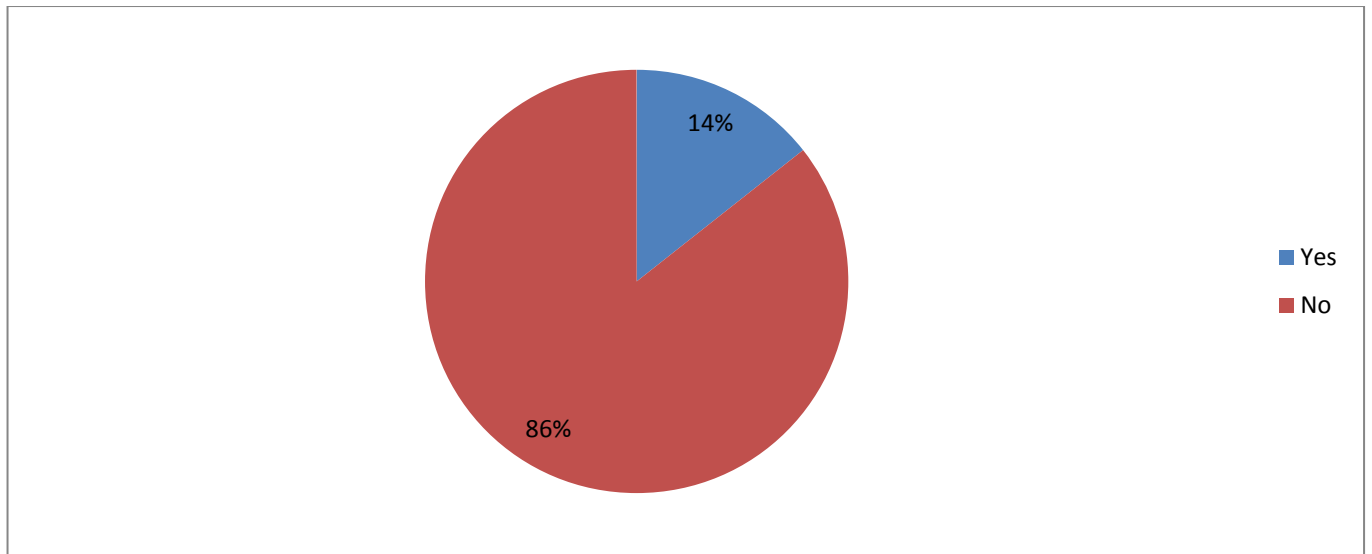
Sixty percent of those who had used the municipal sports grounds had used them once or twice.

**How would you rate the maintenance of municipal sports fields or stadiums by your municipality?**



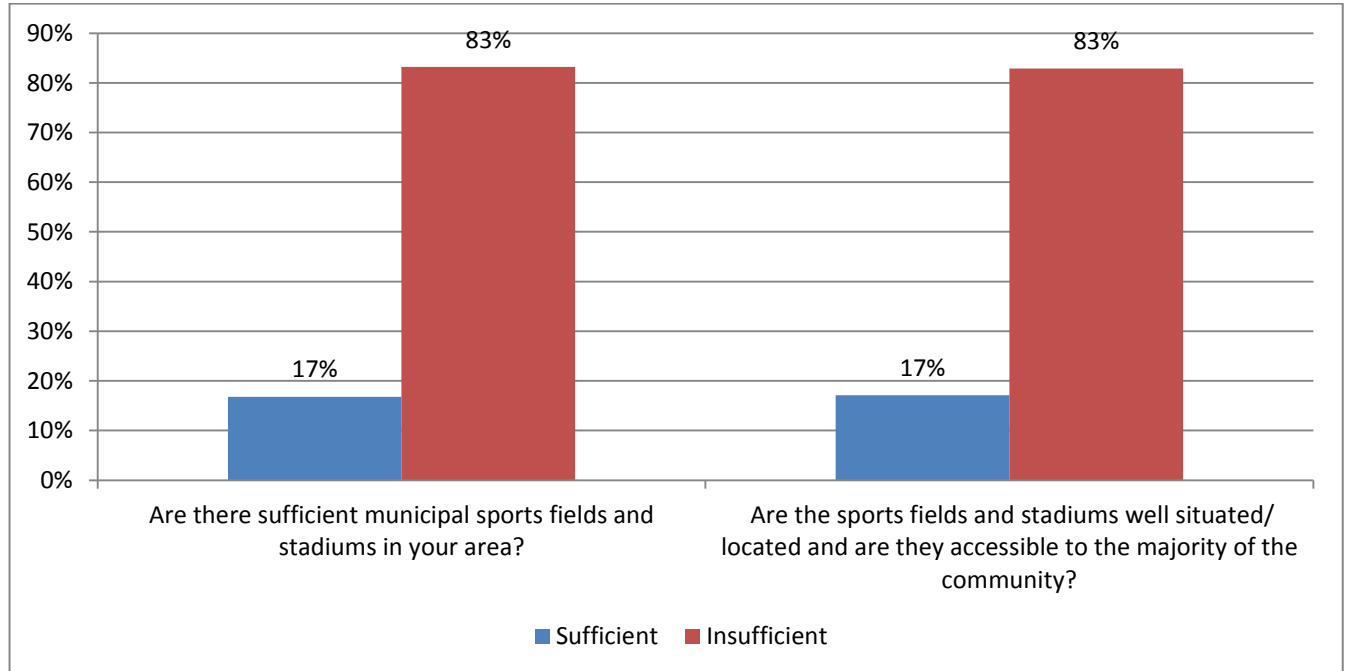
Fifty six percent of those who had used the sports fields rated them as very poor or poor.

**Have you had a complaint in the last 6 months regarding municipal sports fields or stadiums?**



Fourteen percent of respondents had a complaint regarding sports fields in the previous 6 months.

**In your opinion, are there sufficient municipal sports fields and stadiums in your area?**



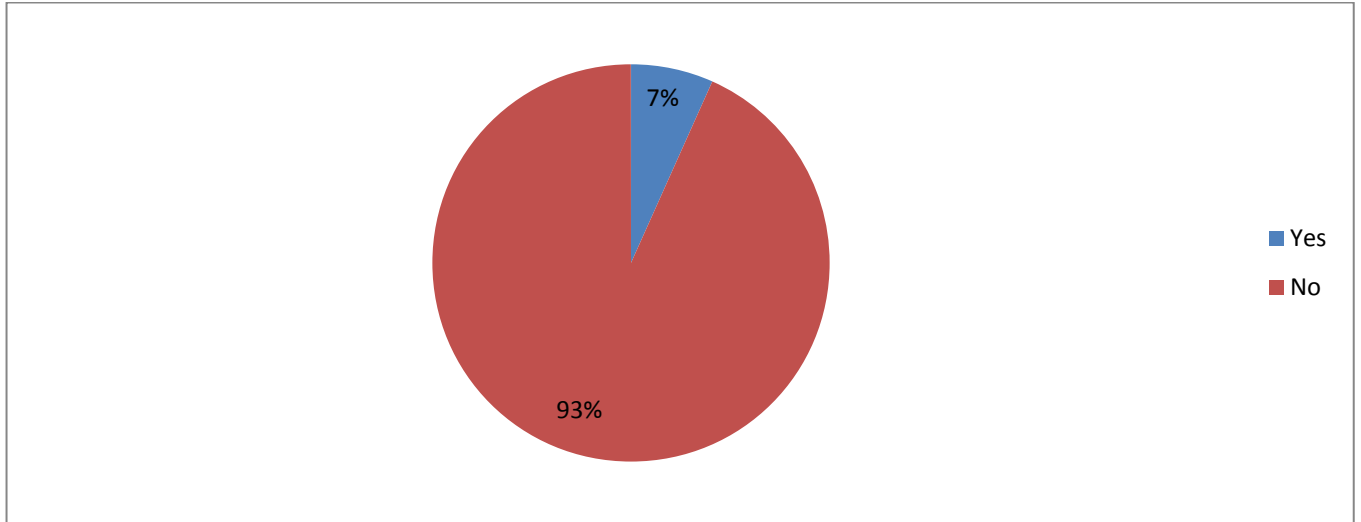
There was a general consensus that municipal sports fields were not enough and were found in inconvenient places. .

**Suggestions on how to improve municipal sports fields and stadiums in your area.**

- A job well done just in need of sanitation
- Adding other sport code fields
- Also accommodate people with disabilities in stadiums
- Build a stadium that will accommodate everyone
- Renovate the existing stadiums and clean it regularly
- Build grand stands for people to seat when watching a match as well as sheds
- Build play grounds
- Build recreational areas
- Build sports fields and stadiums and a creche for the children
- Have tuckshop, shelter, sufficient lights, and tight security
- Our sports field should have palisade fencing
- Planting lawn in the sports fields
- Provide equipment for sports fields
- Encourage the youth to participate in sport activities

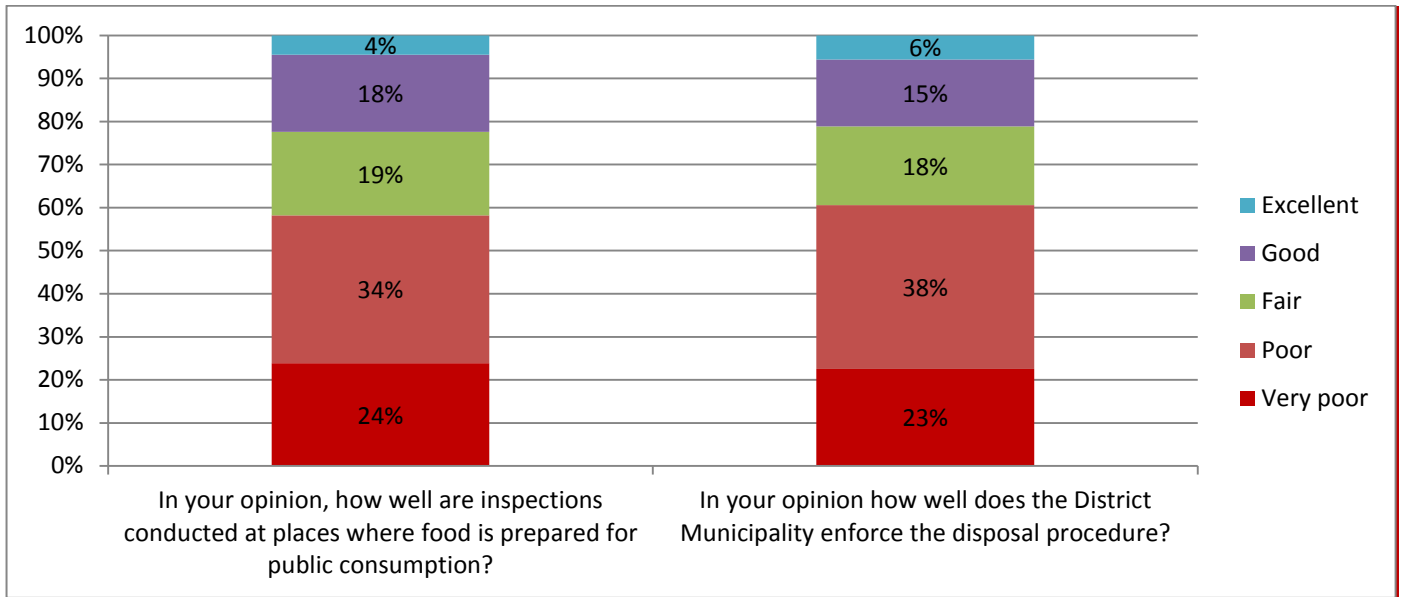
## ENVIRONMENTAL HEALTH

**Are you aware of environmental health inspections and food disposal processes?**



There were very low levels of awareness of health inspections and food processes among household respondents.

**If yes, In your opinion, how well are inspections conducted at places where food is prepared for public consumption?**



Inspections were not being thoroughly done and there were no statistically significant difference across the district.

**Suggestions that you would like to make regarding improving disposal procedures**

- Awareness campaign is required
- Bring inspectors to the community
- Monitor public food outlets more often to ensure products are sold before expiry date
- Educate people about disposal procedures and hire more health inspectors
- Educate the public on environmental health as not aware
- Employ more cleaners so that there would be a clean and comfortable atmosphere
- The inspectors should visit food outlets regularly



## WASTE MANAGEMENT: REFUSE REMOVAL

**Are you aware of the District Municipality's efforts to assist local municipalities in waste management programmes such as (recycling, street sweeping and landfill sites management)?**

	Yes	No
a) Recycling	28%	72%
b) Street sweeping	35%	65%
c) Landfill sites management	44%	56%

Landfill sites management and street sweeping were more popular among respondents than recycling of waste material.

**How would you rate the District Municipality's efforts in assisting local municipalities in waste management programmes?**

	Very poor	Poor	Fair	Good	Excellent
d) Recycling	40%	30%	15%	9%	5%
e) Street sweeping	33%	22%	23%	15%	6%
f) Landfill sites management	33%	13%	28%	18%	8%

Of those who were aware of the recycling activities, street sweeping and landfill sites management, they rated the performance of the programs just fair (15%, 23% and 28% respectively) or below fair.

**Do you have any suggestions on how to improve refuse removal provision to your home?**

- Establish landfills
- Provide a truck to collect waste on a weekly basis
- Provide with big dustbins free refuse bags
- Bring these programmes in our villages because we only see them in big towns
- Employ people to participate in recycling
- Employ street sweepers
- Introduce and educate the public on cleaning programs

**ACCESS TO FREE BASIC SERVICES: Do you access the following free basic services?**

	Yes	No
a) Free water	72%	28%
b) Sanitation	66%	34%

7 in 10 households had access to free water and 2/3 had access to free sanitation. There were significant differences in the proportions of households with access to free water or sanitation.

		Lukhanji (267)	Insika Yethu (203)	Engcobo (141)	Sakhisizwe (77)	Inkwanca (28)	Inxuba Yethemba(88)	Tsolwana (46)	Emalahleni (151)
Free water	Yes	65%	91%	80%	73%	93%	19%	72%	75%
	No	35%	9%	20%	27%	7%	81%	28%	25%
Sanitation	Yes	60%	75%	77%	73%	93%	20%	72%	74%
	No	40%	25%	23%	27%	7%	80%	28%	26%

Inxuba Yethemba had the highest number of households without free water and sanitation services while Insika Yethu had higher numbers of households with access to free water and sanitation. Satisfaction levels with free basic services were investigated next.

**How satisfied are you with your access to free basic services from CHDM municipality?**

		Lukhanji (267)	Insika Yethu (203)	Engcobo (141)	Sakhisizwe (77)	Inkwanca (28)	Tsolwana (46)	Emalahleni (151)
Water	Very dissatisfied	16%	23%	38%	10%	7%	9%	32%
	Somewhat dissatisfied	10%	17%	16%	5%	7%	9%	11%
	Neither satisfied nor dissatisfied	8%	7%	5%	6%	11%	9%	3%
	Somehow satisfied	13%	19%	17%	22%	21%	11%	13%
	Very satisfied	21%	32%	12%	29%	46%	35%	23%
	Don't know / not applicable	31%	3%	11%	27%	7%	28%	19%
Sanitation	Very dissatisfied	19%	36%	30%	14%	11%	11%	32%
	Somewhat dissatisfied	10%	8%	14%	10%	11%	2%	11%
	Neither satisfied nor dissatisfied	8%	6%	4%	5%	11%	4%	4%
	Somehow satisfied	15%	25%	25%	19%	18%	24%	13%
	Very satisfied	15%	18%	16%	23%	43%	30%	21%
	Don't know / not applicable	32%	6%	11%	27%	7%	28%	19%

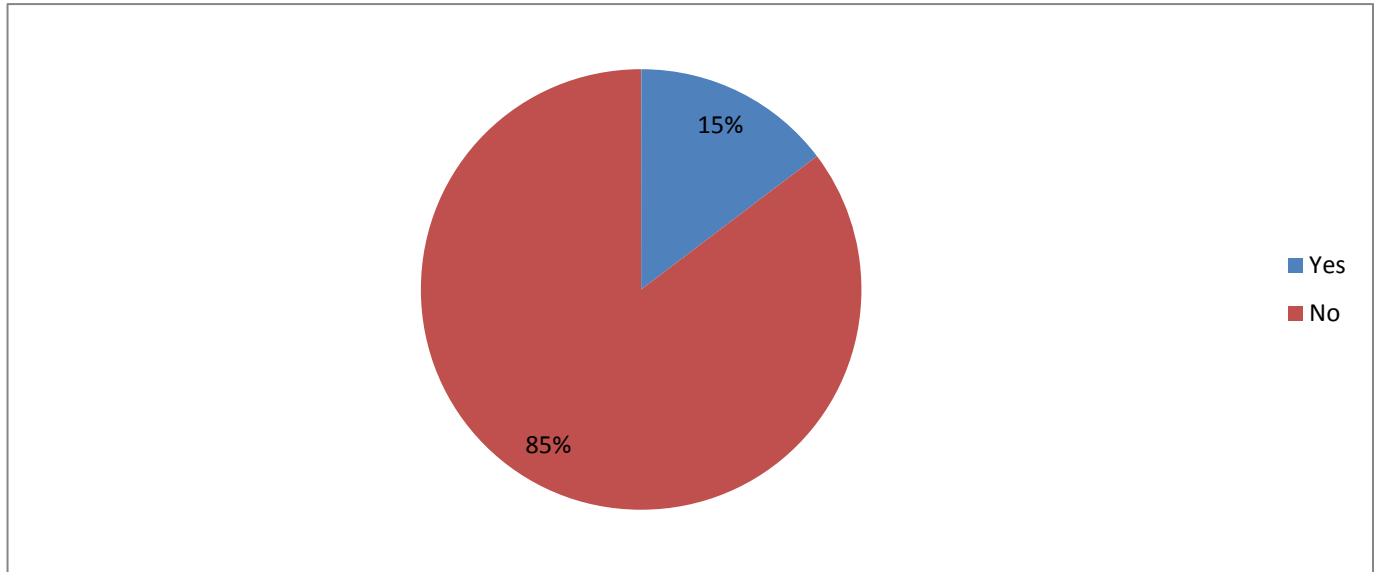
Engcobo residents were more dissatisfied with the provision of free basic water than everyone else. The researchers observed that some of taps and water pipes were not in working condition. The pit toilets in the communities had become redundant because age and some households were still waiting for the promised sanitation facilities, to which end they also added that there was no communication from the municipality.

