

PARLIAMENT OF THE PROVINCE OF THE WESTERN CAPE

ANNOUNCEMENTS, TABLINGS AND COMMITTEE REPORTS

TUESDAY, 4 DECEMBER 2018

COMMITTEE REPORTS

1. **Annual Report of the Standing Committee on Education for the 2017/18 financial year, dated 31 March 2018, as follows:**

Members

The Committee comprised of the following members:

Kivedo, BD (Chairperson) (DA)
Botha, LJ (DA)
Christians, FC (ACDP)
Max, LH (DA)
Olivier, RT (ANC)

Alternate members:

Dugmore, CM (ANC)
Mitchells, DG (DA)
Wenger, MM (DA)
Wiley, MGE (DA)

1. Introduction

The mandate of the Committee is to:

- 1.1 Maintain oversight over the Western Cape Education Department, the way in which the Department performs its responsibilities, including the implementation of legislation and holding the Executive Authority accountable.

- 1.2 Consider and report on legislation, the Annual Reports and matters referred to it by the Speaker.

In fulfilment of its mandate the Committee must:

- 1.3 Facilitate public participation and involvement in the legislative and other processes of the Committee.
- 1.4 Conduct its business in a fair, open and transparent manner.
- 1.5. Promote co-operative governance.
- 1.6. Report regularly to the House.

2. Reporting Department

- 2.1. Western Cape Education Department

3. Overview of Committee's activities

Number of Committee Meetings	11
Number of Public Hearings	4
Number of Oversight Visits	6
Number of Provincial Bills considered	0

4. Oversight activities

Standing Committee on Education

The year 2017/18 was considered a productive year in which there were interactions with the Western Cape Education Department (hereafter the WCED) and many stakeholders were consulted to ensure that the Committee could approach their oversight function with objectivity and insight. The past year was an eventful one and several initiatives had led to follow-up meetings and oversight visits. The following is a summary of the Committee's activities during 2017/18.

During April 2017, the Standing Committee conducted an oversight visit to the Langa Senior Secondary School, which formed part of the Collaboration Schools pilot project. The school had undergone numerous changes, including management and the academic performance of the school, which has contributed to a downward spiral over the past four years. The focus of the visit was to understand and observe how learners and teachers were now coping with these changes. Following the visit to the Langa Senior Secondary School, the Committee invited the WCED to brief it on the Collaboration Schools project.

In line with the Committee's oversight function, the Committee conducted visits to two schools situated in the "red zone" of gang violence. The first visit was to the Summit Primary School in Hanover Park. Thereafter the Committee undertook an oversight visit to Silverstream Primary School in Manenberg. Despite the circumstances, these schools have overcome their challenges and continue to shine.

Towards the end of the first quarter, the Committee afforded Mr M Mbiko from the Nyanga Development Forum the opportunity to brief the Committee on the Safety and Security Initiative at schools in Nyanga. This prompted a follow-up meeting to get responses from various departments and the City of Cape Town to draft an action plan and hold an in-depth discussion sessions with all the role-players.

During the second quarter the Committee took their oversight role a step further by inviting the national Department of Transport to brief it on the amendments to Regulation 250 of the National Road Traffic Act. The briefing also focused on the implications of this amendment for school learners' transport. The Committee further engaged with the CEO of Umalusi, Dr M Rakometsi, and focused on the mandate of Umalusi in relation to the quality assurance of qualifications, curriculum assessment and the accreditation of private institutions, including the standardisation of matric results.

The highlight of the second quarter was an oversight visit to Siphamandla Senior Secondary School in Khayelitsha. This school had been achieved a matric pass rate of over 90% over the past three years. The Committee commended the school for its outstanding academic achievements and the manner in which they strive to improve their school.

During May 2017, the Standing Committee on Education participated in the Social Cluster Visit Week. As part of the delegation, the Committee Members conducted oversight visits to several sites. Four key sites that were visited were Auriel College, the WCED's Eden District office, Knysna Senior Secondary School and Rheenendal Primary School.

Auriel College reported that learners are progressed despite not being ready for the next grade. The College reported a pass rate of 31,7% for the 2016 matric exams.

The meeting with the Eden Education District office was a constructive interaction where officials provided an in-depth and honest account of the situation at schools in the Eden District. Schools in the district are requesting that the quintile system be reviewed in order to allow Quintile 5 schools to apply for the feeding scheme. This also affects the transportation of learners from poorer communities to these Quintile 5 schools.

The visit to Knysna Secondary School included a tour of the school and the hostel facility. The school receives learners from Hornlee Primary School, Sunridge Primary School, Fraaisig Primary School, Rheenendal Primary School, Karatara Primary School, and Smutsville Primary School. The school has achieved a pass rate of 60% to 86,5% over the past four years.

The visit to Rheenendal Primary School showed that this school should be commended for its conversion from "a school of SORROW" to "a school of LIFE" after the school bus tragedy which claimed the lives of 14 learners.

In September 2017, the Committee undertook an oversight visit to St Michael's Primary School in Grabouw. The school faced the challenge of learners crossing the N2 to get to and from school.

An oversight visit to the Bishop School of Skills in Bishop Lavis gave the Committee Members insight into how learners and teachers were coping with the incident in which the school's principal was stabbed on the school's premises in April 2017, as well as with the inadequate curriculum of the school.

5. Legislation

In the 2017/18 financial year the Committee dealt with the following items of legislation:

5.1. Provincial bills

- 5.1.1. Western Cape Adjustments Appropriation Bill (Emergency Funds) Bill, [B 5–2017]
- 5.1.2. Western Cape Adjustments Appropriation Bill [B 6–2017]: Vote 5 – Education.
- 5.1.3. Western Cape Appropriation Bill [B 3–2018]: Vote 5 – Education.

6. Facilitation of public involvement and participation

In line with its mandate to facilitate public participation as part of the legislative process, the Committee held three public hearings on the consideration of the Provincial Money Bills and one public hearing to consider the Annual Report of the Department. The dates for the hearings were advertised in the mainstream newspapers in the Western Cape.

7. Financial particulars

The Standing Committee was allocated a budget of R124 714. At the close of the 2017/18 financial year, expenditure attributed to the activities of the Committee was R153 559.79.

2. The Annual Report of the Petitions Committee for the 2017/18 financial year is as follows:

Members

The Committee comprised of the following members:

- Dauids, SW (ANC)
- Gillion, MN (ANC)
- Hinana, N (DA)
- Kivedo, BD (DA) (Member of the Committee from September 2017)
- MacKenzie, RD (DA) (Chairperson and Member of the Committee until September 2017)
- Max, LH (DA) (Chairperson from September 2017)
- Mitchell, DG (DA)

Alternate members:

Joseph, D (DA)
 Mnqasela, M (DA)
 Wenger, MM (DA)

1. Introduction

The mandate of the Petitions Committee is to facilitate public participation and to monitor the oversight function over the legislation relating to petitions in conferring with the relevant government and civil society organs. The Petitions Committee must report to the Provincial Parliament on each petition and make any appropriate recommendations, including, among others, that the matter be referred to the Provincial Parliament, another committee of the Provincial Parliament, a Chapter 9 constitutional institution, the provincial executive or municipal council.

Standing Rules 110 to 112 of the Western Cape Provincial Parliament contain the composition and powers of the Petitions Committee as follows:

- 110. The Committee is composed in accordance with Rule 74;
- 111. The Chairperson is appointed in terms of Rule 77; and
- 112. The Committee must carry out the functions assigned to it by legislation, the Speaker or by resolution of the House.

2 Overview of committees activities

Number of Committee meetings	4
Number of Public Hearings	0
Number of International Study Tours	0
Number of Fact-finding Visits	1
Number of Cluster Visits	0
Number of Provincial Bills considered	0
Number of NCOP Bills considered	0
Workshops or conferences attended	0

3. Oversight activities

In the Petitions Committee's fourth year of the Fifth Parliament, the Committee strived to focus on engaging with the public in order to promote the work of the Committee. The Committee commenced the 2017/18 financial year by exploring ways in which to reach and inform more citizens of the work of the Committee. Therefore an advert on the mandate of the Committee was placed in various community newspapers across the Western Cape.

In May 2017, as part of the Committee's mandate to investigate all petitions before making insightful recommendations to the House. The Committee further discussed the petition from the Thembaletu Farmers Unity in George and requested an additional session to unpack the information received from the Department of Human Settlements.

There were various engagements between the Committee, the Department of Human Settlements, the Department of Rural Development and Land Reform and the George Municipality in order to find a solution for the petition by Thembaletu Farmers Unity. These meetings took place on 21 April 2017, 5 May 2017, 26 May 2017, 09 June 2017 and 30 June 2017.

During the meeting of 30 June 2017, the Committee discussed a way forward for Thembaletu Farmers Unity. Neither the Department of Human Settlements nor the George Municipality could provide the funding for the infrastructure required for the supply of water, which was a major concern.

