

PARLIAMENT OF THE PROVINCE OF THE WESTERN CAPE

ANNOUNCEMENTS, TABLINGS AND COMMITTEE REPORTS

WEDNESDAY, 3 MAY 2023

COMMITTEE REPORTS

Report of the Service Delivery Cluster Committees on its oversight visit to the Garden Route region from 30 January 2023 to 3 February 2023, as follows:

Delegation

The delegation consisted of the following Members:

Mackenzie, R (DA) (Coordinating Chairperson and leader of the delegation until 20 February 2023)
Maseko, LM (DA) (Coordinating Chairperson and leader of the delegation from 9 March 2023)
America, D (DA)
August, S (GOOD)
Brinkhuis, K (Al Jama-ah)
Dugmore, C (ANC)
Lili, A (ANC)
Marais, P (FF+)
Marran, P (ANC)
Murray, C (DA)
Mvimbi, L (ANC)
Nkondlo, N (ANC)
Van der Westhuizen, A (DA)

The following staff attended the visit week:

Coetzee, J (Coordinating Procedural Officer)
Jones, S (Procedural Officer)
Niekerk, S (Procedural Officer)
Adams, Z (Procedural Officer)
Barends, A (Driver)

Service delivery cluster committees (Cluster B)

The following committees took part in the visit week:

Standing Committee on Human Settlements; Standing Committee on Agriculture, Environmental Affairs and Development Planning; Standing Committee on Finance, Economic Opportunities and Tourism; Standing Committee on Local Government; and the 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 in 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 to assess the needs and challenges they experience.

To this end, the Western Cape Provincial Parliament's Cluster B committees undertook a Provincial Visit Week to the Garden Route region to consult and interact with private stakeholders and provincial and local government projects and programmes in outlying areas as part of its oversight mandate.

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

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

2. Western Cape Housing Demand Database Application: Monday 30 January 2023

2.1 Overview

The delegation met with the Mossel Bay Municipality and the Department of Human Settlements.

2.2 Background

The public engagement was led by Mr Adriaanse from the Department of Human Settlements who briefed the delegation on the purpose of the engagement and the reason for the development of the new Western Cape Housing Department Database Application. Ms Jansen from the Department briefed the delegation on how to set up and utilise the new government mobile application (the WCG app).

The WCG app was developed to allow community members access to government services from any location with Wi-Fi or data coverage. The aim of the inclusion of the Western Cape Housing Demand Database Application onto the WCG app was to:

- 2.2.1 Accelerate housing opportunities;
- 2.2.2 Implement innovative solutions;
- 2.2.3 Integrate the approach to Human Settlements; and
- 2.2.4 Empower members of the public and to enable job creation.

The WCG app was launched on 1 March 2015 and the Western Cape Housing Demand Database was launched in March 2020.

2.3 Concerns

The concerns raised during the public engagement on the Housing Demand Database Application are listed below.

- 2.3.1 Attendance at the public engagement was relatively low.
- 2.3.2 Ward councillors and members of the public indicated that they were not aware of the public engagement.
- 2.3.3 The location of the venue and the time of the engagement were brought into question. Members of the public indicated that public engagement schedules should accommodate the working class. It was requested that the time for the public engagement coincide with the times the public leave work and that the venue be within walking distance of the community.
- 2.3.4 Members of the delegation observed that the mobile application was not user-friendly and could be too complicated for the elderly to utilise and understand.
- 2.3.5 Members of the public alluded to a lack of funds to purchase data and that they do not have access to Wi-Fi facilities.
- 2.3.6 Members requested that the Department of Human Settlements remain with the community members in attendance and engage with them on the issues they perceived in the area.

2.4 Oral submissions

During the public engagement, the following oral submissions were made.

- 2.4.1 Ms S Erasmus, a community member, informed the delegation that the Groot Brak community did not get the information about the public engagement on the mobile application of the Housing Demand Database in advance. She advised that information on the public engagement was crucial to the community of Groot Brak because they are all desperate for a housing opportunity. One of the main challenges was internet connectivity and irregular municipal office hours. She requested that a full-time official be employed, who should be available five days a week to allow members of the public access to internet facilities. Internet access was reserved for students who utilise the service to complete their school tasks. Community members who are not technologically savvy could gain assistance from a full-time employee when trying to access government services. A request was made that public engagements in the area, be scheduled to take place at approximately 18:00 to afford farmworkers, domestic workers, and other working persons the time to attend the public engagement.
- 2.4.2 Mr B Jacobs from the Gouriekwa Khoisan Stamhuis informed the delegation that they did not understand how to utilise the Housing Demand Database application and would never be able to utilise the application as most of the community didn't even own a mobile phone. He stated that the application was not user-friendly and that the Gouriekwa Khoisan Stamhuis personal details were already loaded onto the Municipal Housing Demand Database. The notice of the public engagement was not received in advance, and they were therefore unable to engage with the delegation regarding the problems experienced in the area. One of the most pressing challenges in the area pertained to flooding and damaged houses. A request was made that the delegation aid the community with the restoration of damaged houses.
- 2.4.3 Mr S Harvey, from Fight Against Drug and Alcohol Abuse, informed the delegation that the Groot Brak Community was not represented at the public engagement and that the engagement should be postponed to a time and date when the community

members were able to attend. He indicated that it was inexcusable to continue with the engagement when the main end-users were not available to attend the engagement.

- 2.4.4 Mr J Jacobs, community member, requested that the Department establish a provincial office in Groot Brak Rivier and deploy a permanent official who should be available at least five days a week. He alluded to misappropriated funds to the value of R20 million set aside for housing in the Groot Brak Rivier area and requested that the matter be investigated and that a report be provided to the community on the misappropriation.

2.5 Recommendations/Actions

- 2.5.1 The delegation RESOLVED to:

- 2.5.1.1 Reconvene the public engagement in Groot Brak Rivier on the Housing Demand Database Application at a date to be determined;
- 2.5.1.2 Engage with the WCPP Public Education and Outreach (PEO) Section to ascertain the mechanisms they utilised to notify the public of public engagements. In addition, hereto PEO must provide the delegation with the mechanisms that were utilised to notify the Groot Brak Rivier Community of the public engagement. Lastly, they are requested to provide the delegation with all findings gathered in the respective areas of interest and inform members of the issues that arose; and
- 2.5.1.3 Establish an interactive WhatsApp group to communicate with relevant stakeholders and community members regarding public engagements.

- 2.5.2 The delegation REQUESTED that:

- 2.5.2.1 The PEO Section must provide a report on what they did and the steps they took to engage with the Wolwedans community.
- 2.5.2.2 The Department of Human Settlements provides it with a report that details the number of people that were reached with the Housing Demand Database Application within a period of three months. This was to ascertain how effective the Housing Demand Database Application was in terms of reaching people in rural areas who do not have access to Wi-Fi;
- 2.5.2.3 The Department of Human Settlements provides it with a report on any further developments in terms of the Housing Demand Database Application to further improve its user-friendliness; and
- 2.5.2.4 The Mossel Bay Municipality provides it with a report on how the R6 million that was the allocation for the rehabilitation of the houses in Groot Brak Rivier was spent.

3. Mossel Bay Joint Operation Centre: Monday 30 January 2023

Overview and background

- 3.1.1 Although the planning for the Joint Operation Centre (JOC) had taken four years, the actual construction took nine months to complete. It was the brainchild of five neighbourhood watch organisations (NHWs) who saw the need for a central location from where emergency operations could be carried out from.
- 3.1.2 The JOC is a state-of-the-art facility located on an 800 m² plot on 3 levels from where safety and emergency services can be centralized and deployed. The 3 levels consist of:
- 3.1.2.1 Incident analysis, evaluation and control of various stakeholders;
- 3.1.2.2 A management and planning level; and
- 3.1.2.3 An operational room.
- 3.1.3 The cost of completing the JOC amounted to R12 million.

- 3.1.4 JOC was funded by the Mosel Bay Municipality. However, the JOC is working towards being self-sufficient over the next few years. A full-time manager commenced duty at the JOC on 1 December 2022.
- 3.1.5 The JOC is located on a national key point electricity grid and therefore is unaffected by loadshedding. However, the JOC has a backup generator should the need arise. The Centre has a 65KVA generator, and UPS systems, and are hoping to upgrade to a fully solar powered functionality.

3.2 Key issues discussed

- 3.2.1 Among the JOC's features are:
- 3.2.1.1 The Southern Cape South African Police Service radio server is housed at the Centre;
 - 3.2.1.2 Mossel Bay currently has a network of 200 CCTV cameras linked to the JOC; and
 - 3.2.1.3 A helipad for two helicopters run on fuel donated by local communities.
- 3.2.2 The JOC hosts several safety partners. These include the municipal traffic services, municipal law enforcement, the fire rescue services, the neighbourhood watches, the South African Police Services, and the emergency services. The telemetry services, which monitor the water, electricity and sewerage system functionalities, are also based at the Centre.
- 3.2.3 The JOC is deaf-, blind- and wheelchair-friendly for staff with disabilities (specifically intended to employ people with disabilities at the Centre).
- 3.2.4 This initiative is a prime example of the excellence that can be achieved through collaboration of community-based services.
- 3.2.5 The Western Cape's disaster management response plan is based on the premise that local authorities report and respond to events, and support is then quickly brought in from other centres. The new JOC will enhance and support this provincial approach to any future disaster event.
- 3.2.6 The K9 unit has been established but is not yet functional. The dogs are being procured and the unit is expected to be functional over the next few months. The Department of Community Safety has granted R10 million over a three-year period.
- 3.2.7 No less than 200 security camera feeds are currently monitored from the observation centre in the JOC and it has capacity to access 23 000 more country-wide.
- 3.2.8 In June 2022, the Municipality became the first in the Western Cape to train first responders in basic crowd management to assist the police, as part of a community safety contingency plan.

3.3 Recommendation

The delegation RECOMMENDED that Joint District and Metro approach be utilised to implement similar initiatives in other municipalities and District Municipalities.

3.4 Acknowledgements

The delegation congratulated the Mossel Bay Municipality on the initiative and expressed a word of thanks to all the partners that made the Centre a success.

4. Oudtshoorn Research Farm: Tuesday 31 January 2023

4.1 Overview and background

Located in the Klein Karoo, the Oudtshoorn Research Farm of the Department of Agriculture was about 8km outside Oudtshoorn in the Garden Route District. The 843-hectare farm focused on research for the ostrich industry, the main agricultural enterprise in the region. It

was the world's first and only dedicated ostrich research farm, established in 1964 and was an important local and international resource for ostrich research. The farm was one of the seven research farms managed by the Department of Agriculture.