### **Suggestions on how to improve provision of free basic services**

- Assess the area and bring water system and sanitation services to people
- Build flushable toilets
- Build new toilets
- Inform the public about impending water interruptions
- Change water pipe system and sewage toilets
- Use effective chemicals to purify water
- Every household should own a tape or reduce the number of households per tape
- Fast response to blocked sewerage
- Municipal must pay for drainage / toilets not connected to the drainage system
- Municipal should provide the community with tanks
- The community is sometimes required to donate money to fix tapes of which this is meant to be done by the municipality
- Water engines should use electricity because when the diesel runs out we go for up to a week without water
- The flushing toilets are not finished the pipes need to be connected to the sewer
- Upgrade sanitation
- Water is scarce because they take ages to fix the engine
- We need these free services because we are poor and the community communicates all the time but nothing is done
- We pay for water services, they are not free

## COMPLAINTS REGARDING COMMUNITY SERVICE

Have you had any complaint regarding community services?

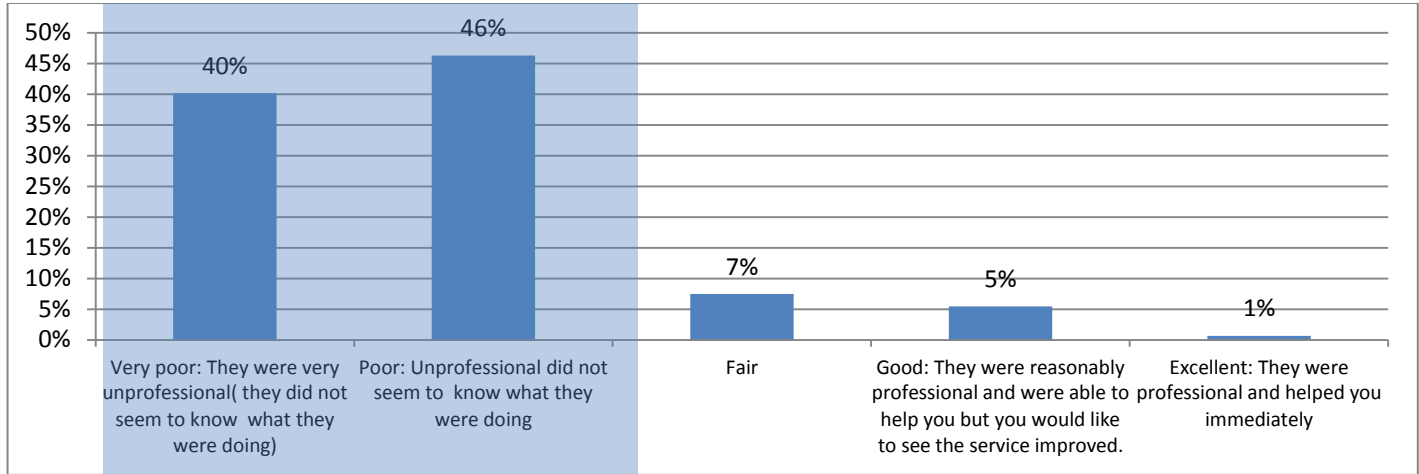


There were fewer complaints regarding community services.

		Lukhanji (267)	Insika Yethu (203)	Engcobo (141)	Sakhisizwe (77)	Inkwanca (28)	Inxuba Yethemba (88)	Tsolwana (46)	Emalahleni (151)
Have you had any complaint regarding community services?	Yes	20%	19%	15%	10%	0%	11%	4%	10%
	No	80%	81%	85%	90%	100%	89%	96%	90%

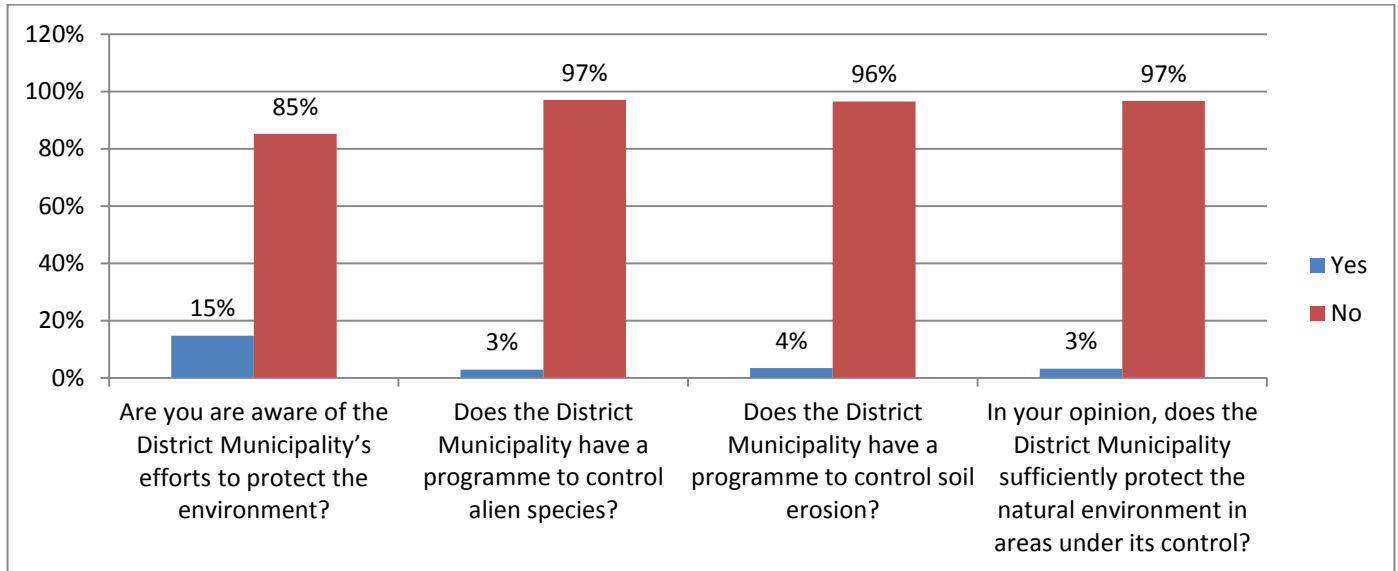
Inkwanca respondents had not complained about community services.

**If yes, what was the response from the District Municipality? For example, was the complaint satisfactorily addressed and were you called with a follow up to let you know the problem has been addressed?**



Eighty six percent of respondents rated the service they got when they complained as poor. There were significant differences across the district indicating that the service was generally poor in all the municipalities.

## ENVIRONMENTAL PROTECTION AND CLIMATE CHANGE



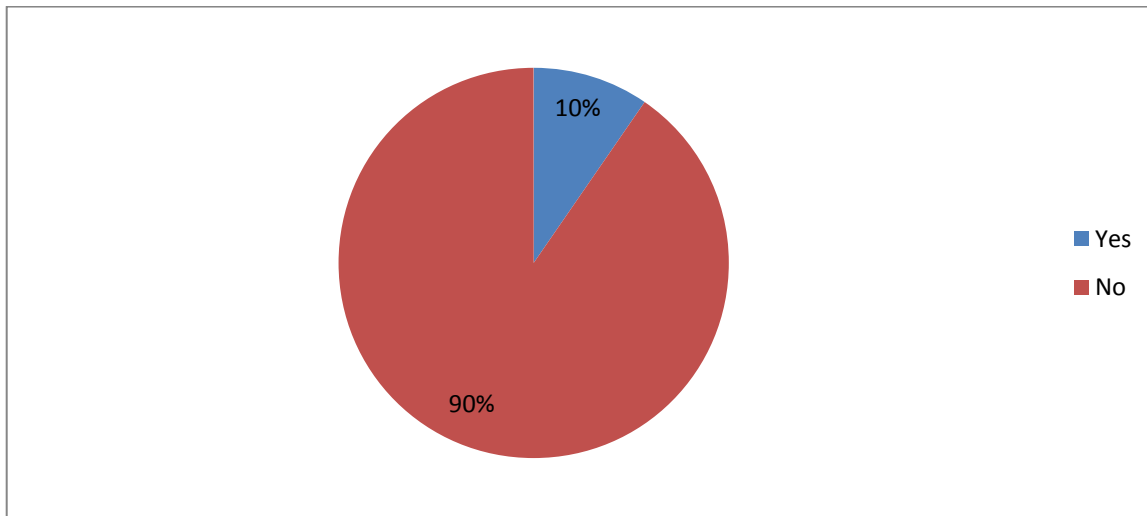
There were low awareness levels of the efforts by the district municipality to protect the environment and even lower proportions of respondents who were aware of programmes to control alien species, soil erosion and sufficiency of programmes to protect the environment. These sentiments were similar across the district indicating an area of improvement by the district municipality.

**Does the District Municipality have programmes aimed at mitigating the impact of changes in rainfall patterns?**

	Yes	No	Don't know
Drought	3%	39%	58%
Floods	4%	41%	55%

The results above show that residents in the district were not aware of the natural disaster management programmes.

**Are you aware of the District Municipality's tree planting (greening) programme(s) in your area?**



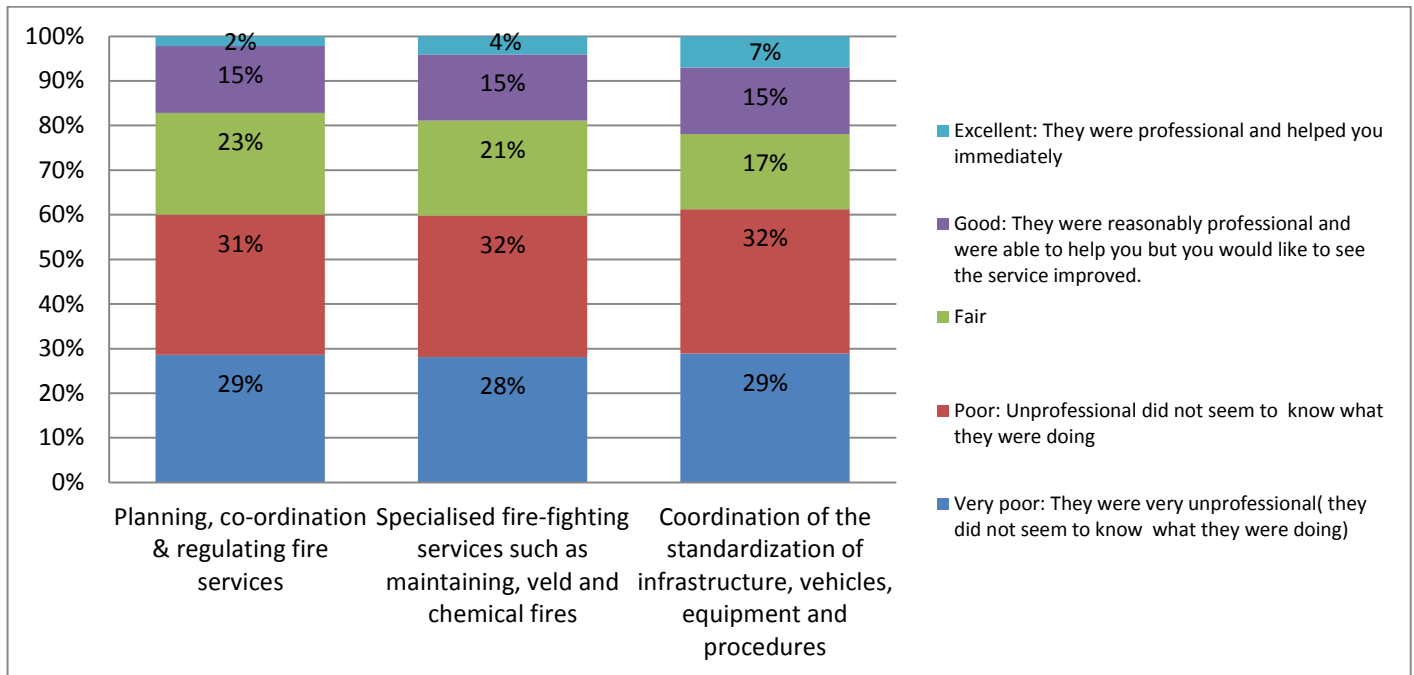
One in ten respondents testifies that they were aware of the tree planting programmes in their area.

**Suggestions regarding improving protection of the natural environment in your area**

- Plant more trees in our area
- Run awareness campaigns in communities
- Clean our area and plant more trees
- Educate the communities on environmental protection and climate change
- Cut grass
- Employ the resident of the community after educating them
- Hire people to plant trees
- Introduce planting programmes to control soil erosion
- People plant their own trees in their gardens

## PUBLIC SAFETY: FIRE SERVICES

How would you rate the CHDM on provision of fire protection services in terms of?



Seventeen percent of respondents rated the planning and coordination as good or excellent. The ratings generally indicated that there was a need for improvement.

**Have you had any contact with the fire services over the last 6 months?**

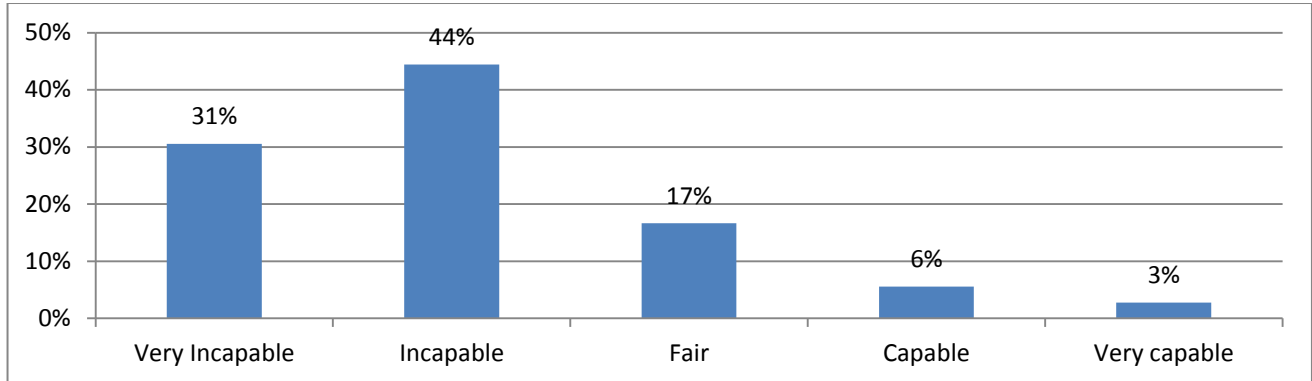
Yes	No
3%	97%

Just 3% had contacted the fire department in the previous 6 months.

**If yes, please specify the reason?**

- A neighbour had fire and they were very attentive to the matter
- Reported a fire outbreak but the services only came after 9hours
- There were so many cars that were burnt next to Whittlesea bridge but there was no fire service
- There was a house on fire and help didn't come

**In your contact with the fire services, how would you rate the capability of the staff?**



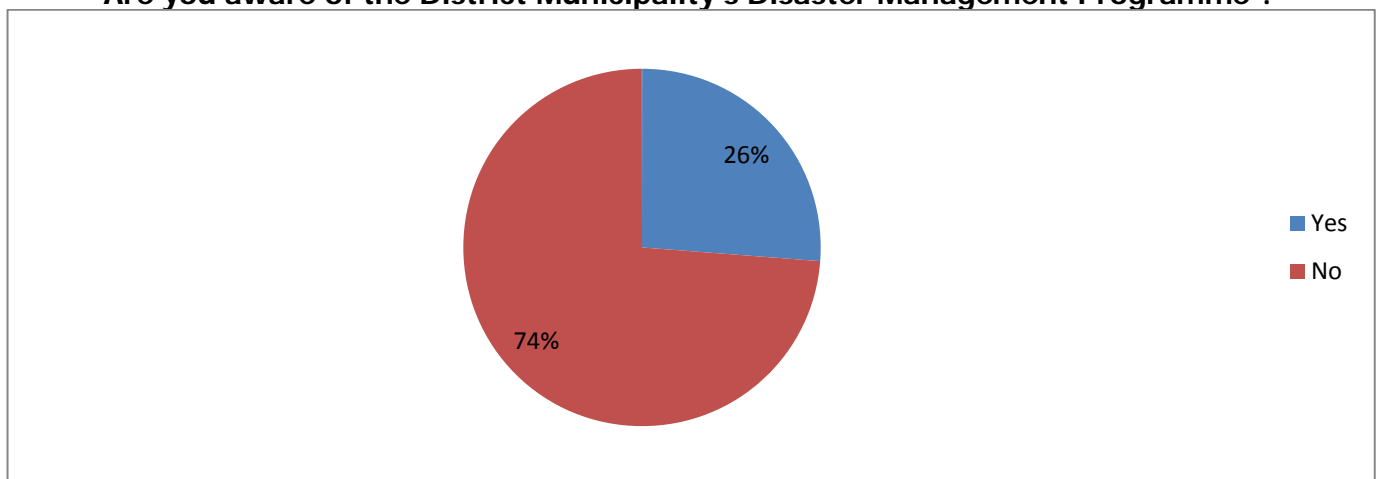
Of those that had contacted the fire department, 26% stated that staff were capable of handling their queries.