In addition, the Department of Human Settlements sent a letter to the Department of Rural Development and Land Reform to identify alternative land. The Department of Rural Development and Land Reform identified three farms in the George municipal area. In addition to this the Lagoon Bay Developers indicated an interest in accommodating 100 farmers on its privately owned land. Towards the end of June 2017, the Committee resolved to conclude the Thembaletu Farmers Unity petition.

During 2017/18 the Committee held three meetings on the petition from Citrusdal Community Police Forum on Riverview Informal Settlement (Alaska Forever Tavern), which took place on 05 May 2017, 26 May 2017 and 30 June 2017. During the meeting of 30 June 2017, the Committee discussed the way forward outlined by the Cederberg Municipality in respect of the Alaska Forever Tavern. Given the urgency of the matter, the Committee resolved to engage with the Minister of Local Government and the Department of Local Government about demolishing the tavern in the Riverview Informal Settlement in Citrusdal.

In July 2017, the Committee undertook a fact-finding visit to inspect the demolished structure of the Alaska Forever Tavern. The aim of the visit was twofold. The first was to meet with all relevant role-players in the Cederberg Municipality to check if the tavern had indeed been demolished. The second was to further investigate the extent of the concerns raised by the petitioners. Based on the outcome that the tavern had been demolished, the Committee resolved to conclude the Citrusdal petition.

The Committee concluded 2017/18 by making tangible recommendations which would assist and improve the lives of the communities of Citrusdal and George.

4. Financial particulars

The Petitions Committee was allocated an amount of R124 714 for the 2017/18 financial year.

At the close of the 2017/18 financial year the expenditure attributed to the activities of the Petitions Committee accumulated to an amount of R60 582.

3. REPORT OF THE STANDING COMMITTEE ON EDUCATION ON AN OVERSIGHT VISIT TO THE MIKRO PRIMARY SCHOOL IN KUILS RIVER.

The Standing Committee on Education, having conducted an oversight visit to the Mikro Primary School in Kuils River on 12 June 2018, reports as follows:

The delegation

The delegation comprised the following Members:

Kivedo, BD (DA) (Chairperson and leader of the delegation)
 Botha, LJ (DA)
 Christians, F (ACDP)
 Max, LH (DA)
 Olivier, RT (ANC)

Parliamentary official:

Ms W Hassen-Moosa, Committee Coordinator

1. Introduction

As part of its oversight mandate, the Committee requested to be kept updated regarding progress with the maintenance of infrastructure, broadband access, upgrades and the daily management of all schools in the province. Taking this into account, the Standing Committee on Education undertook an oversight visit to Mikro Primary School in Kuils River to observe a fully functional and integrated school.

The purpose of the visit was to engage with the school given that this school is fully functional and completely integrated. It was also to look at best practices and whether the lessons learnt could be shared with other schools.

The Committee envisaged that the oversight visit would provide in-depth insight into the conditions that learners, teachers and other staff deal with daily.

This report discusses the Committee's findings, which were gathered during the oversight visit.

2. Overview

The Committee conducted an oversight visit to the Mikro Primary School on Tuesday 12 June 2018. During the oversight visit, the principal, Mr A Mouton, together with his management team, briefed the Committee about the school. They also briefed the Committee on the current operational status of the school.

3. Findings

- 3.1. The Mikro Primary School opened its doors in January 1972 with Mr Ronnie de Bruyn as the first principal. The school has 296 learners and 12 educators. The school is an Afrikaans single-medium school registered and officially opened on 12 October 1972 by Mr Fanie Theron, the then Head of Education.
- 3.2. The school community named the school after CH Kühn, a resident of Kuils River, the principal of the Kuils River High School (now De Kuilen High School) and well-known writer, who used the pseudonym 'Mikro', for more than 100 youth stories.
- 3.3. Building changes took place in 1997 (conversion of a laboratory, art class and a needlework room into classrooms). In 1998 the conversion of the library into an

information centre, which included the bookstore and computer room, was done. In 2001 Grade R education was introduced.

- 3.4. In 2005 the curriculum introduced a new teaching model that had been gradually introduced at all public schools. Outcomes-based teaching (OBE) is an effective approach to teaching and learning. It emphasises the development of knowledge, skills, attitudes and values in learners. Schoolwork in the Foundation Phase (Grades 1 to 3) is divided into three learning areas (instead of subjects), namely: literacy (languages, literacy and communication); numeracy (mathematical literacy, mathematics and mathematical concepts); and life skills.
- 3.5. The teacher-to-learner ratio is 1:26.
- 3.6. During the summer the school offers learners athletics, tennis and cricket. During the winter the school offers rugby, netball and hockey. The school also has choirs for junior and senior learners and the choirs regularly take part in eisteddfods.
- 3.7. The School Governing Body (SGB) consists of the principal, five parents, two teachers and one non-education staff member, and is chosen three times annually by the various interest groups.
- 3.8. The following subcommittees submit reports to the School Governing Body:
 - School Management
 - Parent Affairs
 - Marketing and Public Relations
 - Finance
 - Buildings
 - Site
- 3.9. The SGB funds 14 teaching posts and the WCED funds 24 posts.
- 3.10. The average pass rate of learners is between 85% and 100%.
- 3.11. The school has not experienced any burglaries as the school has an entrance that is guarded by security staff.
- 3.12. The school has endured an ongoing health risk, whereby a faulty sewerage pump causes an overflow of sewage onto the school premises. The pump has been fixed but the problem persists. This challenge has been forwarded to the WCED but the Department has informed the school that there was no money to purchase a new pump.

4. Resolution

- 4.1. The Committee resolved to engage with the WCED to provide a report on the sewerage pump issues which have persisted since 2013.

5. Conclusion

The Committee successfully concluded its oversight visit and took cognisance of this fully integrated school.

6. Acknowledgments

The Chairperson thanked the school for its willingness to share valuable information with the Standing Committee. The Standing Committee also commended the Mikro Primary School for its outstanding academic achievements and the manner in which the staff strives to improve the school.

3. REPORT OF THE STANDING COMMITTEE ON EDUCATION ON AN OVERSIGHT VISIT TO THE ZEEKOEVLEI PRIMARY SCHOOL, CONDUCTED ON 8 MAY 2018.

The Standing Committee on Education, having conducted an oversight visit to the Zeekoevlei Primary School on 8 May 2018, reports as follows:

The Delegation

The delegation of the Standing Committee on Education included the following Members:

Kivedo BD (DA) (Chairperson and leader of the delegation)
 Botha LJ (DA)
 Max LH (DA)
 Olivier RT (ANC)

Apology

An apology was rendered on behalf of Member FC Christians (ACDP).

The following parliamentary official accompanied the delegation:

Mr W Matthews, Committee Co-ordinator

1. Background

As part of its oversight mandate, the Committee requested to be kept updated regarding the progress with the maintenance of infrastructure, upgrades and the daily management of all schools in the Province.

This oversight visit formed part of the Committee's programme after the Chairperson, Mr B Kivedo, alerted the Standing Committee about reports of gang violence around the school. The Committee envisaged the oversight visit would provide in-depth insight into the situation learners, teachers and other staff cope with on a daily basis and how gang violence and drug abuse by learners affects this school. This report discusses the Committee's findings gathered during the oversight visit.

2. Introduction

The Committee was welcomed by Mr G Ritchie, the principal of Zeekoevlei Primary School. He was accompanied by Mrs Z Fisher, an educator at the school. Mr G Stander,

District Director, and Mr R Theys, Circuit Manager, represented the Western Cape Education Department's (WCED) Metro South District Office.

The Chairperson opened proceedings and allowed for brief introductions.

3. Key points from the discussion

Mr Ritchie presented to the Committee on, *inter alia*, the school's history, the demographics of the surrounding community, and the effects of these demographics, the effects of trauma on staff and learners, classroom management and staffing, the distances that some learners have to undertake, as well as suggestions to improve the teaching environment at the Zeekoevlei Primary School.

Mr Ritchie, in his fifth year as principal, stated that there are 852 learners at the school. The numbers fluctuate for various reasons, but largely due to families relocating from the surrounding areas, often leading to learners leaving and/or transferring to another school. He added that currently, four educators teaching at the school attended Zeekoevlei Primary School during their former years. The school has been a dual language medium of instruction school since 2014. He added that as a no fees school, there is a stigma that the school is an underperforming school, without due consideration being given to the dynamics of the challenges that the school faces.

Mr Ritchie stated that the surrounding community is beset with a high unemployment rate as well as many social ills and challenges. He explained that following the latest survey conducted by the school, 75% of its learners' parents receive monthly social grants and 75% of its learners live in backyard dwellings, informal settlements or from nearby farm areas. There is thus a mentality that influences learners to limit themselves to being dependent on benefitting from a grant system. He told the Committee that he often does visits to learners' homes to engage with the parents and/or caregivers. The general attitude in the community, however, does not promote or prioritise educational development.