The South African Ostrich Business Chamber (SAOBC) was an association that served to represent the industry of producers and processors of ostriches and ostrich products. It was a non-profit organisation aimed at organising and providing the ostrich industry with a support structure. It promoted the interests of ostrich producers and processors and supported the development and success of the ostrich industry. The SAOBC had the responsibility to protect the economic viability of the ostrich industry and to ensure that it maintained its sustainability.

Cape Karoo International (CKI) was the result of a merger between Klein Karoo International and Mosstrich and was the world's leading producer of ostrich leather, feathers, and meat. CKI sustained thousands of jobs across various farms, two state-of-the-art tanneries, four ostrich and game abattoirs, and a feather processing facility. The company adhered to international standards with regards to farming practices, processing, exports, biodiversity management and biosecurity. It also applied the humane treatment of ostriches as prescribed by the industry's code of conduct and regulations.

The purpose of the visit was to engage with the Department of Agriculture on a number of issues that focused on research, and included the Smart Decision-Making Tool for the ostrich industry; the Department's contribution to the breeding and keeping of quality, sought-after ostriches; the role of the Department in Avian Influenza (AI) control and/or prevention as well as other risks; the contribution of the ostrich industry to the economy; and why the Klein Karoo seemed to be ideal for the Ostrich industry. To this end, three young researchers shared their respective research topics with the delegation.

To gain a balanced viewpoint from the private industry on the quality of the support services provided by the Department, an invitation was also extended to the SAOBC and to CKI, who briefed the delegation on the slaughtering of ostriches; the markets for feathers, ostrich meat and leather (export and export markets); and the extent to which the Department was serving and meeting the expectations of the industry. The key issues discussed with the Department of Agriculture and with the SAOB and CKI are listed below.

4.2 Department of Agriculture

4.2.1 Key issues discussed

- 4.2.1.1 The Oudtshoorn Research Farm, as most sectors in the Agricultural sphere, had been hard hit by loadshedding. An estimated 800l of diesel per month was required to continue operations on the farm that included the functioning of 12 incubators. Fortunately, an alarm system was in place to ensure the safety of the ostriches. In terms of expenditure for diesel, the Department had a budget of R1 million per annum (including Elsenburg). The Oudtshoorn Research Farm had a total budget of R841 00 of which R361 000 was spent on diesel alone. An appeal was made to Provincial Treasury to grant relief on the diesel expenditure. The knock-on effect of loadshedding resulted in not being able to do irrigation and this resulted in pastures being depleted. The Minister of Agriculture has written to ESKOM to request relief for farmers. He was also proposing a rebate on the purchase of diesel as the Department was procuring diesel at the same price as that of road vehicles.
- 4.2.1.2 There were three registered ostrich units at the farm, namely, an export registered slaughter production unit where chicks were reared to slaughter age, a breeding farm for the breeding flock and a hatchery. Central to the Department's Research

Programme, was the ostrich resource flock, which consisted of 150 breeding pairs used for research on genetic selection, crossbreeding and nutrition.

- 4.2.1.3 The delegation was pleased that the Department was investing in the development of the youth as was evident by the age group of the Researchers employed. The presentations by the three Researchers on their respective research topics were appreciated and their work to support the ostrich industry was commendable. The research topics included evaluating the performance of ostrich males trained for semen collection when returned to natural mating systems; exploring the possibility of fast-tracking genetic improvement of skin quality by using assisted reproduction techniques in ostriches; heat stress in growing ostriches; and the influence of feather harvesting practices on feather quality, production, and the welfare of ostriches.
- 4.2.1.4 During the discussion, information was requested that related to the number of successful black farmers in the Oudtshoorn area and what was done in terms of skills development. This matter was not responded to by the Department and will form part of the resolutions below.
- 4.2.1.5 In terms of income generation, the Oudtshoorn Research Farm hosted an annual ostrich auction at which ostriches were sold. This enabled farmers to benefit from the genetic improvement made with the research flock. Birds for these auctions were selected on breeding values for reproduction, feather quality and weight. The income thus raised, assisted with the sustainability of farm, and supplemented the operational budget allocation of R143 million. Additional income to the value of R8 million rand was received from external funders. The Department was also allocated a Comprehensive Agricultural Support Programme (CASAP) funding grant by the national Department of Agriculture, Land Reform and Rural Development (DALRRD). There was an allocated budget of R2 million to the Programme Animal Science for the Oudtshoorn Research Farm ostrich flock. Approximately 80% of this allocation was spent on fodder, primarily due to the drought which precludes lucerne production on the farm, as there was very limited (if any) irrigation water available.
- 4.2.1.6 The Ostrich industry was high risk and capital intensive. Constraints to this industry were highlighted as relating to the impact of the rand exchange rate on profit; increased environmental awareness in terms of veldt management; regulations; new market penetration; guarantees on animal welfare and food safety; consistent and quality supply; high abattoir and tannery standard compliance; phyto-sanitary requirements of the European Union (EU); high chick mortality, AI; market uncertainty and water security.
- 4.2.1.7 Currently, the only two diseases affecting ostriches which were classified as Controlled Animal Diseases under the Animal Disease Act, 1984 (Act 35 of 1984), were AI and New Castle Disease Virus. These diseases were being controlled under the national government and industry standards as well as the relevant bio-security modules. The Western Cape Department of Agriculture, through the Chief Directorate Veterinary Services, were working closely with the industry (SAOBC) so as to comply with the regulations set for the keeping of ostriches and the subsequent exporting of ostrich products. A decision was taken at a national level that provinces were not allowed to develop vaccines. Laboratories utilised by the Department at Elsenburg focused on diagnostics while the Onderstepoort Laboratory (National) played a role in sampling and testing. Private laboratories were also engaged.

Challenges encountered included the fact that viruses mutate and evolve by adapting to their environment. The Department therefore encountered more cross reactions on tests and saw behavioural changes in the diseases. The psychological effect of the long drought, the poor economic situation wherein many farmers found themselves, as well as other external factors, have caused many producers to become negative towards the industry and more specifically against the rules and regulations. As farmers tried to save money, they cut down on the feeding cost of the ostriches, which

resulted in a weaker immune system and subsequently resulting in susceptibility to diseases.

To mitigate the challenges, 60 049 samples were taken by the Department during 2022, a database with information was made available to the Province via the VetEpi portal, and all positive cases were followed up and handled by the Department in cooperation with the SAOBC with huge success.

4.2.1.8 In terms of the way forward, the Department undertook to place a huge emphasis on improved biosecurity; educating producers on the importance of adhering to regulations; improving surveillance, sampling, testing; and improving communication and understanding between the industry and DALRRD.

4.3 South African Ostrich Business Chamber (SAOBC) and Cape Karoo International (CKI)

4.3.1 Key issues discussed

4.3.1.1 South Africa resumed its ostrich meat exports to the European Union (EU) after a ban imposed for residue testing procedures which did not meet the EU's requirements. The EU was the largest market for South African ostrich meat and the ban had put the sector under enormous pressure. South Africa currently holds approximately 75% of the global ostrich market share, with 80% of the country's ostrich meat coming from the Western Cape. Ostrich exports were divided into meat, leather, and feathers, with meat and leather being the most lucrative of the markets in the Western Cape. The ban on the export of raw ostrich meat was still in place, hence only treated meat products were exported.

4.3.1.2 Ostrich feather products were mainly exported to Hong Kong, China, and the United Kingdom. The major export markets for ostrich leather products were France followed by the United Kingdom and Mexico. In addition, meat and edible offal products were exported to Hong Kong and China. The other edible ostrich meat products are mainly exported to the Netherlands and Mauritius. The major export markets for treated meat products were the United Kingdom, Belgium and France. There was also a huge increase in the market for pet treats. The sustainability of the ostrich industry was dependent on financial sustainability, the protection of the environment, resources, improved production, and social acceptability.

4.3.1.3 The SAOBC worked to align the South African ostrich industry and its role players with international standards. This was to ensure that the South African ostrich industry functioned to uphold those standards through sustainable farming practices, processing, meeting the export requirements, protecting biodiversity in practicing biosecurity and the humane treatment of ostriches. The SAOBC and CKI invested in research to ensure that the continuous improvement of the quality, volume, and production of ostrich products.

4.3.1.4 A concern was raised relating to the perceived veterinary standards that Europeans, through the World Organisation for Animal Health, had of South Africa. The delegation also noted, with concern, the decline of the ostrich industry. The processing numbers of ostriches were declining which was reflected in the lower gross value of production due to the impact of the market closure for meat exports due to the AI outbreaks. In response to these risks, the industry invested in the production of heat-treated meat for exports with good success. This allowed for the continued export of ostrich meat even when there was an AI outbreak in the country.

4.3.1.5 Challenges experienced included the interpretation of export requirements to conform to policy regulations; changes in AI regulations; the interpretation of AI test results, resulting in severe disease control measures; certification, access to markets and port efficiency. The Western Cape had an institutionalised structure to systematically address barriers to trade by way of a Trade Barriers IQ Team and an Ease of Doing

Business Task Team. The effective solution to the barriers of trade would however require working closely with counterparts on a national level, as many of the solutions to challenges fell within the national sphere of government.

- 4.3.1.6 The SAOBC has communicated with DALRRD regarding the changes to the AI Regulations of the World Organisation for Animal Health that now require to only report Highly Pathogenic H5 & H7 cases and that this necessitated changes to the current protocol. The SAOBC then made several proposals in this regard and is awaiting a response. The proposals submitted by the SAOBC summarised changes to the VPN04 (Standard for the requirements, registration, maintenance of registration and official control of ostrich compartments in South Africa) to align with International Regulations for the export of ostrich meat products to SAOBC's trading partners.

4.4 Resolution

The delegation RESOLVED that the Standing Committee on Agriculture, Environmental Affairs and Development Planning invites the SAOBC, the Department of Trade and Industry, the Department of Agriculture, Land Reform and Rural Development, the Department of International Relations and Cooperation, as well as members of the relevant portfolio committees in the National Assembly and the National Council of Provinces to attend a meeting to discuss the challenges facing the ostrich industry, with specific reference to the restrictions on the export of raw meat, the possibility of the establishment of an Interdepartmental Forum as well as the World Organisation for Animal Health's perception of the South African Veterinary Standards and related concerns.

4.5 Information requested

The delegation REQUESTED that the Department of Agriculture provides it with:

- 4.5.1 A report on the number of successful black Farmers in the Oudtshoorn area with specific reference to the Department's efforts in the skills development of these farmers; and
- 4.5.2 The type of skills required in the production of leather products, the challenges experienced, and whether such skills are a part of the National List of Scarce and Critical Skills.

5. Public hearing in Oudtshoorn: Tuesday 31 January 2023

The Standing Committee on Finance, Economic Opportunities and Tourism (the Committee) held its first public hearing on the Copyright Amendment Bill [B 13D–2017] and the Performers' Protection Amendment Bill [B 24D–2016] in Oudtshoorn.