**Suggestions to make regarding improving service delivery in the fire services**

- Municipality should have fire service offices in our town
- Arrive immediately when a fire outbreak has been reported
- Awareness campaign is required
- Fire services is far from us only situated in Queenstown
- Provide fire station for Middleburg
- They should attend to our problems effectively

**DISASTER MANAGEMENT**

**Are you aware of the District Municipality's Disaster Management Programme ?**



Three quarters of respondents were not aware of the disaster management programmes.



**How would you rate the preparedness of CHDM in disaster management? Would you say that the municipality is?**

Very poorly prepared - does not have a plan in place at all	Poorly prepared- takes time to respond to disasters	Neither prepared nor unprepared	Somewhat Good / generally does a good job in responding to disasters	Excellent- responds to disasters very fast
29%	33%	9%	13%	16%

Twenty nine percent of respondents viewed the preparedness of the CHDM as good to excellent.

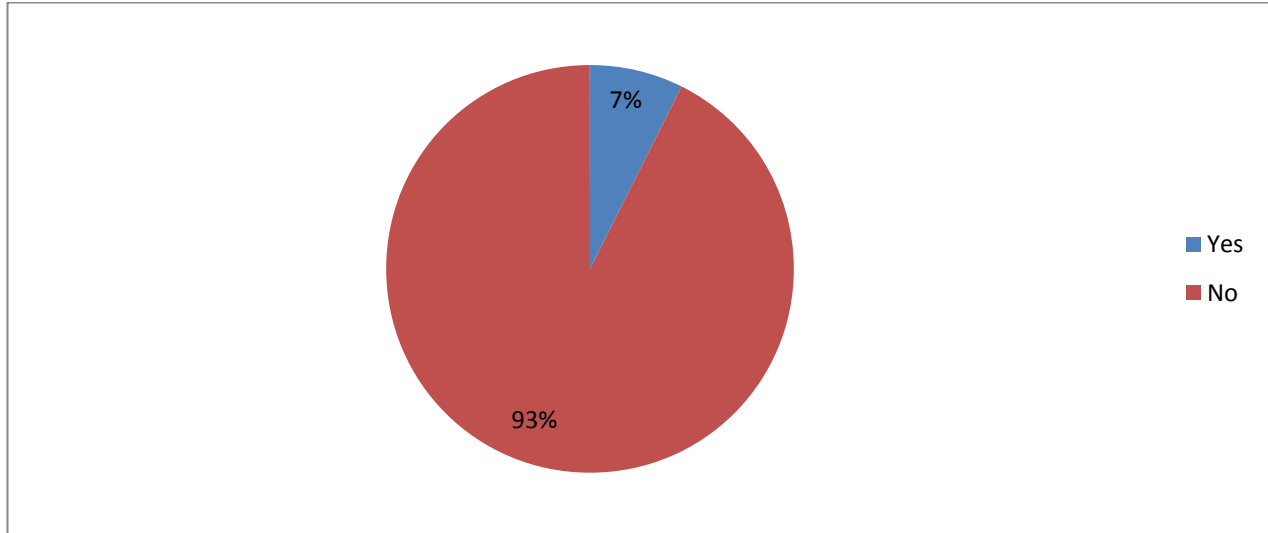
**Are there any suggestions that you would like to make regarding improving the Disaster Management Programme?**

- Be prepared and act fast when incidents are reported
- Bring offices of disaster management close to us
- Build houses for the community because shacks get destroyed easily
- Educate the community about this programme
- Inspect houses when disasters occur
- Fix the damages immediately after damages
- Government must be always prepared for unforeseen situations so that district can help people more who live in the rural areas effectively
- Municipal must be alert and monitor the area for impending disasters at all times

## INFRASTRUCTURE

### Roads Maintenance

Do you live in Cradock area?



Just 7% of respondents were from Cradock Area. The state of roads in Cradock was rated as good by more than half of the residents there (53%) while 47% stated that the state was bad. Forty nine percent attested that the municipality responds quickly to repairing the damaged roads while 51% stated otherwise.

**If you think about the conditions of the roads generally, does the municipality keep them in a:**

Very poor condition	Poor condition	Fair condition	Good condition but roads deteriorate before they are repaired	Excellent condition
5%	36%	31%	11%	17%

Seventeen percent of respondents thought roads were generally in an excellent condition while 11% stated they were just good.

**Have you had a complaint in the last 6 months regarding roads maintenance?**

Yes	No
8%	92%

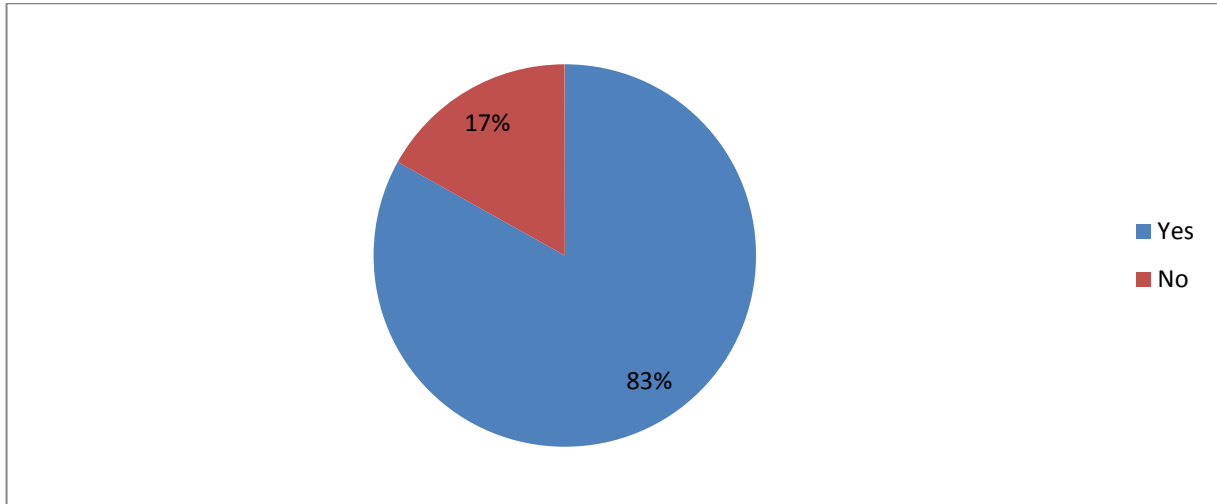
There were generally few complaints regarding the maintenance of roads.

**Suggestions on how to improve the state of roads in Cradock area**

- Be prompt with repairs
- Repair roads because they are in a bad condition

**WATER SUPPLY**

**Do you have access to clean piped water?**



Eighty three percent of households had access to clean piped water.

		Lukhanji	Insika Yethu	Engcobo	Sakhisizwe	Inkwanca	Inxuba Yethemba	Tsolwana	Emalahleni
Do you have access to clean piped water?	Yes	89%	80%	64%	96%	96%	95%	89%	77%
	No	11%	20%	36%	4%	4%	5%	11%	23%

Engcobo had the least number of households with access to clean piped water followed by Emalahleni. Most respondents complained that water infrastructure had not been repaired for a long time after breaking down and in some instances there was no piped water at all.

**In your opinion, how satisfied are you with the water service provided by the municipality?**

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
14%	17%	12%	38%	20%

		Lukhanji	Insika Yethu	Engcobo	Sakhisizwe	Inkwanca	Inxuba Yethemba	Tsolwana	Emalahleni
Do you have a water meter that is read monthly?	Yes	45%	4%	15%	36%	11%	81%	39%	26%
	No	55%	96%	85%	64%	89%	19%	61%	74%
Do you trust the cleanliness of the piped water for human consumption?	Yes	73%	60%	62%	73%	78%	81%	76%	75%
	No	27%	40%	38%	27%	22%	19%	24%	25%
Is the piped water supply to your home regular or does it get interrupted often?	Yes	45%	24%	39%	39%	52%	44%	34%	36%
	No	55%	76%	61%	61%	48%	56%	66%	64%
Have you had any complaints in the last three months regarding piped water supply?	Yes	19%	10%	10%	4%	7%	18%	10%	15%
	No	81%	90%	90%	96%	93%	82%	90%	85%
Do you receive your water bill on time?	Yes	31%	1%	10%	27%	11%	54%	27%	16%
	No	52%	3%	26%	56%	23%	66%	55%	45%
Is your water bill correct all the time?	Yes	48%	97%	74%	44%	77%	34%	45%	55%
	No	33%	3%	28%	44%	15%	51%	50%	28%

Insika Yethu and Inkwanca had the lowest proportions of households with water meters. Lukhanji residents had issues with the accuracy of the water bills.

### Suggestions for improving the provision of water

- Quality of water is good but account rates have gone up ever since the competence was transferred to the district municipality
- Be more efficient with delivering bills
- Bills must be checked before sent to people because meters are not checked
- Bring taps for every household
- Change water system supply
- Supply the community with water tanks for contingency purposes
- Inform us in advance if water provision will be interrupted
- Purify the water
- Taps must be accessible to every community member as people fight over the issue

## SANITATION

**What kind of toilet (sanitation) service does your household have access to?**

Flush Toilet/ Chemical	PIT (VIP)	Bucket Latrine	No Sanitation- self provided
44%	43%	1%	12%

Twelve percent of households had no access to proper sanitation, 1% was using a bucket latrine. Flush and Pit toilets were high at 87%. There were cases where the toilets were installed inside the house like Cala but not connected to the main sewer system, some would then resort to providing toilets for themselves. The toilets provided by the municipality were either too old for use or none had been provided at all.

**In your opinion, how satisfied are you with the sanitation service provided by the municipality?**

Extremely dissatisfied	Dissatisfied	Neither satisfied nor Dissatisfied	Somewhat Satisfied,	Extremely satisfied
23%	18%	12%	32%	16%

Sanitation services were satisfactory for close to half of the respondents while 41% were dissatisfied.

**Have you had any complaint in the last 6 months regarding sanitation service?**

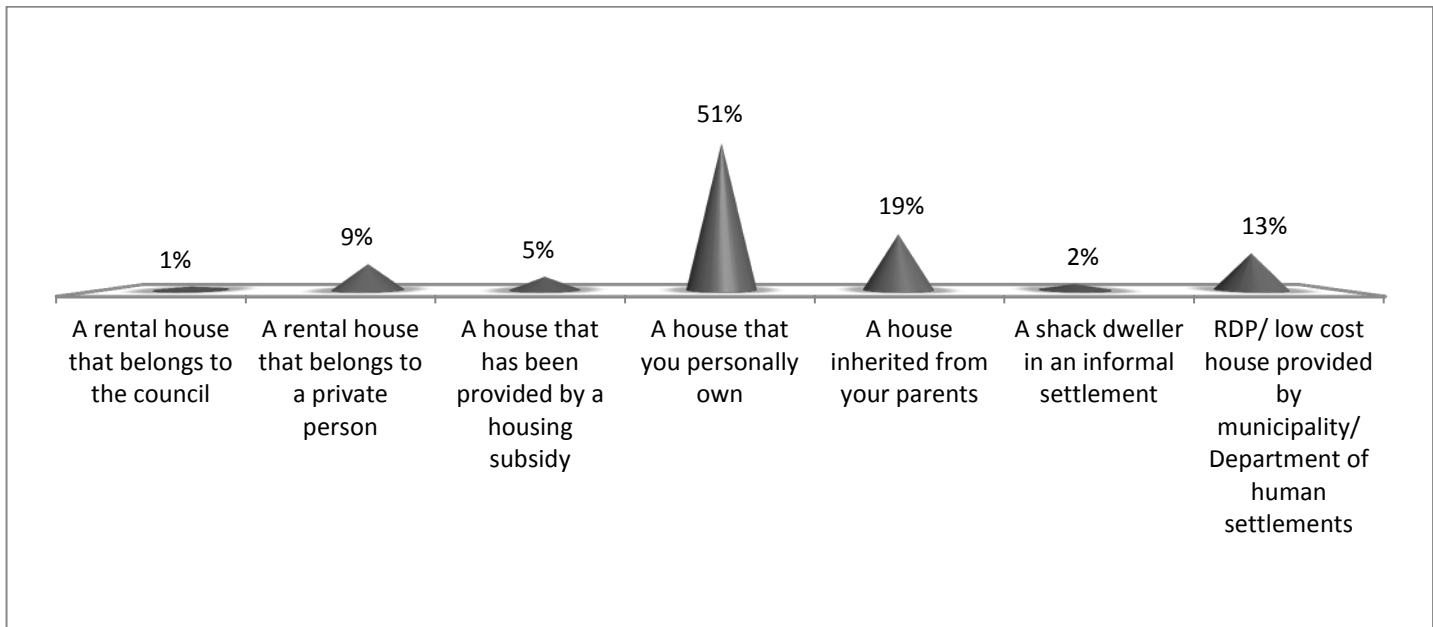
Yes	No
5%	95%

**If yes, do you have any suggestion for improving the service details?**

- Build toilets for people and ensure people receive what is rightfully theirs
- Municipal should drain sewerage for free because people do not have money to pay for drainage
- Municipality must upgrade sanitation
- Municipality should connect all toilets to the drainage system
- Toilets must be rebuilt or chemicals provided to clean them

## HOUSING

Which one of the following best describes your housing tenure?



Fifty one percent of participating households owned the houses they were staying in while 5% had a housing subsidy, 13% RDP housing, 10% renting and 2% were in informal settlements.

**In your opinion, how do you rate the CHDM on prioritising the provision of low cost houses?**

High	Medium	Average	Low
6%	17%	25%	51%

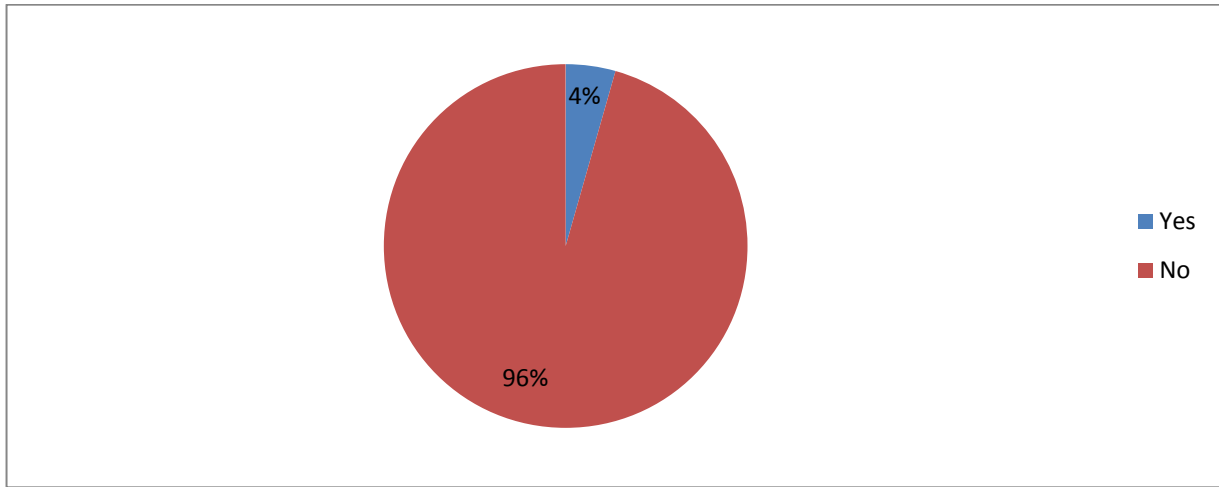
Less than a quarter of respondents (23%) indicated that the CHDM prioritized the provision of low cost housing while 51% state that the municipality did not seem to prioritize the provision of low cost housing

### Suggestions with regards to housing in the CHDM area

- Prepare database for houses and build proper houses for the communities
- Build RDP houses with bathrooms
- Build bigger houses with flushing toilets inside and a kitchen
- Build more houses for the youth
- Build subsidy houses for those who do not have it
- To provide the community with their title deeds
- Finish the houses that are still unfinished

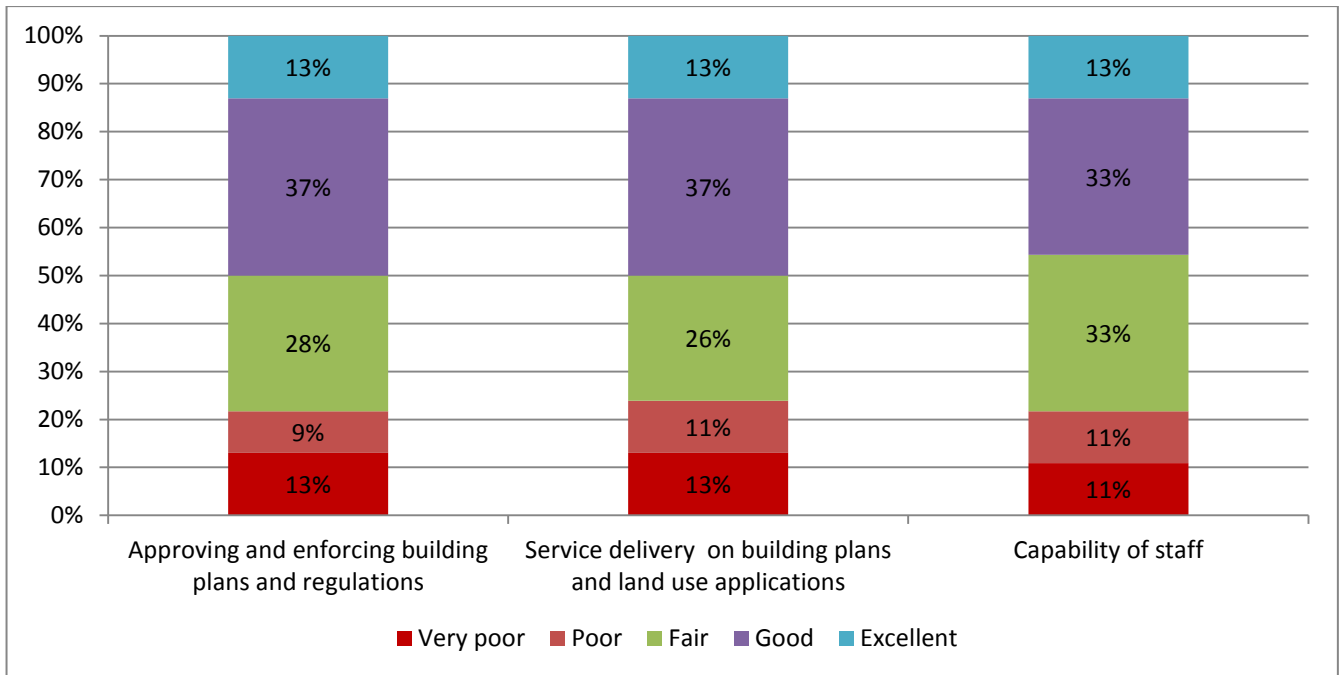
## BUILDING PLANS AND LAND USE APPLICATIONS

Have you submitted a building plan/ land use application in the last six (6) months?