Some of the social ills include drug and alcohol abuse, domestic violence as well as prominent gang activity. The effects of these vices on learners include, low hygiene practices, Foetal Alcohol Syndrome (FAS), drug addiction, exposure to domestic verbal, physical and sexual abuse, learning and cognitive disabilities, and gang affiliation. There are cases where learners have attended school already intoxicated because of drug use. Mr Ritchie also recalled incidents where learners have enacted the same type of abuse that they are exposed to at their homes, on their peers.

In order to address these serious and damaging effects on learners, the school has drug testing mechanisms in place. Mr Ritchie added that the school has interaction with the Provincial Department of Social Development, the Grassy Park South African Police Service, Non-Governmental Organisations such as Hope House, Anchor South Africa, Safeline, READ, as well as willing individuals, to establish partnerships to uplift the learners and its parents. Some of the interventions include workshops on family strengthening, developing literacy skills, and counselling for those learners and their families affected by the trauma of the social ills affecting the community. The school also has the services of a law firm, benefit from generous donations and have a learning support advisor.

Mr Ritchie reported that an estimated 85% of the learners walk to school from the feeder areas. He stated that the school's request for learner transport, that is a school bus, was not granted by the WCED. Some of the main feeder areas include informal settlements such as Jim se Bos, Smallville and Egoli. These areas are 2.1km, 2.3km and 2.7km from the school, respectively. Other areas include Moore's Farm, Lekkerwater Farm and a housing development in Pelican Park. These areas are 3.3km, 3.3km and 2.8km from the school, respectively. All these distances need to be doubled to calculate the distances that learners walk to and from their homes, daily. Several of these routes are hindered by badly lit stretches, no walking paths leaving learners to walk along the shoulder of roads, gravel and sand roads, busy roads and intersections.

Mr Ritchie stated that educators at the school face many challenges and staff morale suffers because of these obstacles. Despite being dedicated, staff have to deal with the effects of learners who live in troubled homes. Often, educators have to address issues of learners' personal hygiene, learners with varying learning and cognitive disabilities – due largely to FAS, drug abuse and trauma because of abuse - of whom, there are learners who require special needs teaching. Educators are therefore responsible for learners who require special attention. The school has acquired three School Governing Body teacher posts, however, despite spending R9 000pm for each of these teachers, the school is unable to afford these additional expenses.

Mr Ritchie suggested that a wellness officer be added to his staffing structure. A wellness officer will greatly assist learners and staff to cope and address the many challenges, especially the effects of the trauma, workload and stress associated with teaching and learning at a school of this nature. He emphasised that even though educators strive to help learners, who come from troubled domestic and communal environments, they as teachers also need assistance to address the effects that the experiences and conditions have on them.

4. Resolution

The Committee resolved that a motion without notice be tabled in the Western Cape Provincial Parliament expressing gratitude for Mr Ritchie's passion and dedication, as well as commending the honest nature of the report that he submitted to the Committee at the oversight visit of 8 May 2018.

5. Conclusion

The Committee successfully concluded its oversight visit and took cognisance of the situation at the school.

8. Acknowledgements

The Chairperson thanked Mr Ritchie, Mrs Farmer, and the WCED officials for the engaging discussion.

4. REPORT OF THE STANDING COMMITTEE ON ECONOMIC OPPORTUNITIES, TOURISM AND AGRICULTURE ON AN OVERSIGHT VISIT TO THE ZOE INCUBATION CENTRE IN DELFT ON 19 SEPTEMBER 2018.

The Standing Committee on Economic Opportunities, Tourism and Agriculture, having visited the Zoe Incubation Centre in Delft on 19 September 2018, reports as follows:

Delegation

The delegation comprised of the following Members:

Schäfer, BA (DA) (Chairperson and leader of the delegation);
Mnqasela, M (DA)
Nkondlo, N (ANC)

Apologies

Maseko, M (DA)
Tyatyam, S (ANC)

The Committee Coordinator, Ms Z Adams, and the Senior Coordinator, Ms L Cloete, accompanied the delegation.

1. Background and introduction

The Standing Committee on Economic Opportunities, Tourism and Agriculture visited the Zoe Incubation Centre (hereafter “the Centre”) in Delft on 19 September 2018. The visit focused on the purpose of the Centre, its business model and the alignment of the Centre’s business model to the provincial strategy on the Fourth Industrial Revolution.

Delft is a community that has a high level of unemployment, gangsterism, substance abuse and poverty. The Zoe Incubation Centre is a public facility whose mission is to eradicate unemployment, oppression and illiteracy within the Delft community, through skills training and awareness programmes. The Centre aims to provide the community with skills that will allow them to break free from systemic poverty.

The Centre’s programmes are run by members of the community and Mzansi Digital Republic Trust (hereafter “Mzansi”), which was founded by the Home of Compassion, a non-profit organisation focused on holistic human capital developments, and Information Communication and Electronic Media Group (ICE Media).

The Centre assists all age levels of citizens in the Delft community, starting at the Early Childhood Development stage and offering shelter to youth roaming the streets of Delft. Youth are fed and church buildings are used to shelter homeless youth on the condition that they attend school full time.

The Centre also offers the following:

- Developmental courses in arts and crafts, life skills, HIV/Aids, hygiene and nutrition;

- Skills training in terms of baking, cooking, plumbing, brick laying, farming and computer skills; and
- Practical training where trainees are given the opportunity to use their skills in a working environment, and practice their skills until they are proficient. Once trainees complete the practical component of the programmes, they are ready for placement in the formal economy. The Centre has established relationships with a number of recruiting agencies through which trainees can be placed into formal job opportunities. Those that show entrepreneurial potential can then proceed to the entrepreneurial development stage where they are trained and mentored until they are fully fledged entrepreneurs.

2. Overview of the visit: Site tour and briefing meeting with the leaders of Mzansi Digital Republic and the facilitators of the Zoe Incubation Centre

The Committee was welcomed by Mzansi's Group Executive Chairperson, Mr Charles George, and the Chief Executive Officer, Mr Aubrey Botha. The Members were taken on a walking tour and briefed on the various sections of the Centre.

2.1 The Business Model – Mzansi Digital Republic and the Zoe Incubation Centre

In 2014, Home of Compassion partnered with the Western Cape's Department of Economic Development and Tourism (hereafter "the Department") to implement part of the Department's Broadband strategy for free basic internet connectivity in the Delft community. 25 base stations were erected for the Delft community within a 300 metre radius of each other. The base stations provide the community with access to broadband, and are predominantly situated at schools and places of mass socialisation such as taxi ranks.

Mzansi aims to create digital citizens with the vision of unlocking the benefits of the knowledge-based economy for the digitally excluded and marginalised. Mzansi's digital citizenry programme is based on the following:

- Internet and Communications Technology (ICT) infrastructure to establish fundamental connectivity in previously disadvantaged areas;
- Web-enabled devices to connect to the internet and IT infrastructure;
- Online community platform to empower collaboration, social engagement and digital citizenship;
- Electronic and Mobile Commerce (E and M-Commerce), to unlock financial opportunities and online business within the Delft community; and
- Online support through call centres and logistical services to maximise human interaction in the digital ecosystem and for job creation.

The core foundation for all Mzansi's programmes is its ICT infrastructure. Mzansi has built a WiFi Mesh Network (hereafter "the Network") with 25 sites all over the pilot community of Delft. This network is called Mzansi Connect.

2.2 The Call Centre Initiative

The Committee was briefed on the importance of Business Process Outsourcing (BPO) for the province, and the area of Delft, specifically. Mzansi has worked with Zailab to open and operate the country's first 60 seat decentralised community-based contact centre that uses Artificial Intelligence (AI) and machine learning software for superior customer experience and employment aggregator. The contact centre serves as an incubation centre that will enable agents to work from home within a year. The aim is to allow the Province to increase the size of the call centre industry while lowering operational costs, thereby making the province more competitive with other BPO destinations.

The contact centre and the Mzansi platform works together to create one point of entry for corporations that want to do business with the Mzansi consumer. Corporate clients are offered the following:

- A business ecosystem that is supported by a world class contact centre with AI technology;
- Contact centre agents that serve as price brokers ensuring the best price for digital citizens;
- Agents that offer post sales service and promote online store special offerings;
- Agents that support partner retailers with information on loyalty programmes; and
- An upsell on existing products and services to increase spend and ease of use.

So far, contact centres have consistently created employment in the country. The contact centre in Delft has created employment opportunities and enabled community members to better their quality of life. The Centre now has the ability to employ approximately 180 Delft community members to work on the contact centre project being piloted by Mzansi and Zailab. The idea is to transfer this model to other areas within the province and country.