The public hearing was attended by 80 members of the public from Oudtshoorn, De Rust, Dysseisdorp, Bongoletu, George, Beaufort West, Wilderness and Calitzdorp. The Khoi San groups of the Western Cape were well represented at the public hearing.

The public hearing began with a briefing by Mr Klaas Mokaba, Acting Chief Director: Legislative Drafting, from the Department of Trade, Industry and Competition. The briefing was followed by questions of clarity from members of the public, which Mr Mokaba responded to.

Once the questions of clarity concluded, oral submissions were received from Ms Quaanitah Simons, Mr Andile Marenene and Mr Thulane Justice Meme.

The Chairperson thanked the members of the public for attending the public hearing and for submitting their questions of clarity and oral submissions on the bills. The Chairperson reminded all attendees that the deadline for written submissions was 10 March 2023.

6. Congo Caves: Wednesday 1 February 2023

6.1 Overview and background

- 6.1.1 The Congo Caves (the Caves) was one of the top 10 visitor attractions in South Africa and received an average of 250 000 visitors annually (pre-pandemic). In 2017 the Caves exceeded the 270 000-visitor mark.
- 6.1.2 The Caves was the biggest show cave operation on the continent, and the only show cave in Africa that is a member of International Show Cave Association (ISCA) and Australian Cave and Karst Management Association (ACKMA).
- 6.1.3 The Caves operated 364 days per year and was only closed on 25 December.
- 6.1.4 Income was primarily generated through entrance fees, and secondary income was derived from rental of retail space.
- 6.1.5 There were 33 permanent staff which comprised of guides, cashiers, maintenance and managerial staff. All staff were appointed through municipal recruitment processes.
- 6.1.6 Approximately 15 tours (Heritage & Adventure) were conducted daily.
- 6.1.7 According to the pre-pandemic statistics the international visitors exceeded the domestic visitors by a 65/35 ratio where it was the opposite 10 years ago.
- 6.1.8 The Caves execute an annual marketing plan which entailed participation in trade and consumer exhibitions, workshops and roadshows that were geared towards core markets such as South Africa, Germany, United Kingdom, India, the Netherlands and the United States.
- 6.1.9 It was important to nurture and maintain these relationships as it was the abovementioned markets that carried the Caves post pandemic and have exceeded expectations.
- 6.1.10 Presence on various Social Media platforms (Twitter, Instagram, Facebook) and productive relationships with SA Tourism, Wesgro and various regional tourism bureaux have ensured visits from various travel media, tour operators and travel agents.
- 6.1.11 All of the above is driven and managed in-house.

6.2 Challenges

- 6.2.1 The Municipality highlighted that it was their core function and responsibility, as custodians of this heritage site, to ensure that it was preserved for future generations.
- 6.2.2 The majority of the damage caused was due to unaccompanied visitations that have been recorded since 1806. Vandalism to the caves was unfortunately a permanent fixture.
- 6.2.3 Tour options and restrictions to limit the number of people per tour were imposed in the early 90s to ensure that less pressure is put on the internal environment of the cave, and visitors have a more enjoyable experience.
- 6.2.4 The Western Cape Department of Arts and Culture was assisting the Caves in developing a Maintenance and Conservation Management Plan that was consistent with the requirements, objectives and principles of the National Heritage Resources, 1999 (Act 25 of 1999).
- 6.2.5 Upgrading of the building also required urgent financial support.

6.3 Key issues discussed

- 6.3.1 It was highlighted that employee related costs accounted for 78% of the main operational budget while the operational expenditure was estimated at 15% and

- contracted services at 4%. The main source of income was from admission fees (96%) while the rental of facilities (curio shop and restaurant) made up the remainder.
- 6.3.2 In 2018 the Caves generated a profit of R6 million with a loss of R8 million in 2021 due to COVID-19. With tourist numbers increasing it was projected that the Caves would start to generate a profit again in the next two years.
- 6.3.3 Since its establishment, the Caves have been at the forefront of local and foreign tourism in South Africa and have been regarded as “public property” since 1820 when the first servitude was implemented.
- 6.3.4 The Cape Provincial Administration entrusted the Caves to the Oudtshoorn Municipality by means of the Cango Caves Ordinance of 1921 and in terms of the Cango Caves Ordinance of 1971 which replaced the 1921 Ordinance, Province assigned the authority to control and manage the Caves to the Municipality.
- 6.3.5 The land on which the Caves are situated, including the building, was the property of the Oudtshoorn Municipality.
- 6.3.6 In 2016 the Municipality, in conjunction with the Province established a task team to manage the Museum with the participation of all stakeholders responsible for governance, science, environment, heritage and tourism on its Board.
- 6.3.7 The Minister of Cultural Affairs and Sport appointed a Board of Trustees (BOT) for the Caves on 4 April 2018 in terms of the Museums Ordinance No 8 of 1975, but the Municipality was overall responsible for the managing and daily operations of the Caves such as administrative support through finance, procurement, human resources, corporate and technical departments to reduce the salary bill.
- 6.3.8 During the COVID-19 period, budget and financial support were provided by the Municipality to pay salaries and other related expenditures such as maintenance work of infrastructure.
- 6.3.9 The current building required urgent repair and maintenance work and urgent assistance was required from provincial and national government.
- 6.3.10 The budget allocation for marketing through the Caves & Tourism Bureau was important to position the Caves and Oudtshoorn, locally and internationally. The Municipality was constantly investigating new ideas to develop the asset and identify value adding initiatives with the potential to increase the revenue streams. An example of this was interactive digital tours and Commercialisation of Municipal assets around the Caves such as the Cango Mountain Resort and De Hoek Resort to cross subsidise the activities at the Caves, but also to increase revenue streams for both resorts and the Caves.
- 6.3.11 It was highlighted that the Municipality were in the process of appointing a Scientific Advisory Board to oversee all scientific matters related to the Cango Caves and to evaluate any events applications to be held in the Caves such as movie shoots, festivals etc. as the environmental impact and the protection of the Cango Caves are critical.

6.4 Recommendation

The delegation RECOMMENDED that the Oudtshoorn Municipality considers a dual payment system for the entrance fee that distinguishes between a local ticket price and an international tourist ticket price, to encourage local tourists to visit the Caves.

6.5 Information requested

The delegation REQUESTED the following information:

- 6.5.1 The names and background of the Board of Trustees appointed by the Minister in 2018; and
- 6.5.2 A status report on the appointment of the Scientific Advisory Board.

7. Groenvlei Carp Eradication Project: Wednesday 1 February 2023

7.1 Overview and background

The Groenvlei Lake near Sedgefield in the Western Cape was an important natural lake from both a conservation and recreational angling perspective. The lake was managed by CapeNature and contained two small indigenous fish species, the estuarine round herring and the Cape silverside. Unfortunately, Groenvlei was stocked with several species of alien fishes, namely bluegill sunfish, largemouth bass, mosquitofish, Mozambique tilapia and carp. The Groenvlei Carp Eradication Project was situated within the Goukamma Nature Reserve.

Carp was an invasive species, introduced in Groenvlei in the 1990s. The Groenvlei lake was the ideal environment for the carp and as a result the carp had increased to the extent where they are causing ecological degradation to this unique freshwater lake.

The National Environmental Biodiversity Management Act, 2004 (Act 10 of 2004), published a list of alien and invasive species that needed to be controlled in South Africa in the Alien Invasive Species Regulations, that came into effect on 1 October 2014. According to these regulations, Carp was classified as a Category 1b species. This meant that that it was an invasive species which had to be controlled and wherever possible, removed and destroyed.

In 2018, a concerned resident from Sedgefield, Mr Johnny Snyman approached CapeNature with a proposal to remove the carp. Mr Snyman later registered a non-profit company, Invasive Fish Species Management (IFSM).

The compulsory lock-down and other limitations introduced during the COVID-19 pandemic caused a lot of hardship amongst local communities. The carp was harvested by IFSM and distributed by Gift of the Givers to the Sedgefield/Smutsville community as a food source. The community welcomed the carp and food kitchens also served carp to people in need. Some interesting recipes for cooking the carp, were also distributed.

During the harvesting of the carp the removal methods were also adapted and refined with various types of fishing nets being utilised (sinking and floating nets). Some of the fishing nets and other equipment were sponsored by members of the public. At the time this resulted in the removal of 7 856,61 kg of carp, supplied to the community as a food source.

On 30 September 2022 the global fishing company, Oceana, joined the initiative by sponsoring a refrigerated trailer which assisted with the distribution of the carp. Gift of the Givers also contributed with additional funding to support the expenditure incurred by IFSM during the harvesting of the carp.

The project has resulted in many benefits to the local community.

The purpose of the visit was to engage with CapeNature and its partners as well as with project beneficiaries on several issues that included the project background and operation, challenges experienced, successes achieved, community and youth involvement and community benefits.

The delegation was welcomed and addressed by CapeNature officials, a representative from Gift of the Givers and a representative from IFSM.

7.2 Key issues discussed

7.2.1 The delegation was pleased with the initiative and partnerships in respect of the project and its efforts to alleviate hunger, as well as the associated benefits to the

surrounding community. It was also impressed by the active participation of the community in the project.

- 7.2.2 It was unclear where the responsibility and budget resided for the clearing of invasive alien species, whether vegetation or fish species.
- 7.2.3 The project was one that offered humanitarian relief in terms of hunger and economic relief in terms of creating opportunities for employment. It was a joint effort between CapeNature, Gift of the Givers, IFMS and the community. However, it was unclear to the delegation to what extent other departments of the Western Cape Government have included poverty eradication within the various programmes.

7.3 Request for information

The delegation REQUESTED that CapeNature provides it with:

- 7.3.1 A written report on the Groenvlei Carp Eradication Project, with specific reference to the requirements to keep the project going, including the requirements that will be needed to upscale the project in the future;
- 7.3.2 An appropriate costing of the work required to eradicate all carp in Groenvlei;
- 7.3.3 Its mandate in respect of the clearing of alien vegetation and fish species and, if alien fish species fell within this mandate, an explanation why additional funding has not been allocated to this project given its many biodiversity benefits;
- 7.3.4 The current number of EPWP workers involved with the Groenvlei Carp Eradication Project and whether a possibility existed of allocating more EPWP workers to be recruited from the local community;
- 7.3.5 A copy of the contract between CapeNature and IFMS; and
- 7.3.6 A written response on whether there were other wetlands, estuaries or dams in the Western Cape that may have similar problems with alien species; that were threatening indigenous fish.
- 7.3.2 The delegation requested that CapeNature, through Gift of the Givers, provides it with the location of the 11 soup kitchens out of the 26 soup kitchens supported, that were presently functioning.
- 7.3.3 The delegation further requested that the Department of Environmental Affairs and Development Planning and CapeNature provides it with a list of their initiatives to eradicate poverty through the utilisation of their assets and focus areas; and
- 7.3.4 That the other Standing Committees within the Cluster consider requesting the same, in terms of the initiatives to eradicate poverty, from the Departments that fall within their oversight mandate.