Four percent of respondents had submitted a building plan in the preceding 6 months.

How would you rate the municipality building plans and land use applications on?



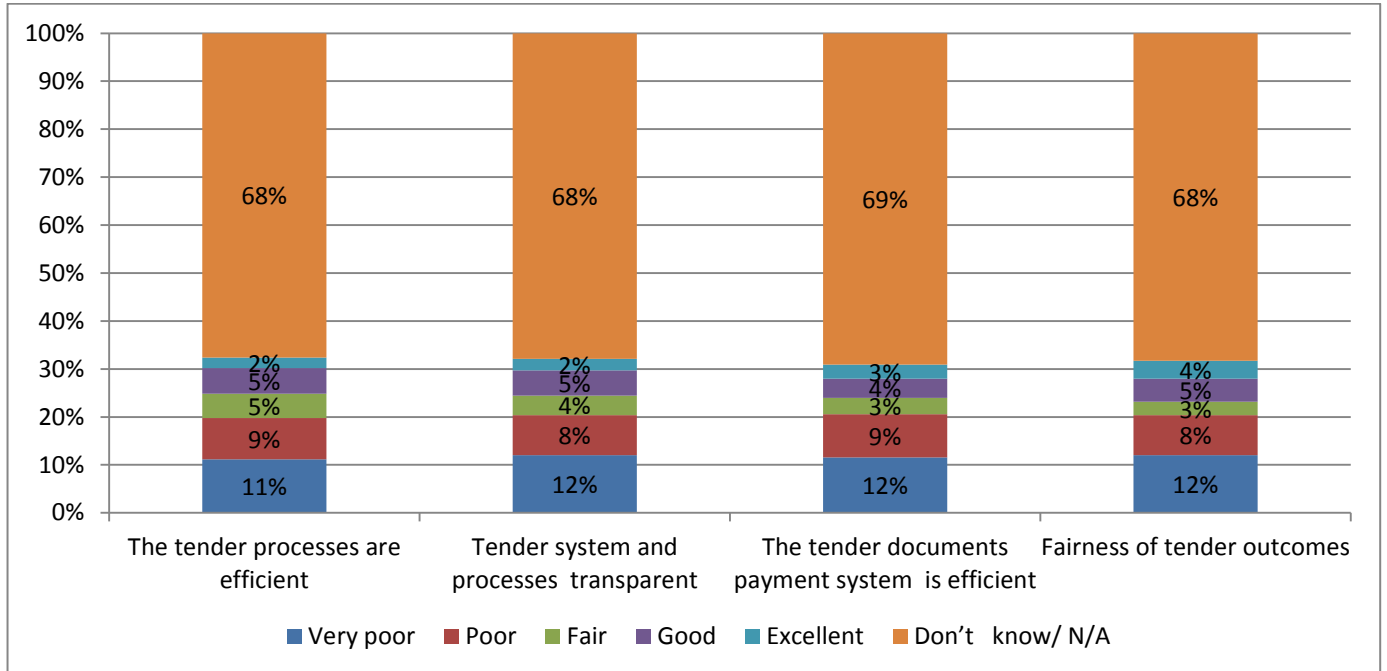
Approval of plans and regulations was rated as good or excellent by 50% of respondents who had submitted plans to the district municipality, a similar proportion had also rated general service delivery as good to excellent.

**Suggestions to make regarding improving service delivery in terms of building plans and land use applications**

- Use the land for helpful things like houses and farming

**BUDGET AND FINANCE**

**FINANCE DEPARTMENT: TENDER PROCESSES**



The majority of respondents (slightly more than 2/3) were not using the tender system.

**Suggestions regarding improving service delivery in terms of tender processes**

- Be more fair and transparent on tender process and don't give tenders to friends and family
- Educate all people of the community about tender processes



## OVERALL RATING OF CHDM

### Awareness

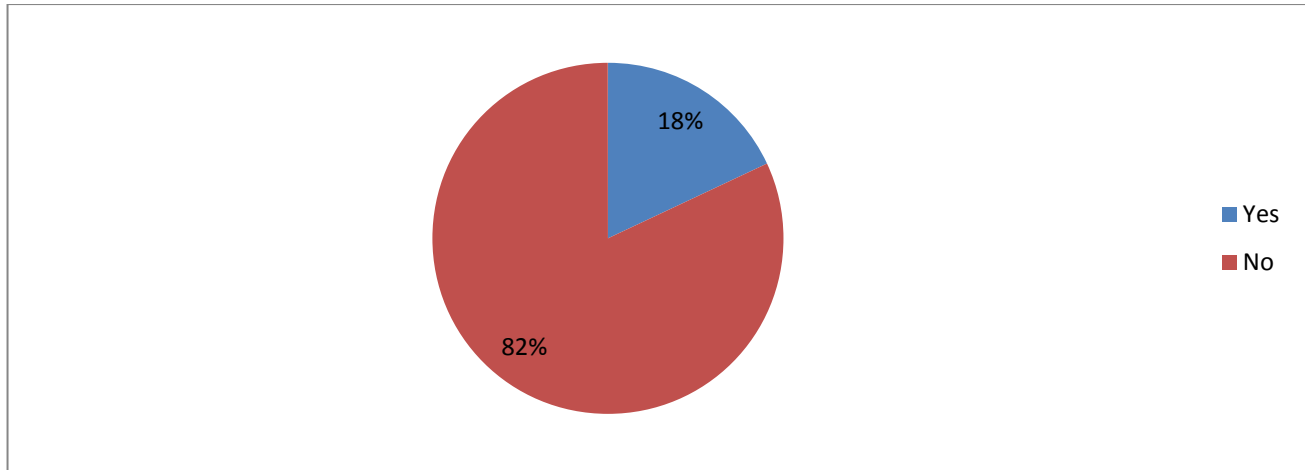
	Awareness	Usage	Not at all satisfied	Slightly satisfied	Moderately satisfied	Very satisfied	Completely Satisfied
Finance – responsible for budget and treasury	48%	93%	64%	22%	11%	3%	
Community services-responsible for , waste management, disaster management	99%	97%	49%	29%	14%	7%	1%
Infrastructure-responsible for roads maintenance, human settlements, water and sanitation	98%	98%	37%	29%	19%	15%	
Economic Development Plan (EDP) –responsible for Town Planning, LED	98%	96%	65%	17%	11%	6%	1%
Environmental health	16%	94%	70%	16%	7%	5%	2%

Awareness levels among the respondents were high for community services (99%), infrastructure (98%) and EDP (98%) while environmental health and finance were not very popular with 16% and 48% respectively. Among those respondents that were aware of the services, usage was relatively high for all services. However, satisfaction ratings among users were very low, with infrastructure having 34% of satisfied users.

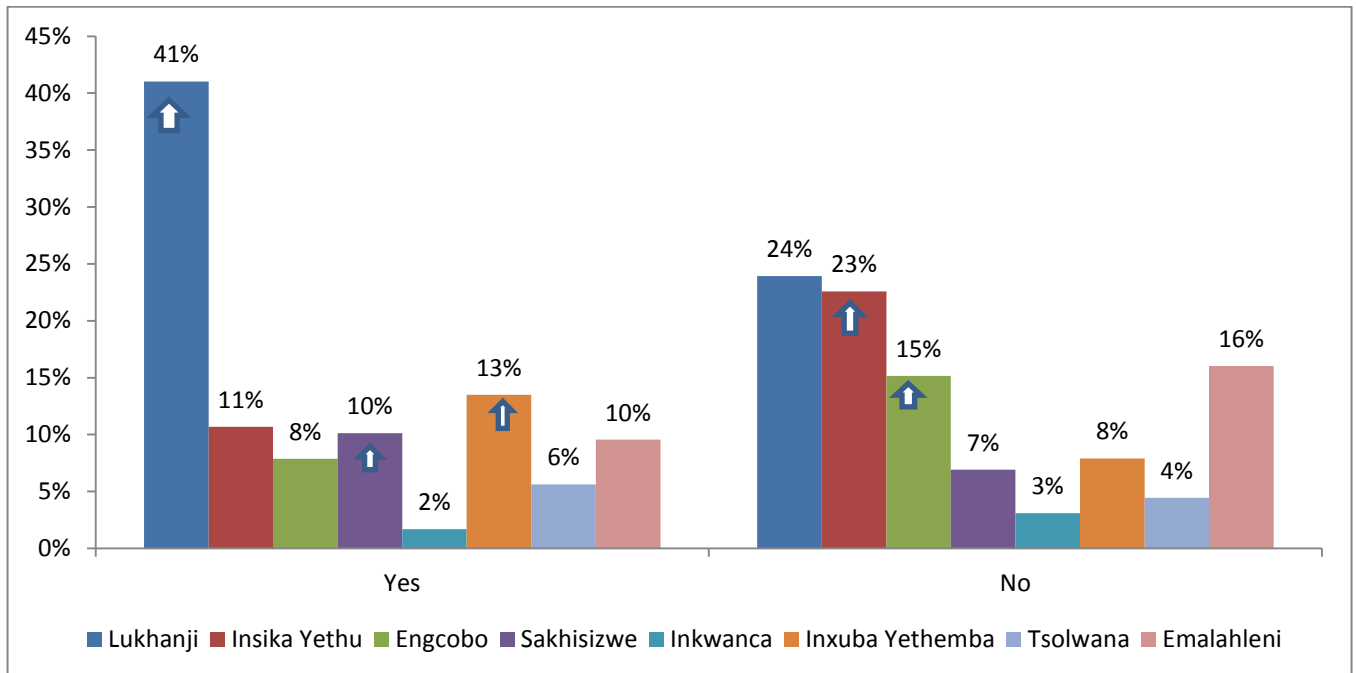
The key take out is that although usage of these services is high among respondents who are aware, more needs to be done to ensure satisfactory service is given to the users.

## INTERACTION WITH THE MUNICIPALITY

Have you dealt with CHDM Municipality during the past six months, either personally, telephonically, via email or regular mail?



Eighty two percent of respondents had not contacted the CHDM during the past six months.



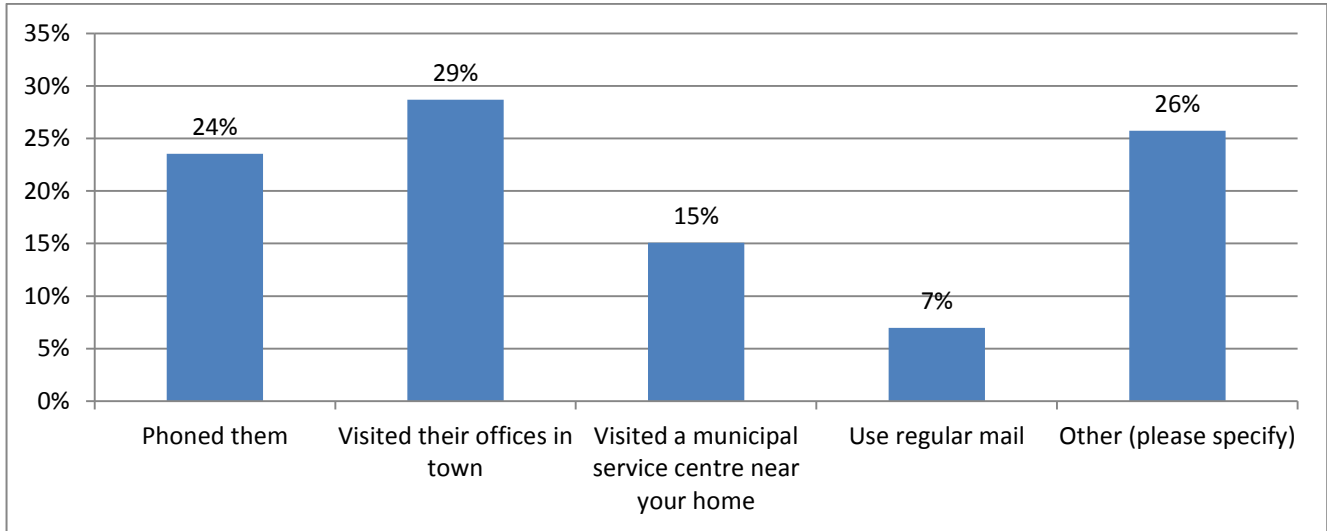
There were significantly higher proportions of respondents contacting the CHDM from Lukhanji (41%), Sakhisizwe (10%) and Inxuba Yethemba (13%). On the other hand Engcobo (15%) and Insika Yethu(23%) did not contact the municipality.

By age, these respondents are as follows;

	Municipality							
	Lukhanji	Insika Yethu	Engcobo	Sakhisizwe	Inkwanca	Inxuba Yethemba	Tsolwana	Emalahleni
Younger than 18 years	1%	1%	1%	1%	4%	0%	0%	1%
18 – 24 years	9%	10%	7%	12%	14%	10%	7%	8%
25 – 34 years	17%	26%	18%	29%	18%	34%	33%	19%
35 – 44 years	20%	11%	27%	19%	25%	30%	24%	25%
45 – 54 years	13%	21%	20%	16%	14%	16%	22%	22%
55 – 64 years	23%	22%	17%	14%	14%	8%	9%	12%
65+ years	17%	10%	10%	9%	11%	2%	7%	13%

It is noteworthy that Lukhanji municipal offices were frequented by pensioners (40%) while Engcobo, Inxuba Yethemba and Emalahleni offices were more likely to serve youth between 25 and 44 years.

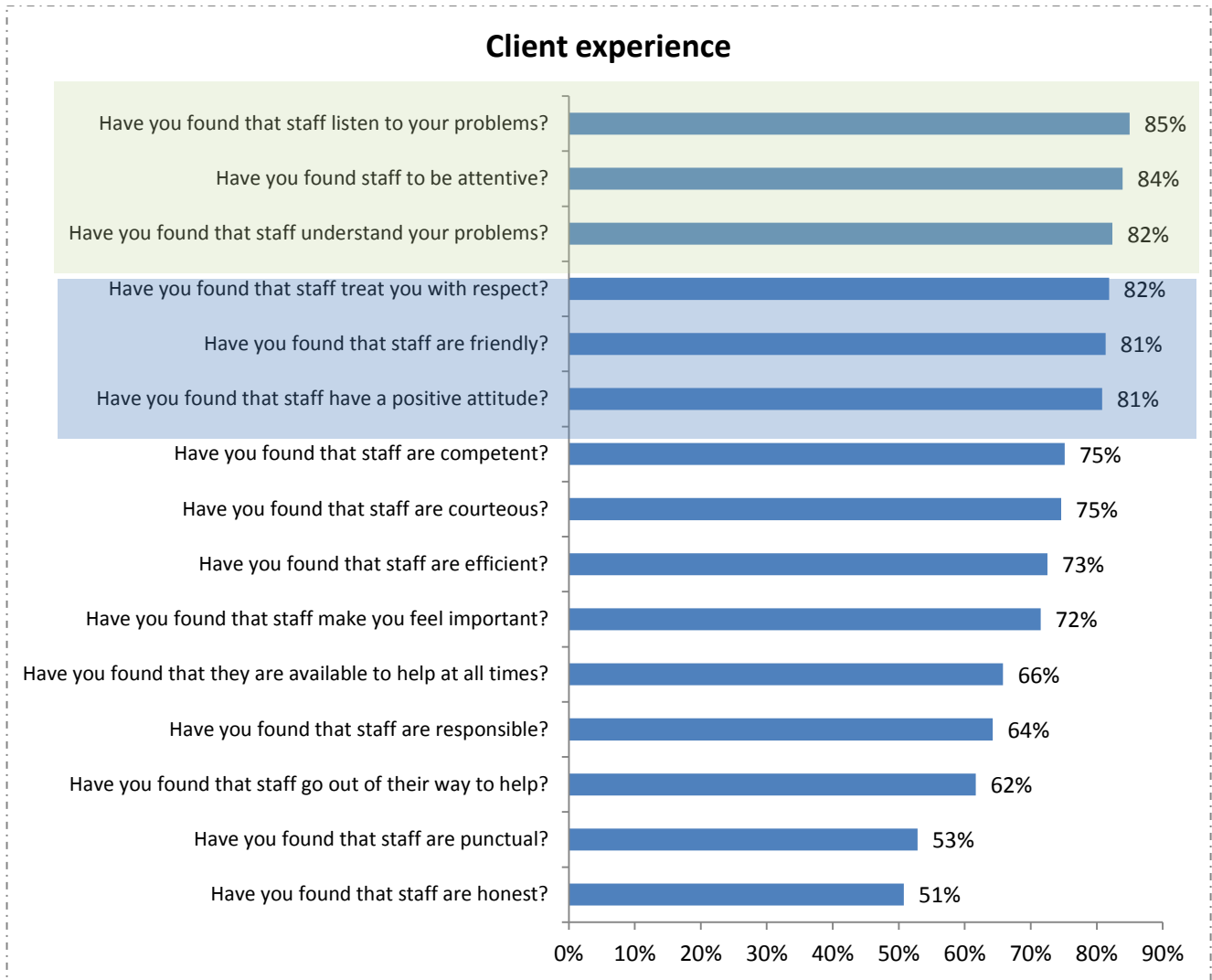
**How did you have your LAST interaction with CHDM?**



Walk in clients were the highest proportion of users of municipal offices and phones constituted 24% of enquiries. Phoning was more likely to be used by those employed part time and the self-employed, the retired were going to the municipal offices in person.