3. Observations during the site tour

- 3.1 The Centre is focused on preparing the Delft community for the Fourth Industrial Revolution, specifically looking at job creation within the community, and how to limit the outflow of revenue from the area.
- 3.2 The Centre offers a retail service that employs four women from the Delft community. School uniforms are made for learners who cannot afford to buy the uniforms. Matriculants are also rewarded with matric ball dresses that are designed and made at the Centre.
- 3.3 The Centre offers a retail service that employs four women from the Delft community. School uniforms are made for learners who cannot afford to buy the uniforms. Matriculants are also rewarded with matric ball dresses that are designed and made at the Centre.
- 3.4 There is a bakery on site that bakes bread and doughnuts. Individuals are taught to bake and to be self-sustainable so that they can establish their own businesses.
- 3.5 The Centre is in the process of establishing a fully functional studio where live shoots and broadcasts will take place.
- 3.6 With the Fourth Industrial Revolution, up to 40% of jobs in construction will not be required and up to 65% of jobs in retails will be lost. Many individuals in poorer areas are employed in these jobs; therefore, it was imperative that Mzansi

- became innovative in its quest to uplift these communities and close the increasing digital divide.
- 3.7 The ICT courses offered at the Centre are accredited through the Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA).
 - 3.8 Courses offered at the Centre run over a six month period; however, for the first three months, the Centre works with individuals to address/unlearn negative behaviour.
 - 3.9 The public WiFi hotspots created by Mzansi in Delft are the largest in the country. The Delft community takes ownership of the broadband base stations; therefore, the base stations have not experienced incidents of theft or vandalism.
 - 3.10 Mzansi Connect provides the Delft community with WiFi vouchers at R10 per Gigabyte of data, as it was found that users preferred WiFi data over cellular data because it is cheaper and the users' experience was better. Most network providers have limited infrastructure within Delft. In areas where there is good WiFi, prepaid airtime sales has decreased.
 - 3.11 Mzansi has developed the "Mzansi Lifestyle App" (hereafter "the app") with a built-in E-Wallet, Communicator and online mall, to assist in keeping money circulating within the Delft community for longer. The app puts essential and local goods and services in the users' hands, thereby localising more of the area's economic activities.
 - 3.12 The Mzansi E-Wallet manages the WiFi top-up vouchers sales and provides for a model that could feed back in to the government's broadband strategy. The Network makes R5,20 from each voucher that is sold. On average, each vendor sells 90 vouchers per day to ensure profitability, with an average income of R8 100 per vendor.
 - 3.13 Besides purchasing mobile prepaid airtime and WiFi top-up vouchers, the Mzansi Connect service also allows Delft residents to purchase or pay for electricity and water, to transfer money, to purchase household goods, and to hail a taxi from their homes. All these services offer the community the element of safety and security as the transactions are safe and cashless.
 - 3.14 Once WiFi hotspots were established in communal areas, Delft community members started congregating in these spots. Thereafter, vendors started selling goods in those areas. As a result of this economic stimulus, these hotspots became vibrant communal spaces.
 - 3.15 The demand for private lines in the Delft community is growing. Mzansi is in the process of installing fibre in the ground to accommodate the demand.
 - 3.16 Mzansi has encouraged community members to download an app called ICECam that allows individuals to create content and take selfies through the app, which will be posted to social media. Every like, share and comment on the post allows the user to earn crypto currency called "JETS", which allows them to purchase goods such as toiletries and food. The app is also used for marketing purposes to track information such as the gender of the user, the type of handset being used, the network being used and the time spent on the device.
 - 3.17 The Centre needs the assistance of all three levels of government and private corporations to ensure that its business model remains successful and can be replicated in other areas.

4. Recommendations

The Committee recommended the following:

- 4.1 That Mzansi pilot its platform and successful business model in other areas in the Western Cape, such as the informal areas in Hermanus;
- 4.2 That Mzansi explore the untapped potential of bringing together all three spheres of government – national, provincial and local government – as well as private corporations to assist in replicating Mzansi’s business model in other areas in the Western Cape;
- 4.3 That Mzansi specifically focuses on cultivating a better relationship with local government, mayoral forums and officials responsible for the Local Economic Development strategy in order to demonstrate the success of its business model that is being piloted in Delft;
- 4.4 That Mzansi demonstrates its business model to delegates from the National Council of Provinces when a delegation visits the Western Cape again; and
- 4.5 To update the Standing Committee on its progress at least twice a year via email.

5. Conclusion

The Chairperson thanked the presenters from Mzansi, Zailab, Home of Compassion, the Department of Economic Development and Tourism, and the beneficiaries for availing themselves to address the Committee and give Members a tour of the Centre.

5. Report of the Service Delivery Cluster Committees on its oversight visit to Eden District, dated 15 November 2018, as follows:

Delegation

The delegation consisted of the following members:

Davids, S (ANC); Dijana, TM (ANC); Dugmore, CM (ANC) ; Hinana, N (DA); Joseph, D (DA); Maseko, LM (DA); Mngqasela, M (DA); Nkondlo, ND (ANC) ; Schäfer, BA (DA); Simmers, TA (DA) (Co-ordinating Chairperson and leader of the delegation); Tyatyam, SG (ANC) ; and Uys, P (ANC).

The following staff attended the visit week:

Barends, A (Driver: Security and Facilities); Adams, Z (Committee Co-ordinator); Jones, S (Committee Co-ordinator); Mshumpela, N (Committee Assistant); Niekerk, S (Committee Co-ordinator); and Cloete, L (Senior Committee Co-ordinator).

Service delivery cluster committees (Cluster B)

The following committees took part in the visit week:

Standing Committee on Economic Opportunities, Tourism and Agriculture; Standing Committee on Environmental Affairs and Development Planning; Standing Committee on Finance; Standing Committee on Human Settlements; Standing Committee on Local Government; and Standing Committee on Transport and Public Works.

1. Introduction

The Joint Visit Week is a key mechanism established by the Western Cape Provincial Parliament to achieve its Constitutional oversight mandate within the province. The visit week is intended to ensure that Members of the Provincial Parliament, through its standing committees, continuously keep abreast with developments and service delivery issues in the province. It also affords the opportunity to undertake oversight visits and interact with communities and institutions in order to assess the needs and challenges they experience.

To this end the Western Cape Provincial Parliament's Service Delivery Cluster undertook an oversight visit to the Eden District from 14 to 16 August 2018 to consult and interact with provincial and local government stakeholders on projects and programmes in the District as part of its oversight mandate.

During the week meetings were held with municipalities and relevant stakeholders in Oudtshoorn, Mossel Bay and George. Representatives of the relevant Western Cape provincial departments were also in attendance.

This report highlights the delegation's findings and recommendations stemming from the visit.

2. Visit to Cango Caves: 14 August 2018

2.1 Overview and background

2.1.1 The day commenced with a visit to the Cango Caves (the Caves) in Oudtshoorn to discuss the future of the Caves as a major tourist attraction for Oudtshoorn and the greater Eden District in terms of:

- Current financial performance as well as the financial performance of the past three financial years and the management of the Caves;
- The role that Oudtshoorn Municipality plays in promoting the economic development of the Caves; and
- Challenges to safeguarding the subterranean environment and its natural wonder.

2.1.2 After the meeting the delegation went on a guided site visit of the Caves.

2.2 Key issues discussed

2.2.1 Financial Performance

2.2.1.1 The Oudtshoorn Municipality indicated that they were placed under administration from 2015 to August 2016. During the period of intervention, the associated Section 154 support package as contained in the Municipal Finance Management Act, 2003 (Act 56 of 2003) commenced. The Municipality was under severe financial strain due to debt of R110 million owing to creditors, which was inherited from the previous mismanagement and lack of oversight of the municipality. However, presently, all funds owed to creditors have been paid in full with the aid of the support package. Furthermore, all conditional grants that

were previously misappropriated are now being utilised for what is was intended to be utilised for.

2.2.1.2 After the Municipality acknowledged the financial and physical damage that was done to the Caves, the first order of business was to change the Cave's core strategy to focus on conservation and marketing. The Caves are open 364 days a year with the exception of Christmas day, and receives on average 250 000 visitors per annum.

2.2.1.3 Income from admission fees makes up 96,5% of the Cave's revenue. The municipality indicated that entrance fees are increased annually. Figure one provides a synopsis of the present and projected revenue generated through ticket sales at the Caves. The Municipality indicated that after the 2016 Local Government Elections, a new council was elected and there was a substantial improvement in revenue generation due to more effective oversight and management of this heritage asset.