7.4 Resolution

The delegation RESOLVED that it would write a letter to the Gift of the Givers to thank them for their role in this Project.

7.5 Recommendations

The delegation RECOMMENDED that:

- 7.5.1 CapeNature liaises with the Department of Agriculture in terms of the work they do with drones; so that they could get some support and training; and
- 7.5.2 The Department of Environmental Affairs and Development Planning provides support to Gift of the Givers and CapeNature so that they could continue with this project.

8. Bitou Municipality: Thursday 2 February 2023

8.1 Overview and background

The delegation met with the Bitou Municipality and the Department of Human Settlements.

8.2 Background

The Bitou Municipality reported a disaster incident that occurred on 18 May 2018 indicating that a fire devastated two informal settlements and townships. A formal application was made to the National Department of Human Settlements to provide an Emergency Housing Grant to procure fireproof building materials for the affected residents. An amount of R3 988 200 as an Emergency Housing Grant was allocated to Bitou Municipality to provide temporary housing residential structures for the affected households.

On 3 March 2021 the Committee met with the Bitou Municipality to discuss issues about the emergency housing building material intended to create temporary relocation for 71 households in Kurland, Qolweni and Kwa-Nokuthula in June 2018. Stemming from the meeting that took place on 3 March 2021 the Committee resolved to conduct a follow-up oversight visit to the project sites to observe the status of the constructed emergency alternate building material structures, allocated to areas determined by the Bitou Municipal Council. During the site visit to Kranshoek, one of the sites identified by the Bitou Municipality to obtain the emergency building material, the Committee noted that the area where the units were constructed resembled a wetland. The site was serviced to make provision for housing units, but the stagnant water was not conducive to human settlement. Access to ablution facilities and taps was not suitable as it was located very far from the structures.

On 12 April 2022 the Committee conduct a follow-up oversight visit to the area to receive an update on the status of the allocated emergency alternate building material for the construction of emergency housing. The Municipality advised the Committee that the funds to complete the project were depleted. The total project cost amounted to R10 982 869 and was broken up as follows:

- 8.2.1 The Contractor submitted a quote or “Tender Bill of Quantity” for construction costs of R3 988 200. It was not clear whether this amount included VAT.
- 8.2.2 Between 2019 and 2021 the contract expenditure was as follows:
 - 8.2.2.1 Value of work paid – R6 160 327 (VAT excl.)
 - 8.2.2.2 Value of work paid – R2 112 885 (No VAT claimed)
 - 8.2.2.3 Material storage costs – R183 600 (No VAT claimed)
 - 8.2.2.4 Adjudication award – R2 356 000 (No VAT claimed)
 - 8.2.2.5 Adjudication Fees, Mvana & Associates – R150 031
 - 8.2.2.6 Adjudication Fees, Adjudicator (Adv Moloisane) – R20 025

The structures stored at the Municipal Aerodrome were damaged and could not be utilised to finish the project. The issue about the alternate building material stored at the Waste Transfer Station in Kwa-Nokuthula was to be submitted to Council for a resolution on a way forward. Persons who previously dealt with the matter were not providing information about why the supplier had the keys to the storage units, why the supplier had to be paid adjudicator fees and which person or persons should have been held accountable for the irregular expenditure. The Adjudication fee claims from the Contractor amounted to R2 356 000 for standing time, storage cost and security cost. The Department of Human Settlements was requested to provide funds to investigate the dispute between the service provider and the municipality regarding the payments to the contractor for the incomplete work. The Committee resolved that the Auditor-General be consulted in the investigation into the irregular expenditure with the suspicion of corruption on the R10 982 869.

On 2 February 2023 the delegation approached the Bitou Municipality (the Municipality) once again for a follow-up visit to ascertain the status of its investigation into the irregular expenditure and whether the requested rehabilitation was conducted at Kranshoek. The Bitou Municipality briefed the delegation on the consequence management that was instituted, the status of the bulk infrastructure at Kranshoek and the Integrated Human Settlements' plans.

8.3 Emergency housing expenditure

The Municipality informed the delegation that an independent investigation team was appointed to investigate the emergency housing project. The team aimed to establish the facts, record the sequence of events, determine the prima facie evidence of instances of fraud, corruption, whether maladministration existed and draft recommendations on their findings. The teams consisted of two officials from the Department of Human Settlements, one official from the Provincial Government, and the Accounting Officer was instructed to appoint one person from the firms on the panel of Accounting Services.

On 31 January 2023 the Bitou Municipal Council considered the report and resolved to authorise a further investigation into the construction of emergency housing as recommended in the report. The Council escalated the preliminary investigation report to the Municipal Public Accounts Committee for further consideration. The Accounting officer was then requested to report back to Council once he has considered all the reports. A criminal charge was made against Councillor Bill Nell with the South African Police Service in terms of the Prevention and Combatting of Corrupt Activities Act, 2022 (Act 12 of 2022). Case no 122/4/221 was opened against municipal officials and service providers based on the information provided by several whistle-blowers on the alleged corrupt activities which were reported on officials and service providers on several municipal projects including the emergency housing project. The final investigative report must still be submitted to the Municipal Manager for consideration of the recommendations. The Municipality indicated that any further irregularities stemming from the investigation will be escalated to SAPS for their intervention.

8.4 Kranshoek Infrastructure and bulk water services

The Municipality informed the delegation that erven 1217 and erven 1160 were identified as possible Breaking New Ground development areas and that 86 erven were identified as possible Finance-Linked Individual Subsidy Programme (FLISP) related projects. An application was made for the Municipal Infrastructure Grant (MIG) funding to the value of R141 million to address all matters raised in the Bitou Municipal Master Plan. One of the projects received MIG funding approval to the value of R35 967 788. The project was to be instated as a phased approach. Co-funding from the Municipality for the projects was valued at R3 956 476 and the MIG funding was valued at R32 011 311. The work that was approved was the construction of a Pump Station with pipework at the Braakloof Reservoirs, a Pump Station with pipework at the Kranshoek Reservoir, a replacement of the old elevated 500 kilolitre water tank with pipework at the Kranshoek Reservoir, and the upgrading of smaller diameter pipes to suitable sized pipes from Braakloof reservoir to Kranshoek Reservoir. Phase 1B of the project was completed in the 2020/21 financial year and it was reported that the water supply to Kranshoek has since improved. Improvements were also made to the bulk outfall sewer of Kranshoek where sewer pipelines were replaced with gravity pipelines, 32 new manholes were built, and 18 existing manholes were repaired. The construction cost of the project amounted to R4 037 769 with a construction time of approximately 28 weeks.

8.5 Concerns

The following concerns were raised during the meeting:

- 8.5.1 The general conditions of the contract provided to Nzuzo Yalo Trading (Pty Ltd) did not specify the requirement for adjudication, yet a substantial amount of money was spent on adjudication.
- 8.5.2 The delay in finalising the investigation into the corruption charges.
- 8.5.3 The cost to construct the Temporary Relocation Areas dwellings was valued at R200 000. The amount charged was construed to be an inflated amount.
- 8.5.4 The backlog reported by the Bitou Municipality in assisting fire victims with housing units.

8.6 Recommendations/Actions

- 8.6.1 The delegation REQUESTED that the Department of Human Settlements:
 - 8.6.1.1 Provides it with its five-year delivery plan to indicate the funding that was made available to the Kranshoek and Kurland housing projects for rehabilitation; and
 - 8.6.1.2 Provides it with a report on the investigative assistance provided to the Bitou Municipality on the Emergency Housing Project.
- 8.6.2 The delegation RECOMMENDED that:
 - 8.6.2.1 A letter be drafted to Ms Schuurman, Head of Department: Human Settlements, requesting the deadline for the financial report on the Bitou irregular expenditure. Thereafter, the Standing Committee on Human Settlements will invite relevant role players to brief it on the findings of the financial report; and
 - 8.6.2.2 The Bitou Municipality provides awareness programmes to community members on the importance of water conservation.
- 8.6.3 The delegation REQUESTED that the Bitou Municipality:
 - 8.6.3.1 Provides it with quarterly updates on case no 122/4/221 that was opened regarding municipal officials and service providers; and
 - 8.6.3.2 Provides it with a progress report that identifies private owners for possible FLISP applications.

9. Acknowledgements

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

Report of the Social Cluster week to the Knysna and Kannaland municipalities from 30 January to 3 February 2023

1. Introduction

The Social Cluster Visit Week is a key mechanism established by the Western Cape Provincial Parliament to achieve its constitutional oversight mandate in the province. It is intended to ensure that Members of the Provincial Parliament, through its standing committees, continuously keep abreast of developments and delivery issues in the province. It also affords the opportunity to undertake oversight visits and to interact with communities in order to get first-hand information on the needs and challenges that are confronting people. These oversight visit weeks also allow the delegation to visit projects that are implemented by various government departments in the province. This Visit Week afforded the Social

Cluster's standing committees the opportunity to visit the Knysna and Kannaland Municipalities. The following standing committees were part of the Social Cluster Visit Week:

Standing Committee on Health;
Standing Committee on Education;
Standing Committee on Social Development.
Standing Committee on Community Safety, Cultural Affairs and Sport; and
Standing Committee on the Premier and Constitutional Matters.

1.1 The delegation

The delegation of the Social Cluster Visit Week included the following Members:

Bosman, G (DA) (Leader of the delegation)
BakuBaku-Vos, NG (ANC)
Bans, AP (ANC)
Fry, C (DA)
Kama, M (ANC)
Plato D (DA)
Pretorius G (DA)
Sayed, MK (ANC)
Windvogel, R (ANC)

2. Oversight visit to the Knysna Provincial Hospital on Monday 30 January 2023

The delegation resolved to conduct a visit to the Knysna Provincial Hospital (the Hospital) as a follow-up visit to the Social Cluster Visit Week to the Bitou municipal area in September 2022. The aim of the visit to the Hospital was to firstly, assess the mental health services it offers, to the communities of the greater Bitou Municipal area. Secondly, the delegation conducted the visit to investigate the extent of the reported mental health challenges at the Hospital, specifically, the shortage of bed space and the challenges with the referral process of mental health patients to mental health institutions across the province. Furthermore, the delegation aimed to investigate the alleged high child mortality rate at the Hospital.