## SERVICE QUALITY

In your LAST interaction with CHDM, what was your experience?



Top three aspects of customer service noticed by clients indicated that customers were given an ear at the municipal offices. Of concern though was the punctuality (53%) and honesty (51%) of client services personnel.  $\frac{3}{4}$  of respondents testified that staff at the municipal offices were competent.

<b>QUERIES</b>	<b>Yes</b>	<b>No</b>
Have you found that you are helped with minimal referrals?	65%	35%
Have you found that correspondence is answered promptly?	58%	42%
Have you found that queries are resolved to your satisfaction?	42%	58%
Have you found that queries are resolved in time?	33%	67%

Although staff was helpful and responding to queries swiftly, the actual resolution (42%) and conclusion of queried matters in time (33%) left a lot to be desired. This calls for consistency in service provision.

<b>MUNICIPAL OFFICES</b>	<b>Yes</b>	<b>No</b>
Have you found that municipal facilities are clean and neat ( e.g. Offices, halls etc)?	93%	7%
Have you found that municipal working hours are acceptable?	81%	19%
Have you found that parking facilities are adequate?	65%	35%
Have you found that queues are short?	43%	57%
Have you found that security around municipal offices is adequate?	75%	25%
Have you found that municipal facilities are accessible?	24%	76%

Cleanliness was rated high at 93%, but queues were not being attended to fast as 57% of respondents indicated that queues were long. Accessibility of municipal facilities was low at 25%.

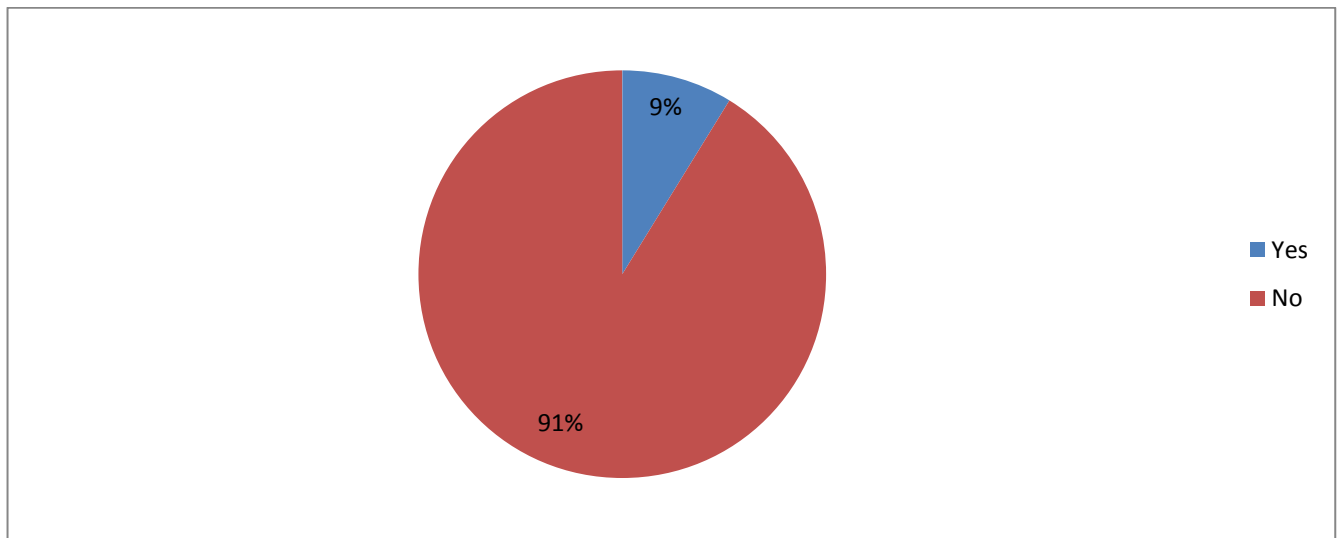
<b>ACCOUNTS</b>	<b>Yes</b>	<b>No</b>
Have you found that municipal communicates about the interruption of services in advance?	55%	45%
Have you found that payment of accounts is easy?	66%	32%
Have you found that accounts statements are accurate?	57%	42%
Have you found that accounts statements are received on time?	58%	41%
Have you found that flexibility of accounts payments (i.e., different options are available)?	63%	37%

Payments of accounts was easy according to 2/3 of respondents, accuracy (57%), timeous delivery of statements (58%) and flexibility of payment modes was relatively high at 63%.

COMMUNICATION	YES	NO
Does your municipality keep you informed about services?	28%	72%
Is municipality honest in its communication?	23%	77%
Does municipality provide you with all the facts you need to make informed decisions?	21%	79%
Is your municipality's advertising truthful and accurate?	21%	79%
Does your municipality ensure that its facilities are safe for the public?	31%	69%
Has municipality established a way for you to complain?	28%	72%
Does municipality ensure that information that you are entitled to is accessible?	25%	75%
Does your municipality offer services at competitive rates?	23%	77%
Does your municipality resolve queries/ disputes in a fair manner?	18%	82%
Does your municipality offer quality service?	18%	82%

Communication by the district municipality across the district was a challenge as many respondents cited lack of honesty (77%), non-provision of all facts to keep customers informed (21%). There were no proper structures for customers to lay complaints as stated by 72% of respondents. There was a huge proportion of respondents (82%) who felt that query resolution was not fair resulting in also in the lack of confidence with the quality of service received.

**Are you aware of the municipality's consultation process with the community?**

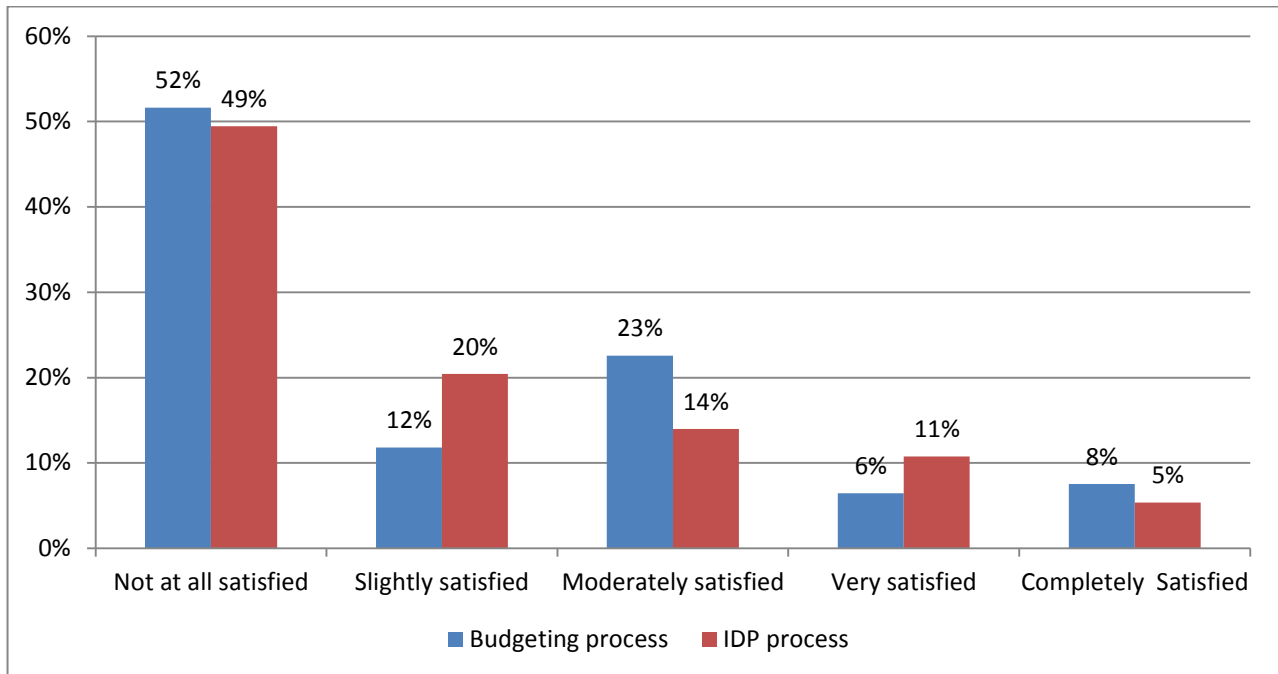


Ninety one percent of respondents were not aware of the municipality's consultation processes

		Lukhanji	Insika Yethu	Engcobo	Sakhisizwe	Inkwanca	Inxuba Yethemba	Tsolwana	Emalahleni
Are you aware of the municipality's consultation process with the community?	Yes	12%	7%	5%	12%	21%	17%	7%	1%
	No	88%	93%	95%	88%	79%	83%	93%	99%

Emalahleni had the lowest proportion of respondents who were aware of consultation processes of the municipality. However, it is evident that more efforts are required to bring the information on how consultations are done to customers in all municipalities.

If yes, please rate your satisfaction level with the consultation process on the scale below



Satisfaction levels with budgeting and IDP processes were low across the district.

**Suggestion for improvement of the Municipalities' consultation process**

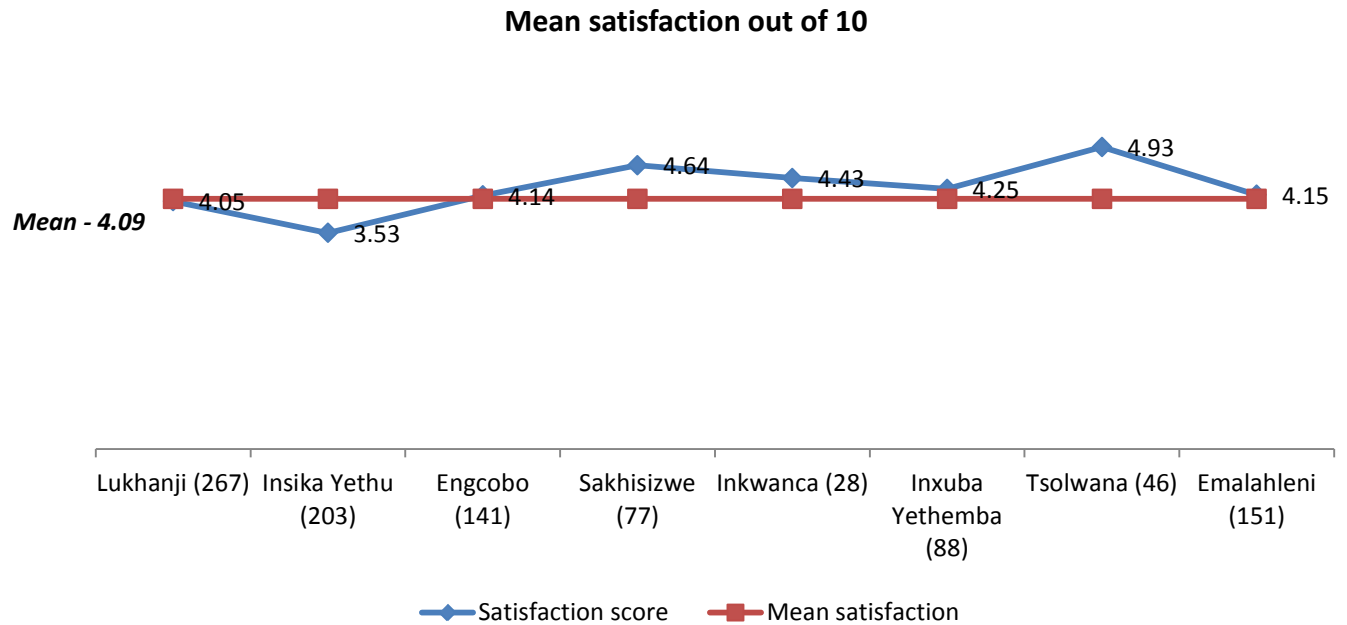
- Educate the community about the consultation processes
- Call community members when there is a meeting
- Municipal advertising should be accurate by not posting job adverts that are not available

**Using a rating scale of 1 to 10 where 1 means Very dissatisfied and 10 means very satisfied, how satisfied are you with the overall performance of your Municipality in providing services to residents?**

1 = Poor	2	3	4	5 = Neutral	6	7	8	9	10 = Excellent
18%	5%	8%	18%	31%	11%	6%	2%	0,4%	0%



The mean rating for satisfaction was 4.09. The satisfaction rating by municipality is shown below;



The average satisfaction score was 4.09 which was well-below average and so are the respective satisfaction scores for the individual municipalities.

Tsolwana had the highest proportion of satisfied customers (4.93) followed by Sakhisizwe at 4,64.

**Would you say that the Municipality has improved in the past 2-3 years?**

No- have become a great deal worse	No – have deteriorated	Stayed the same	Yes- somehow	Yes – a great deal
22%	19%	29%	28%	2%

Thirty percent of respondents were of the idea that their municipalities had improved in the past two years.

		Lukhanji	Insika Yethu	Engcobo	Sakhisizwe	Inkwanca	Inxuba Yethemba	Tsolwana	Emalahleni
Would you say that the Municipality has improved in the past 2-3 years?	No- have become a great deal worse	22%	25%	28%	17%	18%	19%	13%	21%
	No – have deteriorated	17%	21%	14%	19%	11%	25%	13%	21%
	Stayed the same	35%	32%	32%	23%	18%	24%	15%	23%
	Yes- somehow	24%	21%	23%	36%	46%	27%	57%	35%
	Yes – a great deal	2%	0%	3%	4%	7%	5%	2%	0%

By length of stay in CHDM, those who had stayed for 4 years or more stated that the service had deteriorated.

		How long have you stayed in CHDM?			
		Less than a year	Between 1 and 2 years	Between 2 and 4 years	4 years or more
Would you say that the Municipality has improved in the past 2-3 years?	No- have become a great deal worse	20%		9%	24%
	No – have deteriorated	20%		20%	19%
	Stayed the same	20%	60%	29%	29%
	Yes- somehow	40%	40%	41%	27%
	Yes – a great deal			2%	2%

**Which of the following statements best describes your knowledge of the Municipality?**

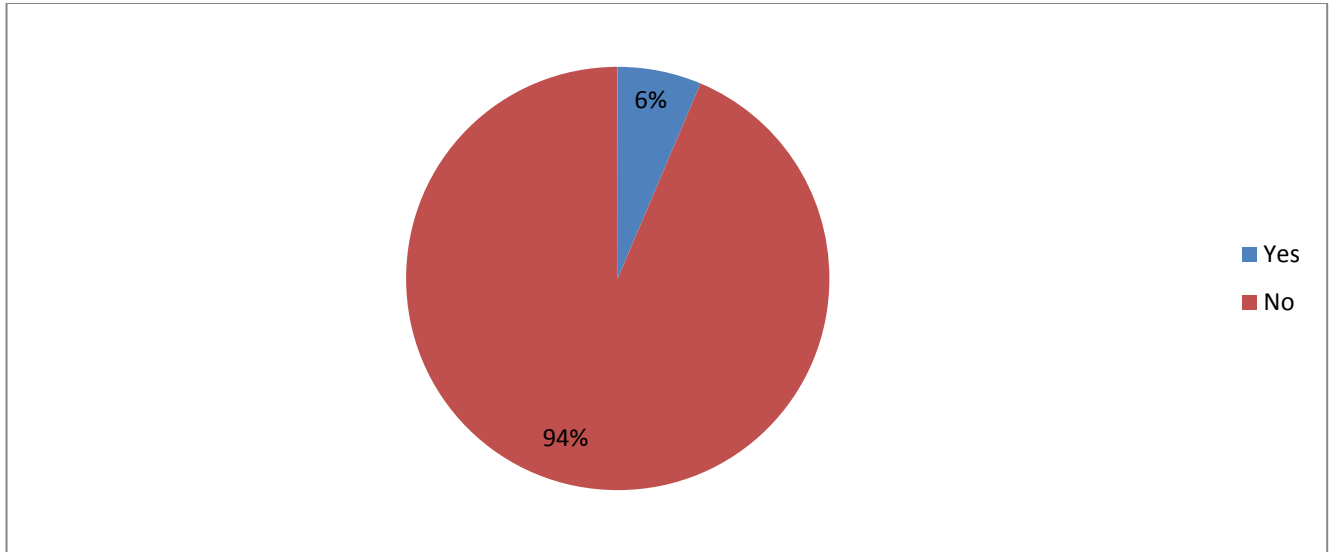
I know nothing at all about the municipality	I know very little about the municipality	I know quite a lot about the municipality	I know a great deal about the municipality
28%	57%	14%	1%

**How would you rate the municipality's communications with the residents?**

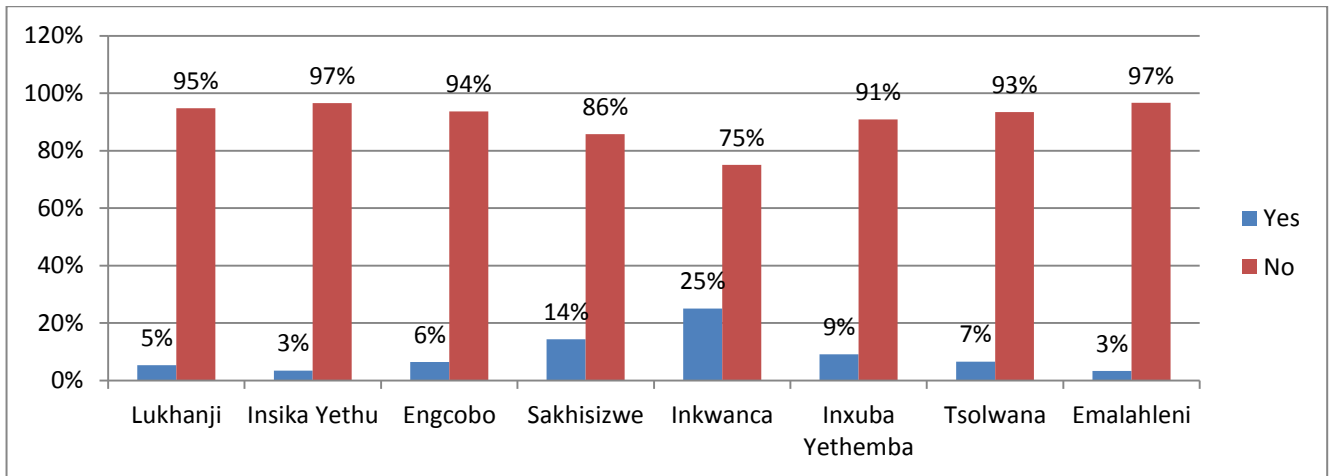
They do not communicate with the residents at all	They communicate quite poorly with the residents	They neither communicate nor not communicate with the residents	They communicate quite well with the residents	They communicate very well with the residents
33%	44%	16%	7%	1%

Communication by municipal staff with residents was rated very low.