Figure 1: Present and projected income sales of the Caves

Financial year	2017/18	2018/19	2019/20
Revenue ('000)	R17 711	R18 756	R19 844
Expenditure ('000)	R16 568	R17 547	R18 592

2.2.1.4 All revenue generated by the Caves is transferred to the Municipal Treasury Account. The funding is utilised for the management and operation of the Caves. Of the budget, 2,7% is allocated to the repair and maintenance of the Caves. The bulk of the budget is set aside for staff remuneration. Employee related costs account for 71,8% of the Cave's main operational expenditure.

2.2.2 Marketing and development of the Caves

2.2.2.1 The Caves are featured as one of Africa's top 20 tourist attractions. Approximately 60% of the visitors are foreigners and 40% are locals. The majority of international visitors are from Germany, India and the United Kingdom.

2.2.2.2 All tours are led by experienced, accredited guides. Given that the majority of visitors are international tourists, the tours are offered in various languages such as English, German, French and Afrikaans.

2.2.2.3 The Cango Caves' marketing strategy is driven and managed in-house. Marketing expenditure represents 5,8% of its total direct operating expenses. The marketing plan comprises of the following:

- Participation in international and domestic consumer exhibitions and road shows;
- Presence on various social media platforms such as Facebook, Twitter and Instagram; and
- Productive relationships with SA Tourism, Wesgro and various regional tourism bureaux.

2.2.2.4 Discussions have been held with WESGRO to assist with the implementation of a food court that would serve a variety of quality foods including halaal cuisine. Accommodation is also one of the niche markets that the Cave's management is considering for local and foreign visitors to ensure that they remain in the area.

2.2.3 Upgrading and safeguarding of the Caves

2.2.3.1 Only a quarter of the Caves are open to the public to ensure the preservation of the edifice for future generations.

2.2.3.2 The Department of Economic Development and Tourism provided the municipality with R1,5 million funding for the upgrading of bulk services at the Cango Caves. Approximately 2,7% of the total budget is utilised for repairs to the infrastructure of the Caves.

2.2.3.3 A governing module has been implemented to review the maintenance of the Caves. The new management team has been tasked with implementing a turnaround strategy with the aim of making the Caves a self-sustaining tourist attraction.

2.2.3.4 The following interventions are being considered to deal with environmental challenges:

- Re-positioning the entrance and exit to eliminate excessive traffic through the Caves;
- Conservation of the natural state of the Caves through continuous research with the international community to ensure that the best equipment is used to monitor rock formations and atmospheric conditions inside the Caves; and
- Attending international seminars on how to best manage and preserve the Caves.

2.2.4 Observations and challenges

2.2.4.1 There has been a decline in domestic tourism in recent years.

2.2.4.2 The municipality received funding to repair the sewage (toilet) issue at the front of the Caves; however, this has not been done yet.

2.2.4.3 Staff remuneration takes up the bulk of the revenue made from the Caves because all staff are trained and certified guides who are trained to speak various languages.

2.2.4.4 Some tour guides are earning more than others. This is a problem inherited from the previous management of the Caves, which has proven to be a complex labour issue as the municipality cannot just reduce salaries.

2.2.4.5 Even though there has been an increase in the amount budgeted for maintenance, revenue is directed to the municipality as per adherence to the Municipal Finance Management Act, 2003 (Act 56 of 2003) guidelines.

2.2.4.6 Vandalism to the Caves is permanent. The majority of the damage was due to unaccompanied visitation that took place since 1806.

2.2.4.7 Visitors leave the area after their visit to the Caves and do not spend more time in the Oudtshoorn area.

2.2.4.8 Funding is required to purchase equipment to preserve the Caves, upgrade the structures, and preserve the indigenous fauna and flora.

- 2.2.4.9 The Municipality indicated that they still have to engage with traditional farmers and Khoisan groups, who have claimed that they are the first discoverers of the Caves. Further investigations are still to be made to validate the claims. Strategies are to be discussed as to how the caves management will work with traditional farmers on the preservation of the Caves.

2.3 Guided site visit

During the site visit the delegation observed that:

- 2.3.1 Local guides are utilised to work at the Caves and are being trained to speak in various dialects to accommodate foreign visitors;
- 2.3.2 The drawings in the Caves have faded due to human contact and parts of the Caves have been vandalised, and therefore closed to the public; and
- 2.3.3 Fungus has formed on the limestone formations due to elevated temperatures caused by lighting and humidity and warm temperatures.

2.4 Recommendations

The delegation RECOMMENDED that the Oudtshoorn Municipality:

- 2.4.1 Utilise Municipal Infrastructure Grants (MIG) funding for the upgrading of bulk services and infrastructure;
- 2.4.2 Put strategies in place to deal with the decline in domestic tourism;
- 2.4.3 Consider a dual payment system for the entrance fee that distinguishes between a local ticket price and an international tourist ticket price, as the current ticket price is too low for international tourists;
- 2.4.4 Put strategies in place to increase the Cave's margin of income and to investigate ways to increase local visitor numbers.

2.5 Resolutions

The delegation RESOLVED:

- 2.5.1 To invite the Department of Economic Development and Tourism and the Department of Local Government to brief it on the strategies implemented to improve the maintenance and upkeep of the Caves; and
- 2.5.2 To request from the Municipality the correspondence between the Khoisan and the Municipality regarding the claim that the Khoisan was the first to discover the Caves.

3. Visit to Outeniqua Research Farm: Wednesday 15 August 2018

3.1 Overview and background

The day commenced with a visit to the Outeniqua Research Farm in George. The purpose of the visit was to gain a better understanding of the role and function of research farms in the Western Cape.

3.2 Key issues discussed

3.2.1 The role and function of research farms in the Western Cape

3.2.1.1 The Western Cape's Department of Agriculture (the Department) has seven research farms under its Research and Technology Development Services Programme, namely:

- Elsenburg Research Farm;
- Langgewens Research Farm;
- Nortier Research Farm;
- Oudtshoorn Research Farm;
- Tygerhoek Research Farm;
- Worcester Veld Reserve; and
- Outeniqua Research Farm.

3.2.1.2 Research and development in Agriculture, is important as it contributes to increasing production by using effective input methods and ensuring food security in a more sustainable manner. Moreover, research farms ensure that the province is at the forefront of technological advances in agriculture. The key to the success of research farms is to ensure that scientific information gathered, is transmitted and used by both commercial and smallholder farms in order to help them adopt competitive and sustainable production methods.

3.2.2 The role and function of the Outeniqua Research Farm

3.2.2.1 Outeniqua Research Farm was established in 1953 and is located southwest of George. The Research Farm was established for agricultural research purposes as well as to provide science-based solutions to the challenges faced by farmers in the area. The Research Farm covers an area of 300 hectares (ha) and serves the farmers of the surrounding area by providing free advice and guidance.

3.2.2.2 Outeniqua Research Farm conducts research on dairy production and planted pasture. The research methodology and programme adopt and use an integrated approach in which management of soil, plants and animals are considered as a continuum, rather than assessed in silos. Part of the research portfolio on the farm includes a number of plant variety trials that are underway, as well as the following projects, which are focused on the effects of pasture and alternative feed products for the cows on the farm, without compromising the quality of the milk:

- Citrus as a maize alternative for supplementing energy for lactating cows;
- Finding a high-fibre concentrate for Jersey cows on kikuyu pasture, and replacing maize;
- Palm kernel extract for Jersey cows on kikuyu pasture;
- The maintenance and management of the Outeniqua Jersey herd;
- The effect of starch replacement sugar and pectin in cows' energy feed - particularly looking at the cows' milk production, milk composition and digestion of fibre;
- Essential oils as supplements to lactating cows on ryegrass pastures; and
- Measuring methane emissions from lactating Jersey cows.

3.2.2.3 The Research Farm also has additional programmes, which include:

- Structured Agricultural Education and Training;
- Veterinary Services;
- Sustainable Resource Management and Farmer Support in order to support agricultural community; and
- Agricultural Economics Services.

3.3.3.4 Outeniqua Research Farm's goal is to ensure that farms remain sustainable and competitive, despite limited natural resources and a changing environment in the Western Cape, which will hopefully increase agricultural production.

3.2.3 Challenges

3.2.3.1 The importing of Ultra-High Temperature (UHT) treated processed milk from China is a threat to South Africa's dairy sector, as UHT extends the shelf life of milk and affects the quality of the product as well, which is especially concerning because dairy allergies are on the rise.

3.2.3.2 Most youth think that the agricultural sector is only about becoming a farmer, and are not looking at careers such as agricultural engineering or plant science, etc.

3.2.3.3 Currently, the industry does not have a proper strategy in place to encourage more black learners to enter careers in the agricultural sector.

3.2.3.4 The biogas facility built by the Department of Transport and Public Works, which was meant to save the farm money in terms of energy costs, has not been functional for seven years because of a design problem.

3.2.3.5 The drought has hindered some of the experiments and processes on the farm; however, the Department has found innovative ways to work around the issue. The Department has assisted over two thousand farmers to purchase fodder for their cattle, and the Department is involved in a number of land care projects related to climate change.