On arrival the Bitou Health District Management welcomed the delegation. After brief introductions, the delegation conducted a walkabout of the facility. The delegation visited the maternity ward, paediatric ward, general wards for both males and females, and the seclusion room for mental health patients. Dr Potgieter briefed the delegation after the walkabout.

2.1 Salient points pertaining to the oversight visit

- 2.1.1 Knysna Provincial Hospital has an allocation of 90 beds. Due to the shortage of beds and space, mental patients are admitted with other patients in general wards, and this poses a danger to staff and other patients.
- 2.1.2 Psychiatry acute patients are admitted for 72-hour observation and sedation under the Mental Health Act, 2002 (Act 17 of 2002). After 72 hours, patients are discharged back to their communities with medication once they are stable, and if they are not stable, they are referred to the George Hospital for further treatment.
- 2.1.3 The George hospital has 20 beds allocated to mental health patients, and the hospital services the whole Garden route and Central Karoo.
- 2.1.4 The Knysna Provincial Hospital does not have specialists for mental health other than Family Physicians. All mental health specialists are based in George.
- 2.1.5 The delegation was informed that post-COVID-19, schizophrenia diagnoses decreased from 37% in the 2017/18 financial year to 31% between 2019 and 2022, due to underreporting. Mood disorders increased from 9% to 15%. Furthermore,

substance abuse-related admissions at Knysna Provincial Hospital have increased from 8 to 15%.

- 2.1.6 Between January to December 2022, the total number of mental health patients who were admitted at the Knysna Provincial Hospital was 309, around 25 patients or more per month.
- 2.1.7 The headcount of psychiatric admission in primary healthcare facilities in the Bitou Municipal areas was approximately, 3989 between January to December 2022.
- 2.1.8 The Department reported that the hospital was grappling with the readmission of psychiatric patients due to substance abuse and other social ills. The hospital has four seclusion rooms for severe psychiatric patients.
- 2.1.9 An Action Drug Abuse Committee consisting of government departments and local Municipality has been established in Knysna to combat the challenge of drugs and alcohol abuse.
- 2.1.10 The hospital has 22 maternity beds and six neonatal beds. In addition, 16 beds have been allocated for parents whose children are admitted to the hospital.
- 2.1.11 Each shift has four staff members and two midwives in the maternity wards. The departmental officials indicated that they would like to be provided with eclectic midwives and train them to assist in various communities in the subdistrict.
- 2.1.12 The Department reported that an average of 250 babies per month were born at the Knysna Provincial Hospital.
- 2.1.13 The Department reported that the neonatal stats at the Knysna Provincial Hospital in the last six months was 15,7% for the perinatal mortality rate, 4,6% for the neonatal mortality rate, and 12,4% for the stillbirth rate. The Department reported that compared to national statistics, the Hospital fared satisfactorily. The national statistics reflected 36% for the perinatal mortality rate and 11% for the neonatal mortality rate.
- 2.1.14 The Department reported that 10,8% of the deliveries at the Knysna Provincial Hospital were by teenage girls who are younger than 19 years. The hospital transfers around two to three babies per month to Groote Schuur Hospital for further care.
- 2.1.15 The average length of stay for normal patients was less than three days, whilst the length of stay for psychotic patients was up to seven days before they are referred to the George Hospital for further treatment.
- 2.1.16 In terms of maternity, challenges such as increased expectations from the public for a more personalised approach were reported.
- 2.1.17 The closure of the private hospital labour ward at the end of January 2023 increased demand on the maternity ward allocated to the public.
- 2.1.18 The delegation was informed that private home births were on the increase in the subdistrict.

2.2 Reported mental health challenges in the Garden route health subdistrict

- 2.2.1 It was reported that mental health patients do not follow up on their medical appointments at the Primary Health Care level in the subdistrict.
- 2.2.2 Communities find it difficult to look after patients once they are discharged from the hospital. It was reported that the goal of the Department is to treat mental health patients at the primary healthcare level and in their communities.
- 2.2.3 The increase in mental health cases due to social ills presents a burden on health facilities.
- 2.2.4 There are no designated wards for mental health patients at the Knysna Provincial Hospital. It was reported that mental health patients are admitted with other patients in the general ward, and this poses a danger to the other patients and staff members.
- 2.2.5 Staff are not fully equipped to look after aggressive mental patients in general wards.
- 2.2.6 Inadequate security at the Hospital was highlighted as a challenge and this poses danger to staff and patients.
- 2.2.7 It was reported that the seclusion rooms for mental health patients were not compliant with expected standards.

- 2.2.8 There is a lack of facility for mental health patients in the Garden route subdistrict. This results in the admission of mental patients to the general ward which poses danger to other patients.
- 2.2.9 There is difficulty in the referral of mental health patients, due to service pressure in the Cape Metropolitan area.
- 2.2.10 There is no long-term stay facility in the Garden route health subdistrict for mental health patients.
- 2.2.11 The Hospital is not exempted from the load-shedding, and it relies on two generators that break often. The Hospital battles to absorb the cost of diesel to fuel the generators.
- 2.2.12 There was a shortage of Emergency Medical Services (EMS) vehicles and staff in the subdistrict.

2.3 Input from Ms M Mngomezulu

Ms M Mngomezulu, cofounder of the Native Roots, Shelters for Homeless Adults in Plettenberg Bay gave input during the meeting. She highlighted several concerns. These include:

- 2.3.1 The poor treatment of mental health patients at the Knysna Provincial Hospital and other health facilities in the subdistrict.
- 2.3.2 The decanting of mental health patients as a national policy was reported as a major problem that needs to be struck out of the health system.
- 2.3.3 The stigma around the mental health of drug addicts was highlighted as a problem in health facilities across the subdistrict.
- 2.3.4 The high default rate of mental patients in the subdistrict was reported as a challenge.
- 2.3.5 Ms Mngomezulu alleged that psychiatric patients are denied treatment and are turned away by nurses at the Knysna Provincial Hospital. She added that homeless people are not given equal treatment in some health facilities.
- 2.3.6 Ms Mngomezulu alleged that there was obstetric violence at the Knysna Provincial Hospital that resulted in the high mortality rate of babies. She alleged that some of the death cases that happened at the Hospital are registered under George Hospital and this was a concern. Ms Mngomezulu requested that a thorough investigation be conducted on this matter.
- 2.3.7 There is a cross border challenge for the communities of Covie to access health care services in the Garden Route.

The departmental officials who were in attendance responded to the allegations made by Ms Mngomezulu. They informed the delegation that the matter was reported to Minister N Mbombo. She investigated the allegations and concluded the report, however, there were no findings on the allegations made by Ms Mngomezulu.

2.4 Briefing on the child health care services in the Primary Health Care facilities in the Garden route health subdistrict

- 2.4.1 The child health presentation covered immunisation, nutrition, and tuberculosis (TB) programmes.
- 2.4.2 The delegation was informed that the use of the Knysna Hospital Electronic Birth registers at primary healthcare facilities across the subdistrict was a major success and the subdistrict used the Community Orientated Primary Care platform as a vehicle to identify unimmunised children.
- 2.4.3 The subdistrict also uses data at the primary healthcare level to set targets for practitioners.
- 2.4.4 Some of the immunisation challenges that were reported include, cross border migration to and from the Eastern Cape; unreliable addresses in informal settlements,

- dwellings, and newly developing areas, and immunisation targets that do not correlate with actual births in specific geographic areas.
- 2.4.5 Not receiving regular birth notifications from the private and home birthing sector was also highlighted as a major challenge.
 - 2.4.6 Post-COVID-19 the hospital staff have experienced low resilience, lack of drive, commitment, and compassion. The low staff morale resulted in increased absenteeism. The staff contingent has not grown proportionally to the increase in the subdistrict's population.
 - 2.4.7 In terms of the nutrition programme, there are two dedicated dieticians who provide services to the Knysna and Bitou subdistricts. The dieticians form part of the Community Orientated Primary Care and Community outreach. These dieticians focus largely on the first 1 000 days of child nutrition.
 - 2.4.8 The Bitou Clinics are supported by the Nutrition Adviser once a week per facility and regular audits of the nutrition programme at all health facilities were conducted for the upskilling of staff.
 - 2.4.9 Some of the challenges that were highlighted with regards to this programme include inadequate cooperation of parents to give consent for a child to get either immunisation vitamin A or deworming.
 - 2.4.10 The majority of foreigners do not have reliable Road to Health (RTH) books where the latest dosage could be monitored and follow-up on appointments was reported as a major challenge due to unreliable addresses.
 - 2.4.11 It was also reported that the increasing burden of poverty in various communities was worsening nutrition and the shortage of soup kitchens in communities also decreased.
 - 2.4.12 The delegation was informed that social services were overburdened and sometimes also struggle with resources and demand. In addition, the challenge of child social grants misuse and the shortage of child support centres in the subdistrict were highlighted as major challenges.
 - 2.4.13 With regards to the TB programme, it was reported that the TB case finding increased post-COVID-19 in both adults and children, and there was an increase in multi-drug resistant TB.
 - 2.4.14 There was an increase in identifying hotspots in communities by Community Health Care Workers. There was also an increase in door-to-door outreach initiatives planned in hotspot areas.
 - 2.4.15 There was an increase in the screening rate of TB at all facilities in the subdistrict.
 - 2.4.16 Some of the challenges that were reported regarding the TB programme include neglected pathology and that there is still room to improve TB screening.
 - 2.4.17 The defaulter rate remains a concern and homeless TB patients remain difficult to track and trace.

2.5 Requests for information

The delegation requested the Department of Health to submit the requested information on or before Monday 13 March 2023.

- 2.5.1 Report on the investigation instituted by the Department on the alleged obstetric violence at the Knysna Provincial Hospital.
- 2.5.2 Detailed information on the progress made by the Department to address the shortage of EMS vehicles and shortfall in the subdistrict.

2.6 Recommendations

The delegation recommended that:

- 2.6.1 The provincial Department of Health should engage the national Department of Health to ensure that mental health specialists are appointed at the Knysna District Hospital, permanently, or on a rotational basis.
- 2.6.2 The Department looks at addressing the inadequate space and infrastructure challenges for mental health patients at the Knysna Provincial Hospital.
- 2.6.3 The Department of Local Government consider a joint approach to address the concerns of infrastructure of mental health services and facilities at the Knysna Provincial Hospital.
- 2.6.4 The Department of Local Government should engage with the Knysna Municipality, to capacitate the Knysna Hospital with specialists to deal with mental health treatment to avoid having to refer patients elsewhere, and/or discharge patients earlier than needed. The Hospital requires specialists and space to accommodate such patients. The Department should also consider the possibility to expand the current infrastructure to deal with such patients at other health institutions that are already capacitated to accommodate mental health patients.

2.7 Resolution

The delegation resolved that:

- 2.7.1 The Standing Committee on Health should invite the Department of Health to brief the Committee on the state of mental health of staff in health facilities across the province and the support provided to staff by the Department.