**Have you heard about the Municipality's publication or pamphlet about their services in the last 6 months?**



Very small proportions (6%) indicated that they heard about the municipal pamphlet.



All municipalities across the district had very low proportions of residents who may have heard about the pamphlets regardless of age or length of stay in CHDM.

## Suggestions on how to improve communication between yourself and the municipality

- Send letters to every household and call community members to meetings every month
- Communicate to the customers or inform them about issues of water interruptions
- Monitor all municipal projects
- Municipality should provide information to the community and pamphlets
- Municipality should provide a community hall for means of communication
- They must always be truthful and fulfil their promises
- Use social networks and newspapers
- Councillors should stay close to the communities

### Regression model

A regression model was also done to see which of the services significantly contribute to the satisfaction of residents.

#### Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.837 <sup>a</sup>	.701	.684	1.177

A reliable R-square of 0.701

#### ANOVA<sup>a</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	380.570	7	54.367	39.256	.000 <sup>b</sup>
	Residual	162.038	117	1.385		
	Total	542.608	124			

a. Dependent Variable: How satisfied are you with the overall performance of your Municipality in providing services to residents?

b. Predictors: (Constant), How would you rate the preparedness of CDM in disaster management? Would you say that the municipality is?, In your opinion, how do you rate the CHDM on prioritising the provision of low cost houses?, Finance – responsible for budget and treasury, In your opinion, how satisfied are you with the water service provided by the municipality?, How would you rate the municipality's communications with the residents?, In your opinion, how satisfied are you with the sanitation service provided by the municipality?, Would you say that the Municipality has improved in the past 2-3 years?

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.012	.618		.019	.985
	Would you say that the Municipality has improved in the past 2-3 years?	.770	.142	.440	5.430	.000
	How would you rate the municipality's communications with the residents?	.339	.139	.176	2.436	.016
	Finance – responsible for budget and treasury	.281	.138	.131	2.037	.044
	In your opinion, how do you rate the CHDM on prioritising the provision of low cost houses?	-.056	.116	-.029	-.483	.630
	In your opinion, how satisfied are you with the sanitation service provided by the municipality?	.042	.101	.029	.411	.682
	In your opinion, how satisfied are you with the water service provided by the municipality?	.224	.110	.143	2.030	.045
	How would you rate the preparedness of CDM in disaster management? Would you say that the municipality is?	.186	.102	.128	1.817	.072

a. Dependent Variable: How satisfied are you with the overall performance of your Municipality in providing services to residents?

The results indicate that the following services have a positive bearing on the satisfaction of residents on CHDM;

- The perceived improvement in service levels over the years
- Communication with residents
- Financial responsibility on budgets and treasury
- Water service provision

Therefore foregoing granular attention to these factors is likely to affect the satisfaction levels of residents across all municipalities.

## **KEY STAKEHOLDER ENGAGEMENT RESULTS**

### **AFRIFORUM**

The Chairperson of Cradock branch pointed out that his experience with CHDM is not very good. Meetings organised by Cradock stakeholders are often ignored by members of CHDM. Problems with the water and waste water are not being attended to. Two of the purified water reservoirs have no lids on the manholes and anybody or anything can have access to the water.

Numerous requests for closing of these manholes have been ignored all he gets is that they are waiting for a decision from senior management. However there has been some improvement in the last few weeks and he mentions that he finds Mr Kennedy Ramulifho from the Cradock office very helpful and accommodating. The chairmen posit that Afriforum is there to try and give their support so that the situation can improve for all living in Cradock.

A discussion with the national coordinator revealed that all his communication by email receive fast acknowledged by the Municipal Manager's PA but rarely receive response from the Municipal Manager himself on progress on issues raised. He would like feedback an update of issues raised from the Municipal Manager. Contact person : Abel Jordan – 084 745 3418

### **Youth Organisations**

#### **Elliot Youth Empowerment Organisation ( EYE)**

The chairperson of Elliot Youth Empowerment Organisation (EYE) pointed out that they did not experience communication challenges from Chris Hani Municipality because they depend on Sakhisizwe Local municipality to get information about youth development activities. They would however love to be part of youth structures who are working closely with the District Municipality. They are not aware of many youth programmes that are conducted in their District. The Chris Hani youth structure must be composed by members from all local municipalities so that they can be able to get information about youth activities.

Contact person : Bongani Tseke – 073 535 8234

#### **Engcobo Youth Council- Representative**

The Engcobo Youth Council is currently housed under the Special Projects Unit. They are not happy with this set up; they would rather be accorded an independent status as youth organisation. Contact person : Ntombi Mpoyiya – 071 945 5726

### **Youth in Business Insika Yethu Municipality**

Youth in Business Insika Yethu Municipality communicates predominantly with the local municipality. They are happy with the level of communication as most of the time officials from LED attend their meetings. Contact person : Ayanda : 082 794 1233

### **Youth united in Development Tsolwana Municipality**

The main objective of the organisation is to organise youth in **implementing** developmental projects so as to alleviate unemployment and poverty. The group has very pleasant working relationship with the municipality on a number of projects.

The level of communication with the Municipality is very good. Currently communication is through letters and meetings. Contact person : Vuyokazi – 073 404 7558

### **Inkwanca Youth Council**

The council comprises of youth from Molteno and Sterkstroom. Its objectives are to ensure that youth from diverse backgrounds be it religion, politics, business, tradition, sport, drama etc are organised to:

- Fight crime, substance abuse, poverty and unemployment
- Encourage high school children to get exposure on commercial subjects
- Encourage school drop outs to register on abet programmes so as to improve their employability

Communication with the Municipality is very poor, mainly because the council does not have representation in the special projects office.

Council members fail to attend functions organised by the department of social development due to lack of information. Contact person : Ayanda Maxambele – 078 160 5506

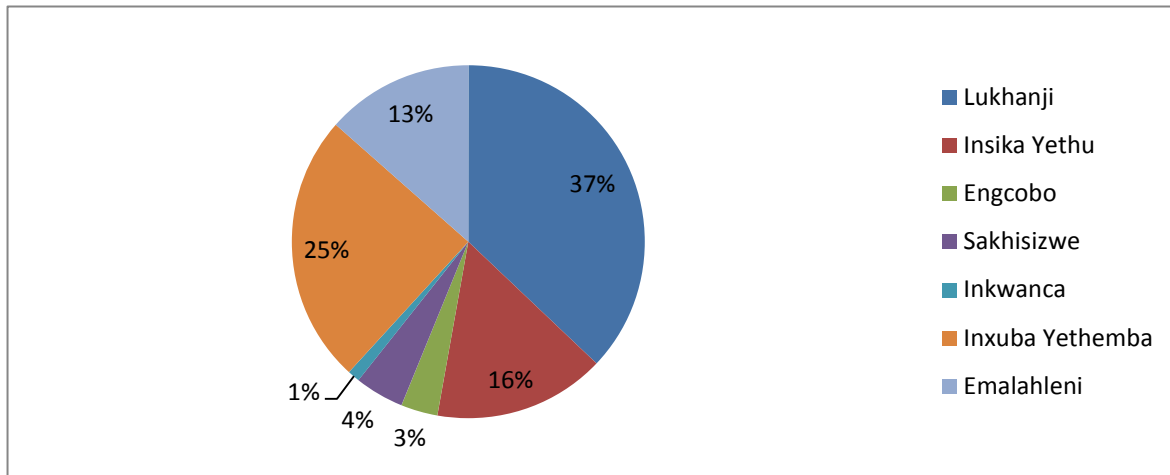
### **Suggestions to improve communications:**

- i. Representation in the special projects office
- ii. Employment of youth in positions that affect the welfare of youth
- iii. Mayor to hold meetings with youth organisations at least once a month so as to close communications gaps
- iv. Communications from the district secretary to be channelled direct to the youth secretary at the local municipality level since the mayor does not pass on the information channelled via his office to the youth.

## BUSINESS

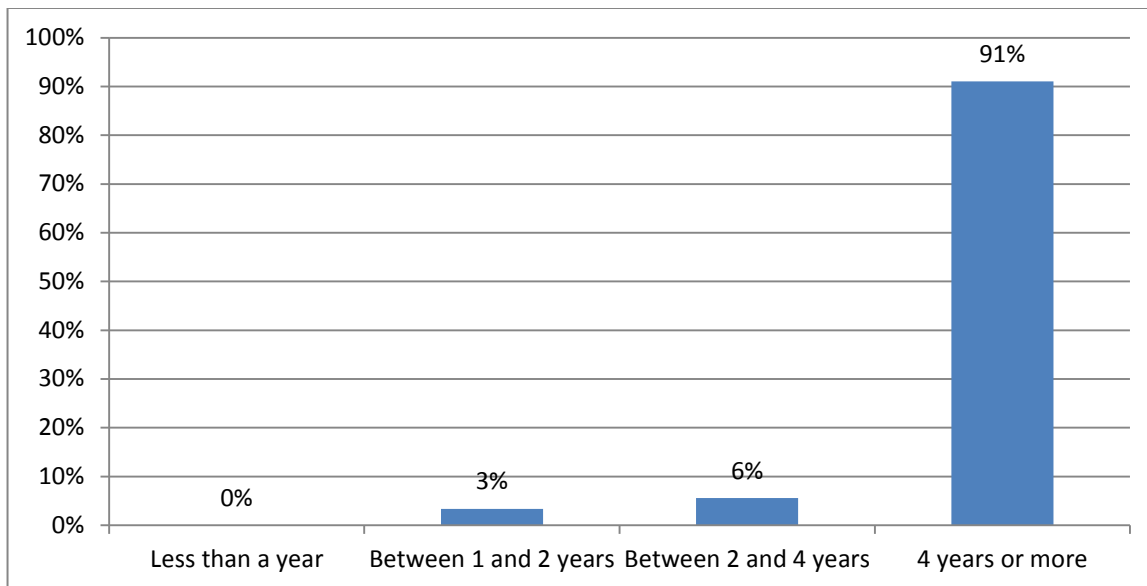
This section presents findings from the business respondents. Eighty nine businesses participated in the study from the following municipalities.

### Municipalities



Most businesses were from Lukhanji (37%).

### How long has your business/operation been in existence?



The majority of businesses had been around for at least 4 years.

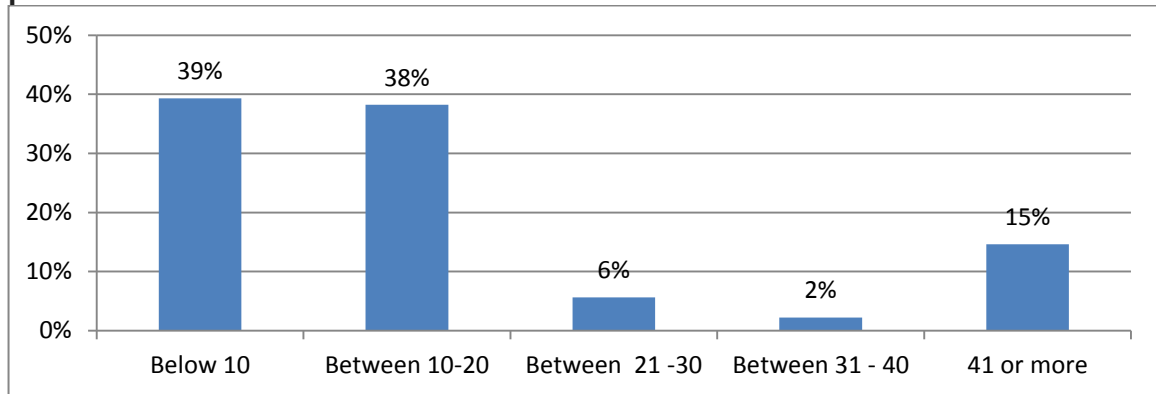


**Type of business**

Agricultural Cooperative	3%
Commercial farmer	6%
SMME	8%
Retail shop	55%
Manufacturing	1%
Other (specify : food outlets, hotels, Lodges & filling stations)	27%

Retail shops were the most common businesses in the study.

**Please indicate the number of people that are employed by your company on a permanent basis?**



The majority (77%) of businesses employed up-to 20 people.

**Please indicate your company's annual turnover**

Less than R50,000 per annum	3%
R50,000 – R99,999	2%
R100,000 -199 999	6%
R200 000 – R499 999	3%
R500 000 – R999 999	8%
R1000 000 – R4 999 999	24%
R5 000 000+	34%
Refused	7%
Don't know	13%

**How much would you say is your company's average monthly water bill?**

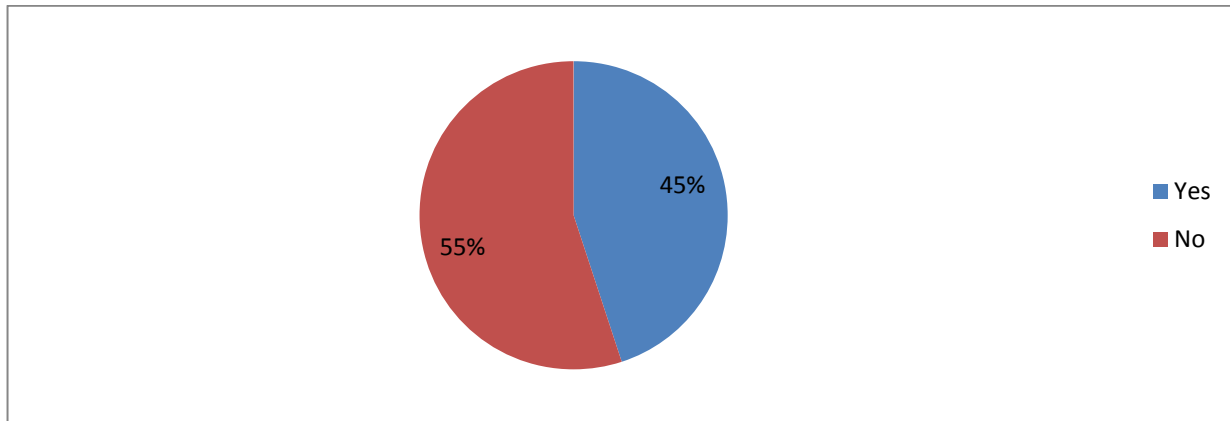
Less than R1 000	21%
R1 000 –R4 999	42%
R5 000 – R9 999	13%
R10 000 – R14 999	6%
R15 000+	2%
Refused	4%
Don't know	11%

Twenty one percent were paying less than R1000 per months for water, forty two percent were paying between R1000 and R4999.

**EDP: ECONOMIC DEVELOPMENT PROGRAMME**

**Local Economic Development**

**In your opinion, is the District Municipality sufficiently supporting and promoting economic development of the District?**



There were mixed emotions when it came to the efforts by the district municipality in supporting and promoting economic development, with 45% of business respondents supporting the motion and 55% stated there could be more that can be done in this regard.

## Small Business Enterprise Development (SMME Development)

On a scale of 1 to 5 where 1 means strongly disagree and 5 means strongly agree, to what extent would you say the District Municipality programmes ...

	Completely disagree	Disagree	Neither disagree nor agree	Agree	Completely agree	Don't know
Sufficiently support and promote development of youth owned and managed SMMEs	25%	17%	24%	21%	6%	8%
Creates an environment conducive for business development and growth	26%	16%	26%	21%	4%	7%

Businesses were of the idea that more could be done by the CHDM to support and promote development of youth owned and managed SMMEs as well as to create a conducive environment for business development and growth.