3.2.3.6 Farming in government is very challenging. The Department cannot just replace broken equipment; there is a supply chain process that must be adhered to which can take quite a long time to conclude.

3.3 Guided site visit of the Research Farm

During the site visit of the Research Farm the delegation observed that:

3.3.1 The Agricultural Education and Training (AET) facility located on the farm serves the entire Eden District. The facility liaises with the Department's Farmer Support and Development (FSD) Unit in terms of which training and courses should be offered to farmers and persons interested in the agricultural sector. The FSD Unit assists by visiting farms and encouraging farmers and non-farmers to enrol in courses and utilise the training facilities offered by the farm. Service providers are appointed to train learners on specific courses such as Pastel;

3.3.2 The facility has three classes that can accommodate 50 learners each. Open days are held on the farm to encourage members of the surrounding communities and school learners to visit the facility to gain a better understanding of what the agricultural sector can offer them. These consultations are free of charge for students;

- 3.3.3 The Department also offers agricultural studies at the Elsenburg College. Students that have graduated from the college in the past few years have been placed locally and internationally, specifically in wine-making;
- 3.3.4 Scientists based on the farm act as mentors to post graduate and technical students who are studying for careers in the agricultural sector;
- 3.3.5 As one of the plant variety trials, chicory plants have been planted in pastures to maximise milk production. The Department has also been experimenting with forage herbs and mixed pastures as fodder for the cows;
- 3.3.6 The Department does not tell farmers what to do - they show farmers the results of their research and advise farmers accordingly. Farmers will take the advice; however, they will make their own choices based on the specific conditions of their own farms. The results of the farm's research allows farmers to choose the best plant varieties to increase the quantity and quality of their production;
- 3.3.7 The Research Farm is not an organic farm; however, the farm utilises as little fertiliser as possible because even though fertiliser is needed, it is bad for the environment; and
- 3.3.8 There is no legislation in South Africa that clarifies what organic farming is. There are hardly any organic dairy farms in South Africa, as the country is not fully developed for organic practices. However, National Government is in the process of developing a policy on conservation agriculture, which will refer to "natural" products rather than "organic" products. The idea is to work towards a "lower input, higher output" strategy for farming.

3.4 Information requested

The delegation REQUESTED the following information from the Department:

- 3.4.1 A list of Farmer Support and Development (FSD) officers and a map of where the FSD offices are located; and
- 3.4.2 A list of farming projects that are being funded by the Department.

3.5 Recommendations

- 3.5.1 The Department of Agriculture should liaise with the Western Cape Education Department to develop a strategy to encourage black learners to participate in the agricultural sector.
- 3.5.2 In addition to the above, both departments should encourage the enrolment of black learners in agricultural schools so that they have a better chance of becoming commercial farmers.
- 3.5.3 The Department of Agriculture should encourage learners to study mathematics and science subjects, as these are needed for careers in the agricultural sector.

4. Visit to Eden District Municipal Landfill Facilities: Wednesday 15 August 2018

4.1 Overview and background

- 4.1.1 The second visit for the day was to the Eden District Municipal Regional Landfill Facilities. The delegation met with the Department of Environmental Affairs and Development Planning and the Eden District Municipality (EDM) to discuss waste management at the Eden District Municipal Regional Landfill Facility. Focus areas included the following:

- Financial impact on municipalities;
 - Benefits of the project;
 - Challenges experienced;
 - Public-private partnerships with municipal councils and the private sector that were formed;
 - Possibility of a biofuel plant at the site; and
 - Current waste minimisation initiatives that are in place in the respective B municipal areas.
- 4.1.2 The Regional Landfill Facility in the Eden District was identified as a need within the Integrated Waste Management Plans of the municipalities of Bitou, Knysna, George and Mossel Bay and was established with the intention of accommodating both household (Class B) and hazardous waste (Class 3 + 4 ratings) from these respective municipalities. Provision was also made to include Hessequa and Oudtshoorn Municipalities at a later stage. The project, to investigate the establishment of a Regional Waste Disposal Facility, was initiated in 2007 by the Eden District Municipality after consultation with all the affected local municipalities.
- 4.1.3 This project is a top priority for the Western Cape Department of Environmental Affairs and Development Planning, because the existing contract with PetroSA expired in July 2018 and the current PetroSA disposal site will reach its lifespan by 31 December 2018. The project will be rolled out in various phases over a period of 10 to 25 years and the facility will have a lifespan of approximately 50 years.
- 4.1.4 The purpose of the site is to serve the communities of Knysna, George, Bitou and Mossel Bay.

4.2 **Key issues discussed**

- 4.2.1 The Environmental Impact Assessment process was completed on 15 October 2012, and subsequent regulatory approvals such as environmental authorisation, waste licensing, land use and health buffer zoning and water use licensing were received from the relevant departments.
- 4.2.2 The affected municipalities indicated that the cost of the disposal infrastructure development project was not affordable. Municipalities therefore requested that certain facilities be phased in to reduce the initial cost.
- 4.2.3 Approximately 500 temporary jobs and 60 permanent jobs will be created during the construction phase of the landfill and the Public-Private Partnership Contract will stipulate that as far as possible recruitment must be sourced locally.
- 4.2.4 EDM purchased the new landfill site for an amount of R5,4 million. The establishment of the Regional Waste Disposal Facility will result in an increase in the cost of waste management for the municipalities. The implementation of the model and the financial implication thereof is of concern. The EDM has administered a 10% administration fee to participating municipalities. However, it is not clear what this 10% administrative fee is based on.
- 4.2.5 Public consultation is imperative here as the funding of this project will have an impact on municipal tariffs currently charged to rate payers. It is not clear whether adequate public consultation was embarked upon, especially with Community Associations.

- 4.2.6 The Oudtshoorn and Hessequa municipalities have confirmed their commitment to participate in the project at a later stage.
- 4.2.7 EDM has conducted waste characterisation studies on the municipal waste going to landfills to indicate the portion thereof that can be recycled. EDM will develop a Waste Minimisation Study and Action Plan in collaboration with the participating municipalities which will be included in their Integrated Waste Management Plan.
- 4.2.8 The financial and other contribution from Public-Private Partnerships to the project is unclear.
- 4.2.9 The term “waste economy” is not clearly defined as well as the way in which it will trigger economic activity.
- 4.2.10 Challenges include the extension of the disposal contract with PetroSA.

4.3 Guided site visit of the landfill facilities

The visit to the landfill facilities did not take place as the meeting went on longer than expected and the site closed.

4.4 Information requested

The delegation REQUESTED that the Eden District Municipality respond in writing to the following questions:

- 4.4.1 What is the 10% administration charge to municipalities based on?
- 4.4.2 What was the public consultation process embarked on?
- 4.4.3 Is this project supported financially by the national and provincial spheres of government?
- 4.4.4 How will the outcome of the Characterisation of Waste Study be implemented?
- 4.4.5 What is the financial impact on local residents in relation to the financial impact per participating municipality?
- 4.4.6 To what extent is the private sector being engaged and what is its contribution to the project?
- 4.4.7 What work opportunities are being created and will preference be given to women and youth?

4.5 Recommendations

The delegation RECOMMENDED that:

- 4.5.1 Alternative technology for waste disposal such as anaerobic digestion should be considered to divert waste from landfill sites; and
- 4.5.2 Participating municipalities implement waste minimisation initiatives in their respective municipal areas.

5. Visit to Garden Route Casino: Wednesday, 15 August 2018

5.1 Overview and background

5.1.1 The day concluded with a visit to the Garden Route Casino (the Casino) in Mosselbay, to discuss the:

- Social responsibility initiatives, contributions and projects of the Casino; and
- Utilisation of local business by the Casino.

5.1.2 The Delegation met with the Casino Management and with various stakeholders who are beneficiaries of the Casino's social responsibility initiatives. The Gambling and Racing Board and Provincial Treasury were also present and participated in the discussions.

5.1.3 The Casino commenced operations in December 2002, is located in Mossel Bay and is one of three Tsogo Sun Casinos in the Western Cape, of which the remaining two are the Mykonos and Caledon Casinos.

5.1.4 The staff compliment is 255 people and the Broad Base Black Economic Empowerment rating is 1. Currently there are three disabled employees working for the Casino. The employment equity rating at management level is not according to specification. The staff turnover rate in managerial positions is low.

5.1.5 Approximately 414 518 people visited the Casino in the past five years. The average gaming spend per person over the past five years amounts to R543,61. Currently there are 13 licensed tables and 412 licensed slot machines in operation. The gaming revenue generated for the past five years amounts to R224 795 372.

5.1.6 The Casino implements the Group Self-exclusion Policy through which clients request to be excluded from the gambling premise and activities. They refer clients to the National Responsible Gambling Council for counseling. Staff are being trained to deal with members of the public who have been identified as excluded clients.