3 Briefing on the NHI Pilot Project in Kannaland

- 3.1.1 The delegation was informed that the National Health Insurance (NHI) Sessional appointments in Kannaland started in 2020 to address the service needs and there was no blueprint for the NHI.
- 3.1.2 The NHI continues with funding to hire private doctors on contract in the Kannaland subdistrict.
- 3.1.3 The service providers that are contracted through the NHI Pilot Project must get approval to provide services and must meet certain standards from the office of the Health Standards.
- 3.1.4 Calitzdorp was traditionally serviced by two private doctors, but they no longer render medical services.
- 3.1.5 The Department reported on the benefits of the NHI Pilot Project in Kannaland. Key components included available health services, and the additional capacity that allows people from Calitzdorp access to services.
- 3.1.6 Through the NHI Sessional appointments, residents can access the services of a dentist and a dentist assistant, once a week, in Ladismith. Residents can access the services of a medical officer, in Calitzdorp, once a week.
- 3.1.7 For the 2021/22 financial year, the dentist provided services to 580 patients, and 591 in 2022/23. The dentist assistant assisted 751 patients in 2021/22 and 592 during 2022/23. The medical officer provided service to 2 177 patients in 2021/22 and 2 100 during 2022/23. Furthermore, specialists from George Hospital conducts outreach and support programme in Kannaland to improve access to access to specialist health services in outlying geographic areas.
- 3.1.8 The burden of diseases in Kannaland includes drug-sensitive tuberculosis, HIV, diabetes, hypertension, psychosis, and trauma.
- 3.1.9 The biggest challenge in Kannaland was to deal with the infrastructure projects as this relates to adequate and appropriate decanting of services at the Clinic and Hospital levels.
- 3.1.10 It was reported that Kannaland was aligned with the Oudtshoorn sub-district to improve system efficiencies, governance, and pool resources in a resource-

constrained environment. In addition, collaborative efforts are implemented to improve the patient experience.

- 3.1.11 The Department reported a high absence rate of clinical staff, largely due to staff burnout. This proved to be a challenge for the subdistrict.
- 3.1.12 Kannaland has six total fixed health facilities, namely, one district hospital, four fixed facilities, and one satellite clinic. In addition, the subdistrict has four dental mobile clinics and there is no community day centre.
- 3.1.13 It was reported that Alan Blyth District Hospital was the only district hospital, based in Kannaland Municipal area. The hospital was built on the hill and parking was reported as a challenge due to the location of the hospital.
- 3.1.14 The Alan Blyth District Hospital is a registered 30 beds, level 1 health facility that provides health services to approximately, 22 493 residents within the geographical boundaries of the Kannaland Municipal substructure mostly rural areas.
- 3.1.15 Beds were allocated as follows at the Alan Blythe District Hospital, 13 beds were allocated to medical, six beds to maternity, four beds to paediatric, six beds to surgical, and one bed to psychiatric patients.
- 3.1.16 During the meeting, the delegation was informed that leadership instability at Kannaland Municipality and constant changes in the municipal leadership had a negative impact on the hospital. Some of the challenges at the Alan Blythe District Hospital that need urgent Municipality intervention, are water cuts, and problems with the water drainage system, fire brigade, and sewage system.
- 3.1.17 It was reported that there was no water at the Alan Blythe District Hospital and the sewage was spilling. The problems were reported to the Municipality and the hospital was still waiting for a response from the Municipality.

The delegation noted that there was success in terms of the NHI Pilot Project in the Kannaland sub-district, namely, increase staffing capacity in various health facilities, especially in clinics. However, there is uncertainty in terms of the policy.

4. Oversight visit to the Calitzdorp Clinic on Tuesday 31 January 2023

Sister Labuschagne, the Nursing Manager, led the tour of the Clinic. The delegation opted for a walk-through oversight visit due to the size of the Clinic.

4.1 Salient points pertaining to the oversight visit to the Calitzdorp Clinic

- 4.1.1 The Calitzdorp Clinic was one of the first NHI Pilot Projects in the country.
- 4.1.2 The total staff complement for the Clinic is 10 and consists of two Clinical Nurse Practitioners, one Professional General Nurse, one Nursing Assistant, one staff nurse, one Pharmacy Assistant, one Health Promoter, two Clerks, and one Cleaner.
- 4.1.3 The position of the Operational Manager for the Clinic was vacant during the visit and the Operations Manager from Ladismith was acting at the Calitzdorp Clinic. It was reported that the post was advertised for the third time and the Department was struggling to fill the position due to a lack of suitable applicants because people do not want to work and live in rural areas.
- 4.1.4 During the 2021/22 financial year, the Clinic obtained a Platinum Ideal Clinic Status and there were no complaints received from patients. It was reported that when complaints are received, they are anonymous, and this makes it difficult to address the complaints with the patients and are mostly about staff attitude.
- 4.1.5 The Clinic has an effective appointment system in place and the average waiting period for patients visiting the Clinic is two and a half hours.
- 4.1.6 The Clinic serves an average of 70 patients per day with two nursing sisters; this means that each sister provides health services to 35 patients per day.
- 4.1.7 During the visit, the Clinic Committee was fully functional and operational.

- 4.1.8 It was reported that a mobile clinic from Calitzdorp Clinic services eight areas and the furthest route was 180 kilometres from Calitzdorp.
- 4.1.9 A doctor contracted through the NHI visits the Clinic four times per week for two hours, to attend to 18 to 20 chronic patients per day. A Dentist visits the Clinic once a month to provide dentistry services on appointment to 40 patients a day.
- 4.1.10 TB defaulter rate was reported as a challenge at the Clinic and the TB staff champion resigned.
- 4.1.11 It was reported that mental health was not a challenge at the Clinic and when patients present psychotic signs, they are transferred to the Alan Blyth District Hospital for 72-hour observation and after 72 hours patients are transferred to George or Oudtshoorn hospitals.
- 4.1.12 An increase in the number of male suicide cases in Calitzdorp was highlighted. It was reported that six males committed suicide in Calitzdorp in January 2023, and the Department of Health was investigating the contributing factors behind the increase in suicide cases. The Department intends to learn early about the factors that contribute to suicide among men.
- 4.1.13 The delegation was informed that the emergency patients from the Calitzdorp Clinic were referred to Oudtshoorn Hospital and the waiting time for the ambulance was 20 to 30 minutes.
- 4.1.14 It was highlighted that sometimes Health Net does not have enough space to take patients to the hospital, fortunately, the Clinic has a good relationship with Calitzdorp EMS.
- 4.1.15 In terms of infrastructure, Calitzdorp Clinic will be getting major renovations since 1981. Areas that will be renovated include carports, a data capture room, a record room and waste storage.

4.2 Reported needs for the Calitzdorp Clinic

- 4.2.1 The Clinic requires a nurse practitioner; the request was submitted to the district. If the Clinic can get a nurse practitioner, this will allow the operational manager to focus on her work.
- 4.2.2 During the visit, it was reported that the Clinic needs a pharmacist because the pharmacy assistant cannot issue medical scripts and deal with the distribution of medication.
- 4.2.3 The Clinic needs solar power to mitigate the power challenges caused by load-shedding.

4.3 Recommendations

The delegation recommended that the Department should:

- 4.3.1 Consider appointing a clinical nurse practitioner and pharmacist at the Calitzdorp Clinic as the pharmacy assistant is limited on what he can prescribe.
- 4.3.2 Provide psycho-social support for staff to address the staff's attitude towards patients.
- 4.3.3 Engage with Kannaland Municipality to assist the Alan Blyth District Hospital to improve cleaning, sanitation services and water supply for the clinics in the Kannaland Municipality. The Department of Local Government should also be requested to intervene urgently.

5. Engagement with the South African Police Service and the public on Tuesday 31 January 2023

The South African Police Service (SAPS) was represented by the Station Commanders for the Ladismith and Calitzdorp stations, as well as officials from its District Cluster for the Kannaland policing sectors.

Salient points pertaining to the engagement

- 5.1.1 The briefing focused on capacity for staffing, vehicle fleet and infrastructure at the police stations servicing the Kannaland Municipality. Additionally, the briefing expanded on cases related to substance and alcohol abuse, domestic violence, and community relations. The public and the municipal representations were also afforded opportunities to engage on the above listed matters and any other safety concerns.
- 5.1.2 In terms of staffing capacity, the Calitzdorp SAPS has the 26 personnel in Visible Policing (VISPOL) unit, four detectives, and nine support staff units. This equates 39 personnel across those units. Ladismith has a staffing contingent of 69 VISPOL members, nine detectives and 13 support personnel.
- 5.1.3 The SAPS' vehicle fleet reflects that there are no vehicles allocated to the detective unit in Calitzdorp. The overall fleet allocation is four VISPOL vehicles and one for support staff. Ladismith however, has 17 VISPOL vehicles, five detective vehicles and two allocated to support staff.
- 5.1.4 The Calitzdorp SAPS has four holding cells, of which only two are in use. One holding cell is used as a storage facility and the other has structural damage. The Station comprises of a brick-and-mortar building with an adjacent mobile office. The Ladismith SAPS has six holding cells, of which two are not in use, with another two being used for storage. The Station also comprises of a mix of brick-and-mortar and mobile office structures.
- 5.1.5 Although both the Calitzdorp and Ladismith SAPS have security gates and perimeter lights in place, the Ladismith SAPS has registered its request with the National office for improved security infrastructure.
- 5.1.6 The Calitzdorp SAPS has five trained victim support volunteers who assist victims of reported domestic violence cases. Ladismith has 11 such volunteers. The services are availed on a 24/7 basis. Victim support coordinators are appointed at each of these police stations.
- 5.1.7 From April 2022 to early January 2023, the Calitzdorp SAPS recorded 263 domestic violence incidents, 70 domestic violence cases and 123 protection orders issued. During the same period, the Ladismith SAPS recorded 239 domestic violence incidents, 147 domestic violence cases and 114 protection orders issued.
- 5.1.8 The SAPS reported that contact crime, as well as domestic violence crimes, are often influenced by alcohol and substance abuse. The consumption and illicit trade of these substances pose significant challenges and are key contributors to contact crime.
- 5.1.9 The R62 passage is used as a corridor to transport drugs between the Western and Eastern Cape provinces. The SAPS highlighted that this route is problematic and requires intense monitoring.
- 5.1.10 The Kannaland Municipality has no formal gang structures.
- 5.1.11 Although there are several community-based activities to promote safety awareness, there remains a general reluctance from the community to report perpetrators for crimes committed.
- 5.1.12 The public and the municipal representation were afforded the opportunity to provide input. The input addressed concerns that the safety plan for the Kannaland Municipality was not effectively implemented, especially in rural areas. Additionally, the community emphasised that the SAPS is significantly under resourced in terms of staffing for both VISPOL services as well as on station level across shifts. The community also stated that there is an under resourcing of functional vehicles, especially for VISPOL services.
- 5.1.13 The community expressed concern that there is a need for youth development measures to deter youth, and school leavers, from engaging in criminal activities. The prevalence of drug and liquor outlets, truancy, and unemployment, are amongst the causative factors for the crime rates.