### Are you aware of the following programmes by the district municipality?

	Yes	No
Agro-processing e.g. cheese production	30%	70%
Training livestock farming particularly goats and cattle	45%	55%
High value crop production e.g. hydroponics and bio-fuels	39%	61%
Irrigation schemes	47%	53%
Building and management of sheep shearing sheds	31%	69%

Agro processing, sheep shearing sheds, hydroponics and bio fuels were not so well known by the business respondents.

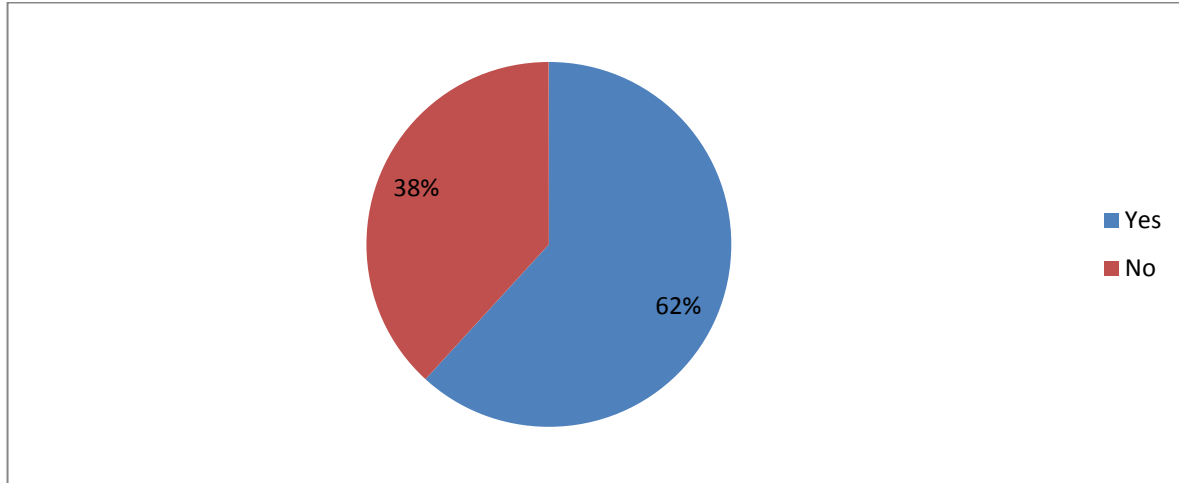
### Specific ideas on how the municipality can grow the economy and create jobs

- Open mall for this town.
- Encourage people to participate in agricultural projects
- Adopt the system used by health resource centre when allocating business to SMME's
- Be more open and be willing to work with local businesses and involve them
- Employ less people in the office and more to work on the roads
- Train and provide skills to the communities
- Run entrepreneurship workshops
- Promote existing businesses and grow them so that they can employ more people
- Fix water pipes at the streets
- Provide transport ,repair roads, do proper town planning in terms of streets and traffic lights
- Implement road maintenance projects
- Support youth business projects

## COMMUNITY SERVICES

### ENVIRONMENTAL HEALTH

**Are you aware of environmental health inspections and food disposal processes?**



Just less than 2/3 of businesses were aware of the inspections and food disposal processes.

**If yes, In your opinion, how well are inspections conducted at places where food is prepared for public consumption?**

Very poor	Poor	Fair	Good	Excellent
5%	7%	27%	41%	20%

Inspections were done excellently according to a fifth of businesses.

**In your opinion how well does the District Municipality enforce the disposal procedure?**

Very poor	Poor	Fair	Good	Excellent
7%	9%	25%	39%	20%

Enforcement by the district was rated as at least fair by 84% of business respondents.

**Suggestions that you would like to make regarding improving disposal procedures**

- Create more awareness
- Do regular health inspection
- Should collect spoiled food on time for disposal

## WASTE MANAGEMENT: REFUSE REMOVAL

Are you aware of the District Municipality's efforts to assist local municipalities in waste management programmes such as (recycling, street sweeping and landfill sites management)?

	Yes	No
Recycling	60%	40%
Street sweeping	69%	31%
Landfill sites management	64%	36%

Knowledge and awareness of recycling , street sweeping and landfill sites management was moderately high among businesses.

How would you rate the District Municipality's efforts in assisting local municipalities in waste management programmes?

	Very poor	Poor	Fair	Good	Excellent	Don't know
Recycling	10%	12%	22%	28%	4%	22%
Street sweeping	8%	8%	22%	35%	8%	19%
Landfill sites management	6%	13%	24%	29%	6%	22%

However, in terms of performance of the CHDM, most respondents were likely to rate it as fair if they had used the services.

### Suggestions on how to improve refuse removal provision to your home

- Provide free refuse bags and collect waste on time
- To pay their employees reasonable salaries

## ENVIRONMENTAL PROTECTION AND CLIMATE CHANGE

	Yes	No
Are you aware of the District Municipality's efforts to protect the environment?	47%	53%
Does the District Municipality have a programme to control alien species?	26%	74%
Does the District Municipality have a programme to control soil erosion?	25%	75%
In your opinion, does the District Municipality sufficiently protect the natural environment in areas under its control?	27%	73%

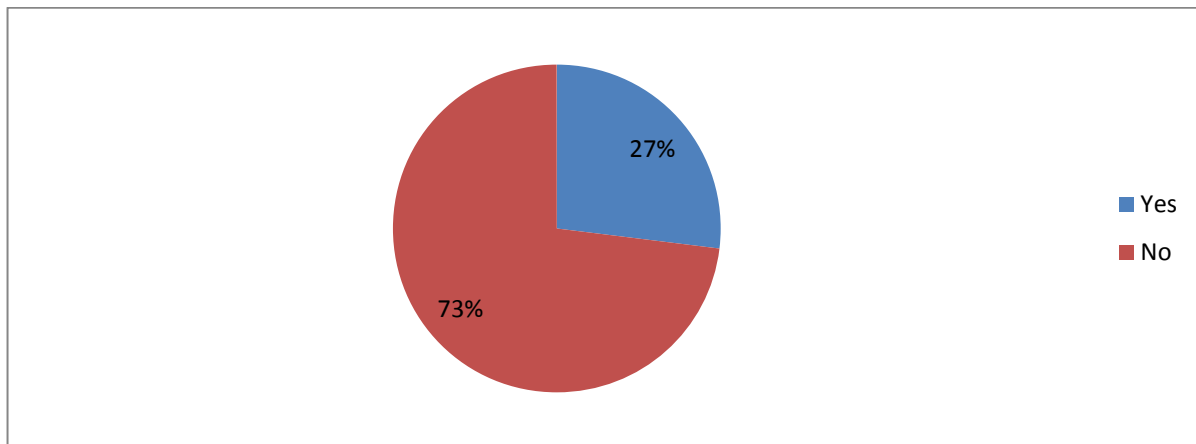
The general protection of the environment was fairly known, but efforts to preserve alien species or to control soil erosion were not well known.

**Does the District Municipality have programmes aimed at mitigating the impact of changes in rainfall patterns?**

	Yes	No	Don't know
Drought	26%	38%	36%
Floods	25%	40%	35%

Just a quarter of businesses could recall programmes to control drought and floods.

**Are you aware of the District Municipality tree planting (greening) programme(s) in your area?**



More needs to be done to increase the awareness of greening programmes from 25% among businesses.

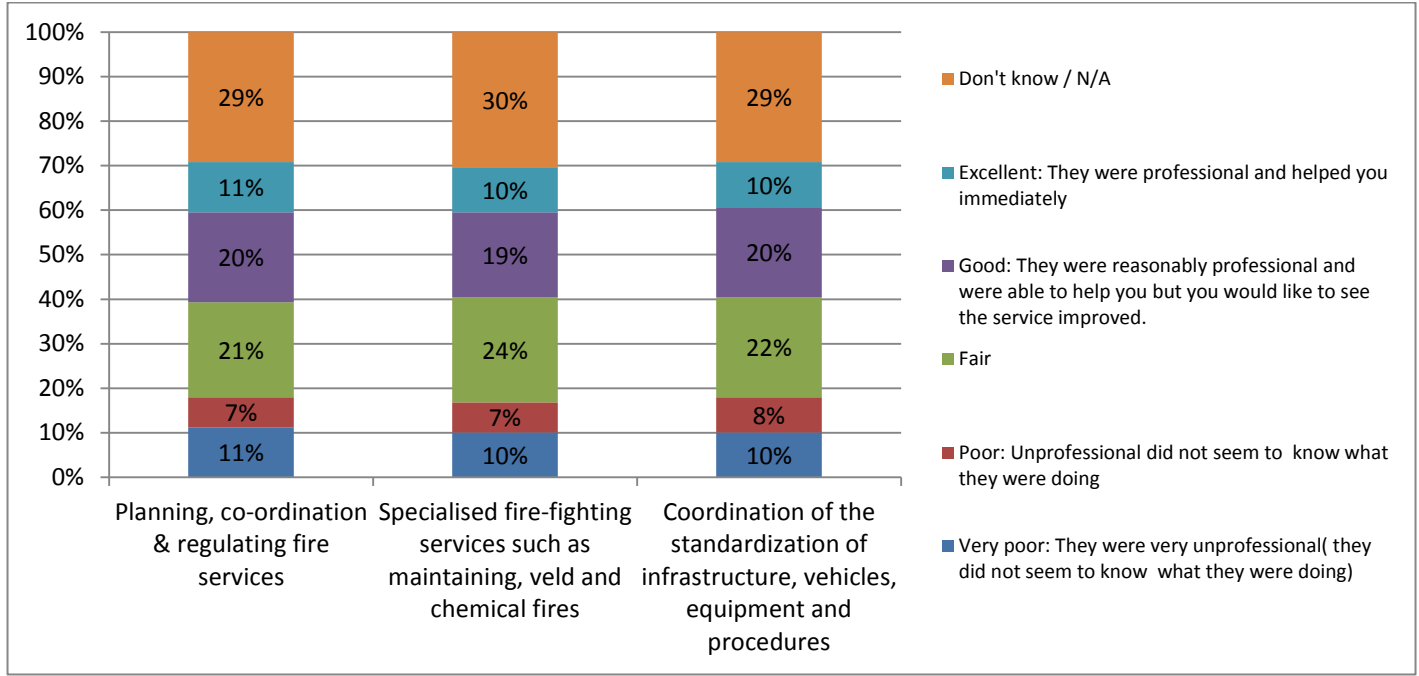
**Suggestions to improve the protection of the natural environment in your area**

- Drainages need to be cleaned thoroughly especially during rainy season
- Have contour ridges alongside the pavements
- Plant more trees
- Should have a suggestion box regarding these things

## PUBLIC SAFETY

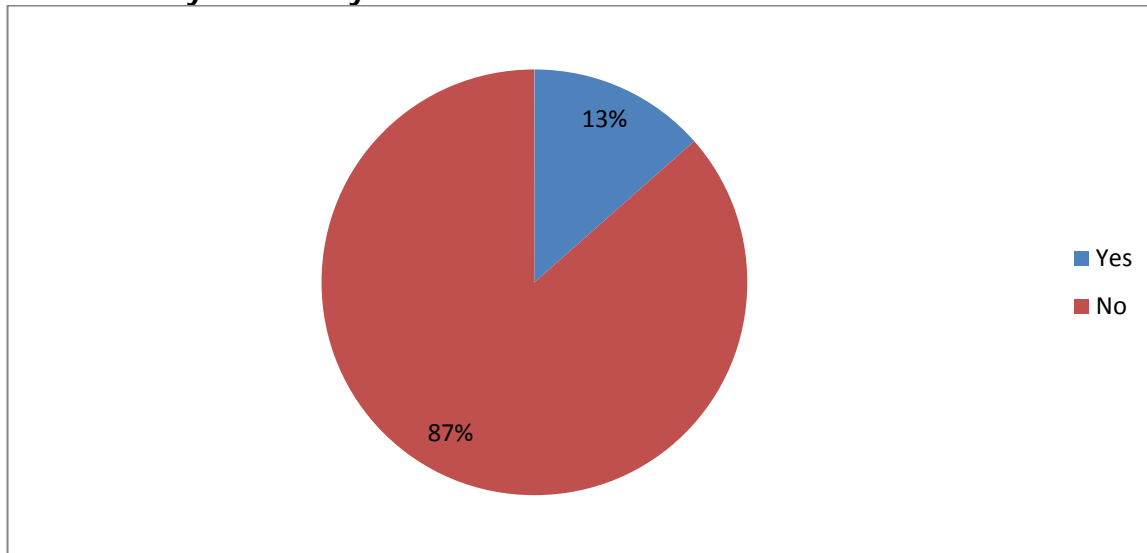
### Fire services

How would you rate the CHDM on provision of fire protection services in terms of?



While the majority of businesses were not so close to the activities of the fire department in the district, aspects thereof were fair to moderately rated by those who had used the service.

Have you had any contact with the fire services over the last 6 months?



Just over a tenth of businesses (13%) had been in contact with the fire department in the preceding 6 months.

**If yes, please specify the reason?**

- Fire drills
- Training for flammable certificate
- House was burnt to noting before the fire service control

**In your contact with the fire services, how would you rate the capability of the staff?**

Very Incapable	Incapable	Fair	Capable	Very capable
13%	7%	33%	33%	13%

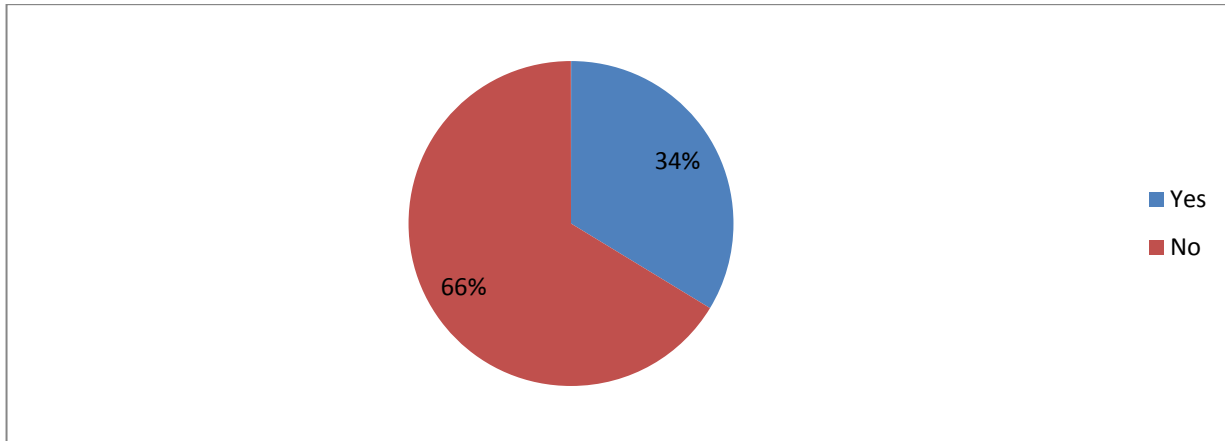
Just a fifth of respondents thought that the fire department was performing below par.

**Suggestions to make regarding improving service delivery in the fire services**

- Access mobile fire service nearby
- Municipality should build a fire station locally
- Provide more equipment for the station

**DISASTER MANAGEMENT**

**Are you aware of the District Municipality’s Disaster Management Programme ?**



A third of businesses knew about the disaster management programmes.



**How would you rate the preparedness of CHDM in disaster management? Would you say that the municipality is?**

Very poorly prepared- does not have a plan in place at all	Poorly prepared- takes time to respond to disasters	Neither prepared nor unprepared	Somewhat Good / generally does a good job in responding to disasters	Excellent- responds to disasters very fast
0%	13%	50%	27%	10%

Sixty three percent of respondents felt the department was not always prepared to deal with disasters.

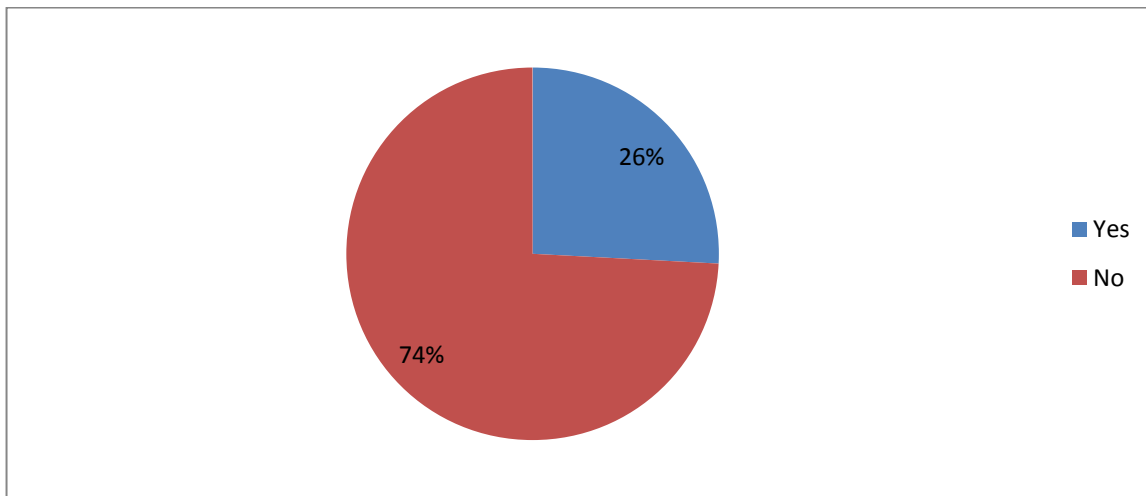
**Suggestions that you would like to make regarding improving the Disaster Management Programme?**

- Educate the community about this programme
- Should assist the public in the event of loss of property in fire

**INFRASTRUCTURE**

**Roads Maintenance**

**Does the business operate in the Cradock area?**



A quarter of business operated in the Cradock area.