5.2 Key issues discussed

The Garden Route Casino Community Trust (the Trust) has been operational since 2013. The Trust consists of seven members. Each member has a singular vote and all votes for a specific project has to be unanimous. The Trust meets quarterly to discuss, amongst others, and vote on contributions for selected projects.

All finances transferred to the Trust is audited. The Trust contributed R2 033 473 towards community initiatives in the 2017/2018 financial year. As part of the Casino's one percent contribution in gaming revenue the following contributions were made:

5.2.1 Ridgeview Primary School

Ridgeview Primary School, a no fee public school was provided R250 000 for a new school hall. The Deputy Principal of Ridgeview Primary, Mr Prinsloo, indicated that the school did not have a hall for a period of 40 years. The Casino under the auspice of the Tsogo Sun, not only provided funding for a school hall but was instrumental in the

construction of a complete science lab and also provided additional funding for the schools maths and science equipment. The Principal indicated that the school hall is also rented out occasionally to generate additional funding for the school.

5.2.2 The Community Police Forum (CPF) Neighbourhood Watch

Mr Carelse from the CPF indicated that they received R32 000 for four stations. He informed the Delegation that additional funding was provided for 250 reflector jackets and 30 torches. He indicated that the reflector jackets increases the visibility of the CPF members when conducting neighbourhood watch duties.

5.2.3 The Seabird and Penguin Rehabilitation Centre Hospital Container Conversion (SAPREC)

In 2005, Ms Carol Walton opened a SAPREC in Mossel Bay. SAPREC has become integral to local penguin preservation since its inception. It has been instrumental in saving the lives of thousands of penguins, gulls, gannets and other local seabirds. The rescued birds are cared for by hand and when ready, they are released back into the wild. Birds that cannot be rehabilitated remain at SAPREC. The facility requires substantial funding to buy new equipment, food and better accommodation for the penguins and seabirds. The Casino provided R92 650 for a container conversion that serves as an animal hospital for the rehabilitation of rescued birds.

5.2.4 Mandela Day Centenary – Bathandeni Creche and CEF Women’s Shelter

On Mandela Day 2018, the Casino employees walked in Mr Mandela’s footsteps by contributing in meaningful ways to Bathandeni Crèche and CEF Women’s Shelter during their 67 minutes for Mandela Day 2018. The Casino sponsored six cots to the Bahandeni Crèche and provided snacks for the children. The CEF Women’s Shelter was painted and general repairs were made to maintain the shelter. In addition hereto, the ladies from the Shelter were taken out for lunch.

5.2.5 Corporate Social Investments (CSI) during the 2017/18 financial year

Through its CSI programmes, the Casino has contributed towards a number of organisations. Listed below is a brief summary of the programmes and financial contributions attached thereto.

5.2.5.1 Moves for Life Chess Programme

Tsogo Sun is instrumental in improving the math’s and science results of young people in South African schools through a national programme called Tsogo Sun Moves for Life. This initiative provides learners from six local schools ranging from grade 1 to grade 3 the opportunity to participate in the Moves for Life Chess Programme.

Tsogo Sun indicated that research has shown that playing chess enhances mathematical, tactical and strategic thinking skills in young people. Tsogo Sun collaborates with Moves for Life, a national non-profit organisation to deliver on the chess Programme. The Programme is endorsed by the Department of Education and is affiliated to the International Garry Kasparov Foundation.

Chess is introduced to young learners in the foundation phase of school (Grades R to 3) as part of the curriculum and is part of the teaching process within the classroom. Teachers are trained and provided with all necessary material to teach chess to 5, 6, 7 and 8 year olds. A unique feature of this curriculum is the innovative and exciting manner in which basic maths, science and life skill concepts are taught to children at the education foundation level. It is not just about chess, but rather combining chess and education to improve the learning development of the child.

The Master Moves Programme is for children aged 9 years and older who want to participate in chess as an extra-curricular activity. Chess trainers not only provide adequate chess training to teachers and learners, but they also coordinate local chess tournaments and facilitate additional chess opportunities.

The Tsogo Sun Moves for Life Chess Programme is currently in over 56 schools and it has reached more than 500 teachers and 21 300 learners throughout South Africa. This contribution extends to the provision of workbooks, teacher training, comprehensive lesson plans and the provision of independent tutors.

The Tsogo Sun Moves for Life Programme provides a structure for the implementation of chess as an educational intervention at school, actively connecting aspects of the game with maths, science and life skills concepts. Learning is made fun and exciting for young school-goers. Participation in the Programme continues to grow and currently reaches 21 300 learners and 535 educators across 57 schools in South Africa.

5.2.5.2 Tsogo Sun Sports Academy: Developing Youth One Game at a Time

The Tsogo Sun Sports Academy promotes school environments that enables a healthy living and responsible attitudes to foster the development of successful young South Africans. This vision is shared by the Department of Education and the Department of Sport. The Tsogo Sun Sports Academy uses sport as a medium to deliver life skills, leadership and healthcare training as well as to reinforce the importance of education to young learners, with the ultimate goal of nurturing children's wellbeing.

The Sports Academy currently supports the development of more than 22 000 South African children and youths between the ages of 7 and 17 in soccer, rugby, athletics and chess through the Tsogo Sun Moves for Life Programme, which translates into over 600 educators across more than 120 schools in South Africa.

Soccer, rugby and athletics training and accreditation is provided to educators, trainers, coaches, tutors, mentors and referees in these programmes. To achieve this, Tsogo Sun has partnered with relevant local government departments, schools, sporting industry and school sports bodies in communities.

5.2.5.3 Back to Basics Sports Academy

Mr Jackson a former sevens rugby player provided the Delegation with a brief synopsis of his dream to establish the Back to Basic Sports Academy. He indicated that the purpose of the academy is to provide quality ball handling skills and safety techniques in rugby. The academy would also focus on cricket batting, bowling and fielding skills in a safe and positive environment.

Mr Jackson obtained level two rugby coaching certification and also holds level one aide certification. One of his greatest challenges was to secure a safe and reliable venue for the academy. The Garden Route Casino Management provided invaluable advice on his Back to Basic Sports Academy business model and has committed to support him through the Tsogo Sun Entrepreneur Business Development Programme. The Programme will provide Mr Jackson with further support in terms of his business development, coaching and mentorship.

5.2.5.4 F & A Airconditioning

F & A Airconditioning is a family owned business founded by Mr Pretorius in 1988. The Company has been providing Mossel Bay and surrounding areas with approximately 70 years of expert services in installation, repair and maintenance of airconditioning and ventilation systems. Mr Pretorius's daughter, Ms Lizel Pretorius and Mr Aubrey Damons, a local farm worker's son, later purchased the business and formed a very lucrative partnership.

F & A Airconditioning has a total staff compliment of 16. There are two qualified industrial refrigeration mechanics, with five skilled installation teams and two office administrators. In addition hereto both skilled and unskilled artisans are employed. Employees receive in-house training and outsourced training.

Through the Small Business Development Programme the business was graded a level 3ME contractor by the Construction Industry Development Board. Due to the accreditation the company is able to source bigger contracts from State Owned Enterprises and Government Departments.

6. Visit to the Groot Brakrivier Road Infrastructure Upgrade: Thursday 16 August 2018

6.1 Overview and background

6.1.1 The Groot Brakrivier Road Infrastructure Upgrade Project, funded by the Western Cape Department of Transport and Public Works (DTPW), was undertaken to:

- Perform upgrades, maintenance and repair work on the MR344 (R102) between Hartenbos and Groot Brak as well as on the DR1578 between Tergniet and Wolwedans;
- Better accommodate the growth in traffic volumes as a result of the increase in the number of residences in the surrounding area;
- Provide a surfaced link between the communities of Wolwedans and Tergniet;
- Construct a traffic circle at the intersection of Long Street and the R102 at Great Brak River;
- Reconstruct the section of the R102 through Riverside, with paved walkways, parallel parking and new street lighting; and
- Upgrade the stormwater system through Riverside.

- 6.1.2 After the meeting the delegation went on a guided site visit of the MR344 and DR 1578 roads.