5.1.14 The Department of Community Safety acknowledged the need for improved implementation of its safety plan for the Kannaland Municipality. The Department also reported that there is a need for improved police reservist structures.

5.2 Requests for information

The delegation requested the South African Police Service to provide:

- 5.2.1 An update on the vehicle fleet requests for the Garden Route Cluster District per station.
- 5.2.2 An update on the plans to upgrade and/or repair the holding cell infrastructure for both the Ladismith and Calitzdorp police stations, as well as the plans for improved storage facilities for these stations.

The delegation requested that the Department of Community Safety:

- 5.2.3 Presents on its implementation of the district safety plans, with a special focus on the Kannaland Municipality, especially its rural areas.
- 5.2.4 Provides a report on the impact of the Area-Based Tasks teams allocated to the Kannaland Municipality for the 2021/22 financial year to date January 2023.
- 5.2.5 The delegation requested clarity on the role of municipal safety officers from Kannaland Municipality, including the payment structure for their services, and a breakdown of the intergovernmental relations with other law enforcement and policing structures.

The delegation requested the Department of Local Government to:

- 5.2.6 Provide the legislative processes and/or ethical management plan, guiding the appointment of persons to the position of municipal manager. And, if any, the criteria exempting the appointment of a convicted criminal to be appointed as a municipal manager.
- 5.2.7 Conduct an audit on the vetting processes for appointed municipal managers and staff. By way of context, the delegation noted with concern that the municipal manager at the time of the visit to the Kannaland Municipality, had been linked to acts of criminality.

5.3 Resolution

- 5.3.1 The delegation resolved to invite the South African Police Service to present on SAPS staff establishments and plans to fill vacancies, and the turnaround times for filling these vacancies.

5.4 Recommendation

The delegation recommended that the Department of Community Safety:

- 5.4.1 Assists Community Police Forums regarding the implementation of its safety plan. The safety plan should include a social development intervention plan to improve the safety aspects in the area.

6. Oversight visit to Besige Bytjies Voorskool on Wednesday 1 February 2023

Mrs SA du Plessis, the Principal of the Besige Bytjies Voorskool Early Childhood Development (ECD) Centre, received and briefed the delegation.

6.1 Salient points pertaining to the visit

Ms R Leukes, Director: Early Childhood Development, also briefed the delegation on the background and the basic functionality of the school. She reported that:

- 6.1.1. The Early Childhood Development Directorate was transferred from the Department of Social Development to the Western Cape Education Department (WCED) on 1 April 2022.
- 6.1.2. The WCED recorded 1599 registered sites in province in the third quarter.
- 6.1.3. To ensure that teachers were compliant, the WCED contracted the South Cape College to roll out the National Curriculum Framework. The roll out focused on the curriculum for the ages ranging from birth to four years. The rollout was extended to both registered and unregistered ECD sites.
- 6.1.4. The Social Sector Organisation (SSO) supports ECD with registration and to meet compliance standards.
- 6.1.5. The National Lottery (Lotto) funded the building of Besige Bytjies in 2016. International donors have since upgraded the facility three times. The WCED reported that between 2017 and 2022, 39 ECD facilities were upgraded. The WCED reported that its 2023 Conditional Grant allocation for ECDs will be used to build classes.
- 6.1.6. Besige Bytjies is part of the Klein Karoo Resource Centre (KKRC) programme which is aligned to the National Early Learning Development Strategy (NELDS).
- 6.1.7. Under the KKRC programme, all practitioners are trained on the NCF.
- 6.1.8. Besige Bytjies is a fully licensed facility with 146 children (ranging from two to six years of age); its certificate was issued in August 2022.
- 6.1.9. The facility feeds 84 children funded by the WCED. The WCED allocated R376 992 for the 2022/23 financial year, of which 40% will be used for nutrition. The facility produces its own vegetables to keep costs low.
- 6.1.10. The Die Heuwel Speelgroep project at Besige Bytjies is part of the Die Heuwel Trust which was established in 2011. A total of 448 children (between 2 and 6 years old) were enrolled in two Grade R classes and 20 practitioners and assistants were hired for the project.
- 6.1.11. The school has several challenges. These include lower attendance during winter. The school reported that most learners do not have adequate or appropriate winter wear. The ECD is situated in a poor community and most parents struggle to pay the R50 monthly school fees. The school has intermittent restricted water supply.

6.2. Recommendations

The delegation recommended that the Western Cape Education Department:

- 6.2.1. Investigates the usage of containers as classrooms. These structures are potential health and safety hazards due to the lack of installed air-conditioning systems.
- 6.2.2. Consider investigating alternative funding options for the school.
- 6.2.3. Assists Early Childhood Development centres with resources to be compliant according to the ECD Standard Operating Procedure.
- 6.2.4. Briefs the Standing Committee on Education on building capacity of ECDs.
- 6.2.5. Consider Increasing funding for the school to stop utilising asbestos-based material for classrooms, to construct a single, well capacitated building for the ECD. Kindly provide a 5-to-10-year plan for the school in respect of such infrastructure upgrades.
- 6.2.6. Assists with school registration in rural areas and consider utilizing local Non-profit organisations (NPOs) to assist.

6.3. Resolutions

- 6.3.1. The delegation resolved that the WCED briefs the Standing Committee on Education on the transition of mandate of ECDs from the Department of Social Development to the WCED.
- 6.3.2. Engage the Kannaland Municipality to resolve the water supply interruptions at this facility.

6.4. Information requested

- 6.4.1 The delegation requested the Kannaland Municipality to submit a breakdown of the funding allocation from the WCED.

7. Oversight visit to Amalienstein Mission Complex on Wednesday 1 February 2023

Ms Marleen, a resident of Zoar who helps with the daily maintenance and activities at Amalienstein Church, welcomed the delegation. She also provided responses to the delegation's questions during the brief walkabout.

7.1 Salient points pertaining to the visit

- 7.1.1 The Amalienstein Church is categorised as a heritage site.
- 7.1.2 This year, 2023, marks the 170th anniversary of the Church being built.
- 7.1.3 The Church only holds Communion Services monthly. This is largely due to it not having a resident pastor to regularly lead this service, since 2019. The resident pastor post is therefore vacant.
- 7.1.4 The Church is largely still in its original state in terms of the actual build. That means, the wooden pews, gallery, flooring, and other larger structural components, are original.
- 7.1.5 The local community attends to the maintenance and repair of the Church.

7.2 Recommendations

The delegation recommended that:

- 7.2.1 The Department of Cultural Affairs and Sport, as well as the Heritage Western Cape council, supports the Amalienstein Church to commemorate its 170-year anniversary.
- 7.2.2 Wesgro includes the Amalienstein Heritage Site on the provincial site tourism routes.

8. Oversight visit to Die Heuwel Speelskool on Wednesday 1 February 2023

Mr S Sneygans, the Principal of the ECD received and briefed the delegation.

8.1 Salient points pertaining to the visit

- 8.1.1 Die Heuwel Speelskool was founded in 1999 with six learners by Mr and Mrs Cloete in Calitzdorp on their farm. The farm was later sold, and the learners were moved to the storage section of the Calitzdorp station.
- 8.1.2 There were 32 learners enrolled at the school when Mr Sneygans was appointed as the school principal. The school temporarily moved to Calitzdorp High School's sports grounds where the school was operating for a year.
- 8.1.3 The school also received donations of containers to be used as classrooms. This was not the ideal use for classrooms and within six months the first building was built. During the construction of the school, the high school was temporarily used.
- 8.1.4 The school moved into its first building in March 2012 with four classrooms and 75 learners. The first building was equipped with four classes, and each had its own

toilets. Within a year the classes were all full and they needed another building. They approached donors and another year and a half later the second building was built.

- 8.1.5 The small kitchen in the first building was too small to feed the learners in both buildings. Therefore, they built a much larger kitchen where today they provide 348 learners with two meals a day.
- 8.1.6 The school has one special needs class with six learners.
- 8.1.7 The school does not have proper paving or a child-friendly area around the playground. This could be dangerous for learners.

8.2. Recommendations

The delegation recommended that the WCED should:

- 8.2.1. Consider installing grass and/or artificial turf and/or other appropriate material to create a playground area that is not just fully paved. This would improve health and safety features to make the schoolyard child friendly.
- 8.2.2. Liaise with the school regarding the school's funding model.
- 8.2.3. Consider collaborating with Wesgro to attract investments into schooling in areas such as Calitzdorp.

9. Oversight visit to the Calitzdorp High School on Thursday 2 February 2023

Mr M le Roux, the Acting Principal of the school, received and briefed the delegation.

9.1. Salient points pertaining to the visit

Mr Le Roux briefed the delegation on the basic functionality of the school. He reported that:

- 9.1.1 Calitzdorp High School is a combined school serving learners from Grades R to 12.
- 9.1.2 The Acting Principal reported on infrastructure projects and maintenance plans outlined for the 2022/23 and 2023/24 financial years.
- 9.1.3 The school has four non-educators who maintain the grounds of the school.
- 9.2.4 The hostel is supported by seven staff members.
- 9.1.5 The teacher-to-learner ratio was 38:1, but the agriculture class was about 78:1 during that subject period.
- 9.1.6 The total number of learners registered at the school as at 17 January 2023 was 735 learners, with a teacher-learner ratio of 37.1.
- 9.1.7 The school is a quintile 4 school but serves a community that is in a quintile 1 area. This is because the school cannot afford SGB posts due to the unemployment rate in the community surrounding the school.
- 9.1.8 The school has the Learner Transport Scheme (LTS) which transports 59 learners along the Gamka route and the Rietfontein route.
- 9.1.9 There is no MOD centre at the school.
- 9.1.10 The schools has basic safety measures in place.
- 9.1.11 As part of STEAMAC Science, Technology, Engineering, Arts, Mathematics and Coding (STEAMAC), Agricultural Management Practice and Agricultural Technology subject was added.
- 9.1.12 Additional STEAMAC subjects under Agricultural Technology are:
 - 9.1.12.1 Welding of various steel works.
 - 9.1.12.2. Materials required for agricultural technologies.
- 9.1.13. Below is the National Senior Certificate Results from 2013 to 2021:

NSC RESULTS OVER THE YEARS 2013 -2021			
YEAR	Wrote	Passed	Pass rate
2021	58	48	82.76%
2020	47	37	78.72%
2019	41	30	73.17%
2018	49	38	77.6%
2017	29	24	82.8%
2016	41	40	97.6%
2015	48	45	93.8%
2014	40	39	97.5%
2013	53	53	100%

- 9.1.14. With regard to the National School Nutrition Programme (NNS):
- 9.1.14.1 The school has 735 learners, 95% of them come to school hungry. The school only can feed 240 learners.
- 9.1.14.2 There are two staff members who are responsible for preparing all the food.
- 9.1.14.3 Learners bunk class to get in line for food.
- 9.1.15. The School Governing Body (SGB) is functional.
- 9.1.16. With regard to computer labs (broadband/Wi-Fi):
- 9.1.16.1. There are three computer rooms.
- 9.1.16.2. The school utilises the WCED network.
- 9.1.17. The three computer labs have various problems with maintenance, outdated equipment, and load shedding, which makes teaching difficult.
- 9.1.18. Challenges raised by the school:
- 9.1.18.1 The learner–teacher ratio is high.
- 9.1.18.2 The learner–class ratio is high.
- 9.1.18.3 Poor discipline in the school.
- 9.1.18.4 Poor parental relationships with the school.
- 9.1.18.5 The power failure during practical subjects, challenge to get Practical Assessment Task (PAT) completed.
- 9.1.18.6 The adverse effects of COVID-19 (alternating groups) have left many gaps in the academy.
- 9.1.18.7 Learners who “bunk” classes and do not realise the necessity around learning.
- 9.1.19. There are no unplaced learners.