**In your opinion, are the roads in your area in a good condition or are they often damaged, broken or have potholes?**

Good Condition	Bad Condition
9%	91%

Roads are generally in bad condition.

**Does your municipality respond quickly to repairing the damaged roads?**

Yes	No
13%	87%

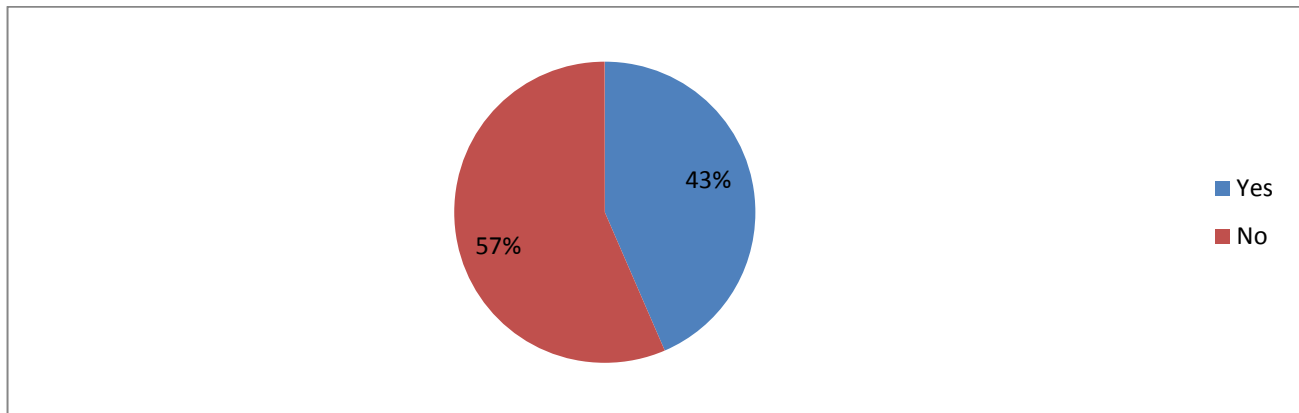
Attention given to roads was not seen as priority exercise by the municipality.

**If you think about the conditions of the roads generally, does the municipality keep them in a:**

Very poor condition	Poor condition	Fair condition	Good condition but roads deteriorate before they are repaired	Excellent condition
35%	48%	9%	8%	

Roads needed quick attention as indicated by businesses.

**Have you had a complaint in the last 6 months regarding roads maintenance?**



Almost 43% of businesses had complained about roads.

**Do you have any suggestions on how to improve the state of roads in Cradock area?**

- Be more efficient with fixing roads
- Follow up after maintenance has been done
- Do maintenance with proper equipment and material
- Fill up potholes, repaint ,have robots between Cradock & Hofmeyer
- Use gravel to repair dusty roads

## WATER SUPPLY

### Access to water

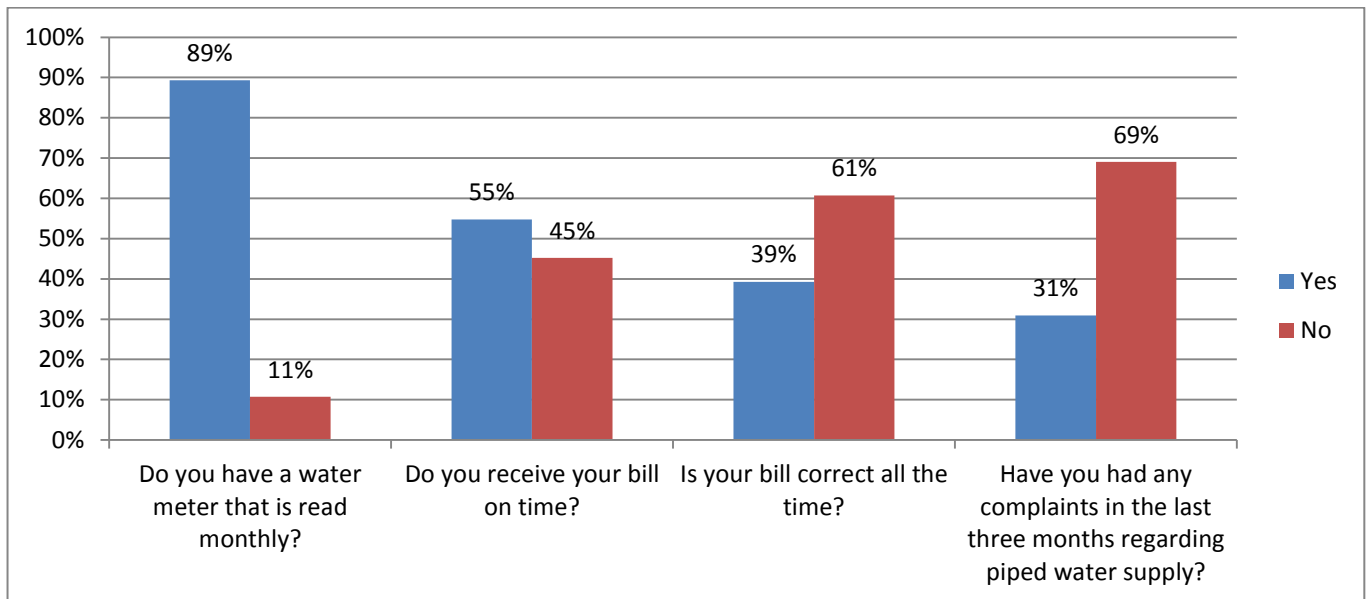
	Yes	No
a) Do you access clean piped water?	93%	7%
b) Do you trust the cleanliness of water for human consumption?	70%	30%
c) Is water supply reliable?	71%	29%
d) Are there business interruptions due to lack of water?	50%	50%
e) Are there any water interruptions due to scheduled maintenance?	40%	60%
f) Are you informed of impending maintenance in advance?	35%	65%

Access to clean water was high at 93% but there was no communication from the district municipality on maintenance schedules.

**In your opinion, how satisfied are you with the water service provided by the municipality?**

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
13%	20%	11%	39%	17%

There was moderate satisfaction with water services.



Water meters were available to 89% of businesses but just 55% stated they received bills on time with even a lower percentage (31%) receiving correct bills which resulted in 31% disgruntled businesses.

	Meter reading	Bills received on time	Correctness of your bill	Quality of water	Price competitiveness
Very poor	11%	12%	12%	11%	12%
Poor	18%	24%	31%	13%	20%
Fair	25%	23%	14%	19%	29%
Good	29%	24%	25%	42%	27%
Excellent	6%	8%	5%	12%	5%
Don't know	12%	10%	13%	4%	7%

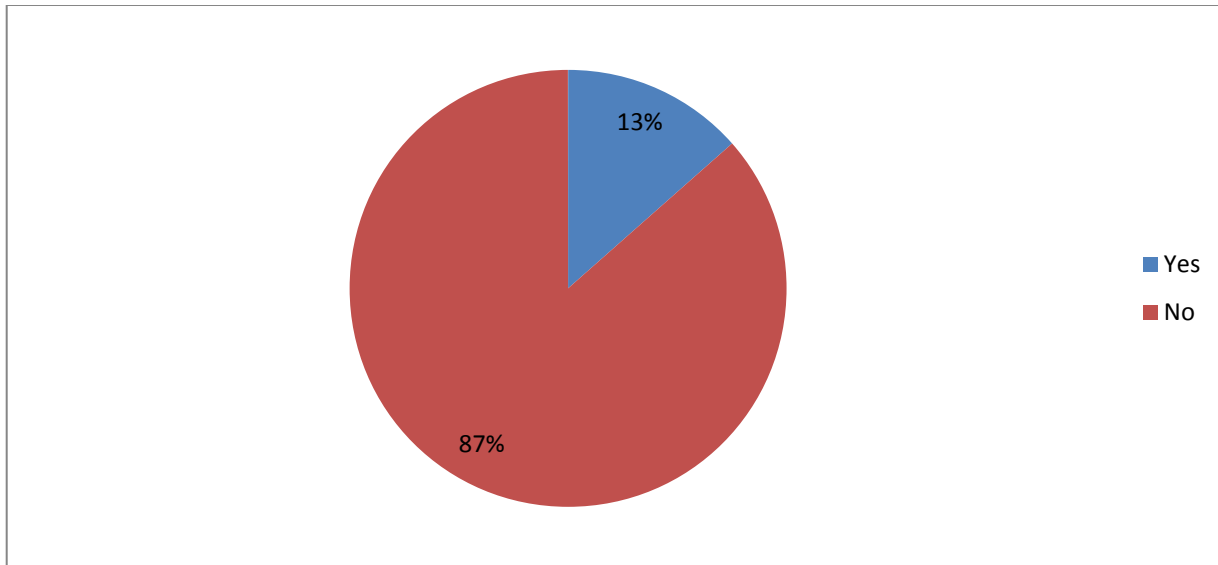
A complaint from the business in Cradock area was that there are no water connections so they end up using boreholes.

**What suggestions do you have for improving the provision of water?**

- Borehole water and transformer
- Billing statement should be sent on time
- Do proper maintenance
- Manage waste disposal near water
- Improve on water purification as sometimes the colour of water is green (Cradock area)

**BUILDING PLANS AND LAND USE APPLICATIONS**

**Have you submitted a building plan/ land use application in the last six (6) months?**



Fewer businesses (13%) had used the land use application facility.

**How would you rate the municipality building plans and land use applications on?**

	<b>Very poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
Approving and enforcing building plans and regulations	17%	0%	17%	50%	17%
Service delivery on building plans and land use applications	17%	0%	17%	50%	17%
Capability of staff	17%	0%	25%	42%	17%

Attributes thereof were fairly rated.

**Are there any suggestions that you would like to make regarding improving service delivery in terms of tender processes?**

- District municipality should try to educate everyone about this service
- Pay creditors on time
- Pay workers reasonable wages

## BUDGET AND FINANCE

### FINANCE DEPARTMENT: TENDER PROCESSES

**On a scale of 1 to 5 where 1 means very poor and 5 means excellent, to what extent would you say the District Municipality programmes.....**

	<b>Very poor</b>	<b>Poor</b>	<b>Neither good nor poor</b>	<b>Good</b>	<b>Excellent</b>
The tender processes are efficient	28%	21%	14%	31%	7%
Tender system and processes transparent	32%	14%	21%	21%	11%
The tender documents payment system is efficient	30%	15%	15%	33%	7%
Are tender outcomes fair	33%	11%	15%	30%	11%

There were low levels of awareness of tender systems with mixed emotions among users on the fairness, transparency, efficiency and perceived fairness of the processes.

**Do you have any suggestion for any improvement regarding the Municipalities' consultation process?**

- Access to councillors and they must attend meetings
- Meeting will be preferable between district and business managers
- Be more transparent on tender processes

**INTERACTION WITH THE MUNICIPALITY**

**Have you dealt with CHDM Municipality during the past six months, either personally, telephonically, via email or regular mail?**

Yes	No
55%	45%

Just over 50% of businesses had contacted the municipal offices and the table below shows that 48% rated their experience as at least 6 out of 10.

**In your LAST interaction with CHDM, what was your experience?**

Poor	2	3	4	Neutral	6	7	8	9	Excellent
16%	8%	8%	8%	10%	22%	12%	8%	6%	0%

**In your LAST interaction with CHDM, what was your experience?**

QUERIES	Yes	No
Have you found that you are helped with minimal referrals?	48%	52%
Have you found that correspondence is answered promptly?	42%	58%
Have you found that queries are resolved to your satisfaction?	44%	56%
Have you found that queries are resolved in time?	38%	63%

There is more that can be done by the municipality to improve on client contact experience particularly resolving queries in time and responding to correspondence promptly.

<b>COMMUNICATION</b>	<b>YES</b>	<b>NO</b>
Does your municipality keep you informed about services?	38%	63%
Is municipality honest in its communication?	42%	58%
Does municipality provide you with all the facts you need to make informed decisions?	42%	58%
Is your municipality's advertising truthful and accurate?	40%	60%
Does your municipality ensure that its facilities are safe for the public?	42%	58%
Has municipality established a way for you to complain?	47%	53%
Does municipality ensure that information that you are entitled to is accessible?	42%	58%
Does your municipality offer services at competitive rates?	44%	56%
Does your municipality resolve queries/ disputes in a fair manner?	40%	60%
Does your municipality offer quality service?	44%	56%

There was very little communication coming from the municipality to businesses to inform them about services.

**Are you aware of the municipality's consultation process with the business community?**

Yes	45%
No	55%

Consultation processes were clear to 45% of businesses.

**Do you participate in the IDP process?**

Yes	30%
No	70%

Just below a third of businesses were participating in IDP processes.

If yes, please rate your satisfaction level with the consultation process on the scale below

	<b>Completely satisfied</b>	<b>Very satisfied</b>	<b>Moderately satisfied</b>	<b>Slightly dissatisfied</b>	<b>Not all satisfied</b>
Budgeting process	9%	11%	16%	11%	54%
IDP process	5%	16%	16%	9%	54%

**Do you have any suggestions on how to improve communication between yourself and the municipality?**

- Communicate more with the business community for the sake of economic development
- Communicate if there is to be any service interruptions
- Give regular updates on change of procedures
- The staff should be professional

**Using a rating scale of 1 to 10 where 1 means Very dissatisfied and 10 means very satisfied, how satisfied are you with the overall performance of your Municipality in providing services to residents?**

1	2	3	4	5	6	7	8	9	10
12%	6%	9%	6%	21%	21%	17%	6%	1%	1%

Satisfaction was rated as at least 5 out of 10 by 67% of respondents.

**Would you say that the Municipality has improved in the past 2-3 years?**

No- have become a great deal worse	No – have deteriorated	Stayed the same	Yes- somehow	Yes – a great deal
15%	24%	30%	27%	4%

Improvements in services were not improving over the past 2 to 3 years according to 69% of businesses.

**Do you have any suggestions on how to improve communication between yourself and the municipality?**

- Distribute water bills on time
- Communicate more with the business community for the sake of economic development
- The District Municipality needs to hold regular meetings with the business community
- Improve on communication regarding water
- Inform businesses via email for any changes
- Involve the community in decision making
- The District to be fair in terms of employment processes
- To encourage staff professional in the municipality



## CONCLUSION

### Households

- There were very low levels of employment across the district, residents have no jobs and there are huge concerns with the rate and efforts of the municipality's ability to create employment. Just 1 in 4 respondents attested that their district municipality was sufficiently supporting and promoting economic development. Opportunities lie in extending agricultural activities across all working age groups. This is likely to lessen the burden caused by high dependency among the communities where almost 2/3 of households had no working adults. Social grants were the main source of income and youth were more likely to be engaging in gambling activities.
  - There were very low levels of awareness of health inspections and food processes among household respondents.
  - Engcobo residents were more dissatisfied with the provision of free basic water than everyone else. The researchers observed that some of the taps and water pipes were not in working condition.
  - The state of roads in Cradock was rated as good by more than half of the residents there (53%) while 47% stated that the state was bad.
  - Eighty three percent of households had access to clean piped water. Insika Yethu and Inkwanca had the lowest proportions of households with water meters. Lukhanji residents had issues with the accuracy of the water bills. They complained that meter readers were not reading meters and in some instances meters were obscure.
  - Fifty one percent of participating households owned the houses they were staying in while 5% had a housing subsidy, 13% RDP housing, 10% renting and 2% were in informal settlements.
  - Walk in clients were the highest proportion of users of municipal offices and phones constituted 24% of enquiries. Phoning was more likely to be used by those employed part time and the self-employed, the retired were going to the municipal offices in person.
  - The average satisfaction score was 4.09 (41%) which was well-below average and so were the satisfaction scores for the individual municipalities.
  - There were very low levels of awareness of municipal pamphlets
- Satisfaction levels were influenced by the following factors;
- The perceived improvement in service levels over the years
  - Communication with residents
  - Financial responsibility on budgets and treasury
  - Water service provision

## **Business**

There were mixed emotions among businesses on the efforts by the district municipality in supporting and promoting economic development, with 45% of business respondents supporting the motion and 55% stated there could be more that can be done in this regard.

Businesses were of the view that more could be done by the CHDM to support and promote development of youth owned and managed SMMEs as well as to create a conducive environment for business development and growth.

The general protection of the environment was fairly known, but efforts to preserve alien species or to control soil erosion were not well known.

While the majority of businesses were not so close to the activities of the fire department in the district, aspects thereof were fair to moderately rated by those who had used the service.

Sixty three percent of respondents felt the department was not always prepared to deal with disasters.

A complaint from the business in Cradock area was that there are no water connections so they end up using boreholes.

There were low levels of awareness of tender systems with mixed emotions among users on the fairness, transparency, efficiency and perceived fairness of the processes. The following was suggested:

- Access to councillors through regular meetings
- Meetings between district municipality and business managers will be preferable
- The process should be more transparent.

There is more that can be done by the municipality to improve on client contact experience particularly resolving queries in time and responding to correspondence promptly.

There was very little communication coming from the municipality to businesses to inform them about services.

There were no improvements in services over the past 2 to 3 years according to 69% of businesses.

## RECOMMENDATIONS

- Ensure that water meters are located where they can be seen
- Ensure meter readers actually read the meters rather than estimate
- Improve communication with the community where there are challenges i.e. residents do not know why toilets were not constructed for everyone in their village
- Distributing water bills on time
- Communicate more with the business community for the sake of economic development
- Hold regular meetings with the business community
- Inform businesses via email for any changes
- Involve the community in decision making
- To encourage staff professionalism at the municipal office
- Assist communities to establish agricultural cooperatives within the district .

THANK YOU