6.2 Key issues discussed

- 6.2.1 The reconstruction of the R102 commenced in March 2018 and is planned to be completed by mid 2020. The project is currently running three weeks behind schedule.
- 6.2.2 The projected cost of the upgrade of the MR344 (R102) between Hartenbos and Groot Brak Rivier, as well as the DR1578 between Tergniet and Wolwedans is approximately R182 million. Current project expenditure is approximately R27 million. Expected final expenditure is estimated at R196 million.
- 6.2.3 The stop/go control system during the road closures has been an inconvenience to residents and business owners in the De Dekke area. Businesses in this area have claimed to be losing income as a result of the stop/go control system and have approached the courts for a remedy.
- 6.2.4 During the course of the project, a total of R17 million will be spent on targeted enterprises and R3 million on targeted local labour within the Mossel Bay municipal area.
- 6.2.5 Half-width construction (involving the closure of one lane) will require a stop/go control system to manage the flow of traffic. The personnel at the Long Street and R102 intersection currently have to control seven access points. All personnel managing the control points were recruited locally and received in-house training by a professional traffic management subcontractor.
- 6.2.6 A contractor from the Mossel Bay area informed the delegation that no advertisements were placed in local newspapers to allow people from the area the opportunity to tender. The Mayor of Mossel Bay informed the delegation that he was approached by contractors in the Groot Brak area who claimed not to have been given the opportunity to benefit from this project.
- 6.2.7 The flooding in the Riverside area was not taken into account in the design phase of the project. However the drainage issues have been addressed.
- 6.2.8 The project includes wider lanes and surfaced shoulders, raised platforms to prevent speeding, wider parking bays and sidewalks, additional bus embayments and the replacement of street lighting. Also included is the erection of a culvert over the Klein Brakrivier Tributary and an upgrade to the Klein Brak Rivier bridge.
- 6.2.9 Challenges experienced to date include tight design deadlines, the flooding and drainage problems in Riverside and the threat of protests relating to the exclusion of local enterprises.

6.3 Recommendations

The delegation RECOMMENDED that:

- 6.3.1 The Department of Transport and Public Works create a platform where continuous engagement takes place with local stakeholders; and
- 6.3.2 People from the area be given the opportunity to tender.

7. Visit to Sonskyn Vallei Housing Project: Thursday 16 August 2018

7.1 Overview and background

7.1.1 The day concluded with a visit to the Sonskyn Vallei Housing Project in Mosselbay. The delegation met with the Department of Human Settlements (the Department) and the Mossel Bay Municipality focusing on the:

- Sonskyn Vallei 152 IRDP and UISP Housing Project, the 660 units in Phase Two and the commencement of construction in Phase Three;
- Measures instituted to determine the credibility of the Housing Demand Database; and
- Policy implementation in terms of Housing Business Plans, various housing typologies, housing opportunities for the elderly, child headed households and the disabled.

7.1.2 Power Town is located at Klein Brak Rivier approximately 10 km away from Sonskyn Vallei. The area is considered to be unsuitable for human settlements because it is located below the flood line and forms part of the Klein Brak River Estuary and wetland. The Sonskyn Vallei Housing Project has been established to provide alternative accommodation to the Power Town community and backyard dwellers.

7.1.3 After the meeting the delegation went on a guided site visit of the housing project.

7.2. Key issues discussed

7.2.1 The Sonskyn Vallei Housing Project was implemented in terms of the Municipal Integrated Development Plan and Housing Pipeline. The Department of Human Settlements allocated the Mossel Bay Municipality with R6,4 million for the upgrading of the 206 existing top structures at Sonskyn Vallei. Construction of the project commenced during the 2015/2016 financial year.

7.2.2 The Housing Project consists of three phases. In Phase 1 consensus was reached to upgrade 206 houses in Sonskyn Vallei. In addition hereto, of the 206 top structures surveyed, 182 structures have been upgraded. The remaining structures have already been upgraded or extended by the home owners.

7.2.3 Phase 2 commenced with the construction of 152 service sites and top structures. The Department of Human Settlements allocated an amount of R7 161 480 for the installation of internal civil engineering services and R20 612 480 for the construction of 152 top structures. Approximately 105 families from Power Town and 47 families from Sonskyn Vallei benefited from Phase 2. Registration of title deeds is still underway and to date only 92% of title deeds have been transferred.

- 7.2.4 Phase 3 is still in progress where 150 serviced erven and top structures form part of a bigger 660 site development. The Housing Project will be implemented over a period of time depending on available resources and a demand for more housing opportunities. Approximately 150 sites will be developed in the first phase of the project. The remaining \pm 90 Power Town beneficiaries and 33 back yard dwellers from Sonskyn Vallei who were registered on the Municipal Housing Demand Database will be provided with a housing opportunity. Residents from Power Town who do not qualify for a top structure subsidy will receive an enhanced serviced site.
- 7.2.5 The Sonskyn Vallei Housing Project consists of different housing typologies. Houses are allocated to beneficiaries in terms of prioritisation. The elderly and disabled are prioritised in terms of Circular C10 of 2015. The disabled are allocated 5% of the housing project and another 5% is allocated to farmworkers aged 55 years and older. There is no clear directive regarding allocations for child headed households in the national and provincial policy. The Municipality indicated that provision will be made should a need arise for a child headed household housing opportunity.
- 7.2.6 The Mossel Bay Municipality indicated that for the past two years the Municipal Housing Demand Database has been cleared of duplications, deceased person's names, and beneficiaries who have already been afforded a subsidy in the past. According to the 2017 status report of the Housing Demand Database a total of 9 703 families are still waiting for a housing opportunity. The Mossel Bay Municipality seeks to address the housing needs of low-income groups and middle-income groups through Finance Linked Individual Subsidy Programmes, GAP housing and rent to buy options.
- 7.2.7 Approximately 60 job opportunities were created for both Power Town and Sonskyn Vallei residents through the Expanded Public Works Programme (EPWP). Local contractors and suppliers were also used on the Project. The EPWP code was utilised to structure the remuneration for the local labourers.

7.3 Key challenges of the Housing Project

The Sonskyn Vallei Housing Project is located far from amenities. The closest school is reportedly 10 kilometres away from Sonskyn Vallei and no transportation is available for children to commute to school. The Municipality indicated the Western Cape Minister of Education has subsequently granted approval for a school to be constructed in Sonskyn Vallei. The Municipality indicated that they are consulting with the Western Cape Education Department on the possibility of erecting a school in the area.

7.4 Oral comment on the Housing Project by community members

The delegation allowed three community members who were in attendance to provide input on key issues:

- 7.4.1 Ms Benjamin from the Community Police Association (CPA) in Brandwacht informed the Delegation that the Upgrading of Informal Settlement Programme did not include basic services for the Community of Brandwacht. She indicated that there are over 80 families who live in Brandwacht who are not privy to basic

services. She also wanted to know who was responsible for the CPA's in Brandwacht.

- 7.4.2 Mr Cedric Jansen informed the Delegation that he has been a Power Town resident for approximately 24 years. He indicated that Power Town is close to the schools and work. He informed that Delegation that moving to Sonskyn Vallei has been rejected by the Power Town Community.
- 7.4.3 Mr Lavac, a Sonskyn Vallei community leader indicated that that no social economic impact study was conducted in the planning stages of the Sonskyn Vallei Housing Project. The Delegation was informed that the area is serviced by a very small library and that there were only five computers for all of the students in the area to use. He indicated that community members who worked on the Project were never taught the trade. That they were employed as unskilled labourers who were only employed for a short period of time, after which they would become unemployed once the work has been concluded. In addition hereto no contribution was made by the contractor in terms of social responsibility contributions.

7.5 Guided tour of the Early Childhood Development Centre and the Sonskyn Vallei Housing Project

7.5.1 Early Childhood Development Centre

- 7.5.1.1 After the meeting the Department, municipal officials and members of the public accompanied the delegation on a walk-about of the Early Childhood Development Centre (EDC) and the Sonskyn Valley Housing Project.
- 7.5.1.2 The guided tour commenced with a visit to the EDC in Sonskyn Vallei. The EDC provides a classroom for 24 Grade R students and their teacher from Hartenbos Primary School. Consensus was reached with the school and the EDC to accommodate the 24 children and their teacher as transportation to Hartenbos Primary School proved to be challenging. Approximately 40 children from Sonskyn Vallei benefit from the playgroups, toy libraries and ECD programmes at the EDC.

7.5.2 Sonskyn Vallei Housing Project

- 7.5.2.1 The guided tour continued to the Sonskyn Vallei Housing Project. During the tour members of the delegation were able to interact with community members and access a house. The delegation visited the residence of Mr and Mrs James. Mr James said that he was a former resident of Power Town and that he has been on the housing waiting list for approximately 40 years. His family has taken occupation of the house a year ago and he indicated that he was very happy with the legacy he can now leave his children.
- 7.5.2.2 The houses in Sonskyn Vallei are mainly built on slopes. The lower more accessible houses are allocated to the elderly and disabled persons. There were no retaining walls to stabilise the slopes or to deflect water away from properties. Sonskyn Vallei is located at least 10 kilometres from amenities.

8. Information requested

The delegation REQUESTED that the Department of Human Settlements and the Mossel Bay Municipality provide a report on their approach to prevent future structures from being erected on unstable terrain and also how the current situation will be addressed to ensure that the present structures are secure.

9. Acknowledgements

The delegation thanked the various councilors, managers, officials, individuals and institutions for their willingness to meet with the delegation and to share information.