9.2. Recommendations

The delegation recommended that the Western Cape Education Department:

- 9.2.1. Investigates the subject choices for learners, to make it easier access to tertiary institutions.
- 9.2.2. Addresses and resolves the number of learners per classroom if it is not in violation of legislation governing the size of classrooms.
- 9.2.3. Needs to investigate the possibility to capacitate the school with at least two more teachers in specialised subjects.
- 9.2.4. Consider alternative and more functional use of the tennis courts.

9.3. Information requested

The delegation requested that:

- 9.3.1. The WCED provides reasons for rejecting the school’s application to amend its quintile categorisation.
- 9.3.2. The Department of Cultural Affairs and Sport to provide a report on the status of MOD centers in Gamka and Calitzdorp.

- 9.3.3. The Department of Social Development provides information on how the isiBindi programme is operating in the Calitzdorp community.
- 9.3.4. The WCED provides a safety and leadership audit of the school. The delegation noted that the school's playground facilities are not conducive for learner use.
- 9.3.5. The WCED to provide a copy of the school's Safety Plan.

10. Visit to the Social Development Service Office in Calitzdorp on Thursday 2 February 2023

Mr Ngonyama, the Social Work Manager for Oudtshoorn and Kannaland, welcomed the delegation and led the presentation on the DSD programmes in Calitzdorp.

10.1 Salient points pertaining to the visit

- 10.1.1 The delegation was informed that the main office of DSD in Kannaland subdistrict was in Ladismith and the Calitzdorp office was a service area office.
- 10.1.2 The Oudtshoorn District office served the Kannaland subdistrict until 2012. Previously, the Afrikaanse Christelike Vrouevereniging (ACVV) staff served the Calitzdorp area.
- 10.1.3 ACVV opted to closed in 2016 due to challenges such as office space, instability in ACVV's board, staff, and financial challenges.
- 10.1.4 The Calitzdorp Service Centre has three staff members that consist of two social workers and one social auxiliary worker and there are four vacancies for Social Auxiliary Workers in Calitzdorp.
- 10.1.5 The DSD staff members in the Calitzdorp service conducts generic work except for Social Crime Prevention Programme and Victim Empowerment Programme (VEP).
- 10.1.6 The caseload of social workers in Calitzdorp was reported to be 109 cases per social worker. compared to the norm of 60 cases per social worker, the current case load is considered to be substantial.
- 10.1.7 Kannaland is a vast area, social workers travel long distances to service clients and in the absence of social workers, interns play a critical role in Calitzdorp.
- 10.1.8 There is only one vehicle at the Calitzdorp Service Centre used by social workers to service all the areas.
- 10.1.9 The delegation noticed that the DSD services in Calitzdorp were rendered from a church building. It was reported that DSD was struggling to find office space in Calitzdorp, and the Municipality was requested to intervene and they promised to accommodate DSD in a library, however, the library was too small.
- 10.1.10 Due to the shortage of office space in Calitzdorp, DSD has been renting a church to provide services since March 2020. The delegation noticed that the church was not suitable for the DSD officials and clients.
- 10.1.11 DSD officials informed the delegation that the DSD Service Office in Calitzdorp was in urgent need of office space.
- 10.1.12 The DSD in Calitzdorp was working towards a family-centred approach with specific focus in providing reintegration and aftercare services; continuing care, therapeutic, rehabilitation, and restorative services; protection and statutory services; social assistance and relief services; prevention and promotion services.
- 10.1.13 Social issues in Kannaland, especially in Calitzdorp are significantly concerning. These include consistent high levels of poverty and lack of necessities such as access to job opportunities, special needs schooling, health facilities, police services, child neglect, substance abuse, crime committed by youth and youth unemployment.
- 10.1.14 It was reported that Calitzdorp is surrounded by farming communities that are barely accessible with very few households in areas such as Groenfontein, Kruisrivier and Besemkop. In Besemkop, there was an increase in school dropout, high number of children on the streets, and in conflict with the law.

- 10.1.15 Substance abuse was reported to be prevalent in Kannaland subdistrict and a Local Drug Action Committee has been established. However, constant changes within the Municipality were affecting the programme.
- 10.1.16 The region has five CYCCs, one is state owned and four are managed by NPOs. Children in need of care get space but space for children with behavioural problems was reported as a challenge.
- 10.1.17 It was mentioned that children with behavioural problems are given letters by the school to give to parents and for parents to go to the school within seven days, but the children do not hand the letters to their parents and the children end up dropping out from school.
- 10.1.18 It was alleged that some of the school principals in the Kannaland subdistrict do not want to take the children with behavioural problem back to school. Social workers had to beg the School Governing Body for the re-admission of the children and majority of these children end up on the streets.
- 10.1.19 It was highlighted that there was a miscommunication between the schools, school social workers, and DSD social workers in the subdistrict with regards to children with behavioural problems. Members were informed that school principals are expelling children without discussing the children's conduct with social workers.
- 10.1.20 The Department reported that various interventions were implemented to address the challenge of street children in Kannaland subdistrict. The interventions include door to door campaigns to address school dropouts and street children; individual assessments, group sessions; individual engagements with children and families; referrals to school for readmission; youth at risk referrals to community development and integrated sports initiatives by SAPS to keep children off the streets.
- 10.1.21 The delegation was informed that since the closure of ACVV in Calitzdorp and Badisa in Ladismith, DSD officials had to take over their service areas, however, the DSD staff establishment has not changed, and no additional staff was allocated.

10.2 Challenges reported during the visit

- 10.2.1 The inadequate office space and the structure of the church building housing the DSD was reportedly unsafe.
- 10.2.2 Due to challenge of office space, client confidentiality is compromised.
- 10.2.3 There is no waiting area for clients and no security services and this poses danger for clients and officials.
- 10.2.4 The DSD Calitzdorp Service Centre lacks overall resources.
- 10.2.5 During lockdown, DSD officials in Calitzdorp only conducted crises managements.
- 10.2.6 The absence of other stakeholders was highlighted as a challenge in Kannaland.
- 10.2.7 The case load of social workers was reported to be high in Kannaland subdistrict.
- 10.2.8 There is a shortage of vehicles for social workers who also have to travel long distances.
- 10.2.9 Children attended schooling in shifts during lockdown added to children not returning to school.
- 10.2.10 During the lockdown, unemployment was a real crisis in Calitzdorp, and it led to parents being resistant to DSD intervention services.
- 10.2.11 There are high levels of unemployment and poverty in Calitzdorp.
- 10.2.12 There are high levels of crime among youth and high levels of child neglect, child abuse and child exploitation.
- 10.2.13 There is a high number of children roaming the streets during school hours in Kannaland subdistrict, especially, in Calitzdorp. DSD officials indicated that stakeholders such as the Department of Education and the NGO sector need to work with DSD to improve the situation in the Kannaland subdistrict.
- 10.2.14 Early school dropouts across Kannaland were highlighted as a major challenge. In addition, it was reported that children with special needs were not identified early in the subdistrict. Furthermore, suspension of learners without proper protocol being

followed, and the lack of alternative resources and programmes, such as drop-in centres, were highlighted.

- 10.2.15 There are no community-based prevention and early intervention programmes in Calitzdorp. In addition, the shortage of safety parents was reported as a challenge.
- 10.2.16 High percentage of children diverted and completing social crime prevention programme was reported, however, distance between communities and Child Youth Care Centre (CYCC) when children need to be placed was reported as a challenge, especially, for children displaying extreme behavioural challenges.
- 10.2.17 There is a long waiting period for children in conflict with the law at CYCCs. In addition, there is a waiting period at residential substances abuse programmes.
- 10.2.18 It was reported that children were not readmitted to schools in Kannaland after being released from CYCCs.
- 10.2.19 Limited to no structural opportunities for youth and food relief in farming areas were reported as a challenge due to scattered population in Kannaland.
- 10.2.20 Self-reporting amongst survivors of GBV was reported as limited. It was reported that GBV cases are not reported.
- 10.2.21 There is a long waiting list for admission of community members to rehabilitation and distances between office and rehabilitation centres were highlighted as a challenge.

10.3 Requests for information

The delegation requested the Department of Social Development to submit the requested information on or before Monday 13 March 2023.

- 10.3.1 A detailed report on the progress made to fill vacancies of social workers, social auxiliary workers and interns at the Calitzdorp Service Centre.
- 10.3.2 A report on the Department's plan of action to deploy social workers in rural areas and the criteria used to deploy social workers across all rural areas in the province, with specific focus on Calitzdorp.
- 10.3.3 A DSD Community Development and Social Intervention Plan for the Calitzdorp to alleviate poverty, unemployment, street children, and school dropouts.
- 10.3.4 The Standing Committee on Social Development to get the NCOP Report on its visit to Calitzdorp to study the findings of the NCOP in the area.

10.4 Recommendations

The delegation recommended that:

- 10.4.1 The Department of Social Development consider allocating additional vehicles to the Calitzdorp Service Centre. This will assist social workers who need to travel long distances to service the farming communities.
- 10.4.2 The Local Municipality should consider availing the Calitzdorp Municipal Townhall to be converted to a multi-purpose centre where services would be made available under one roof for the people of Calitzdorp.
- 10.4.3 The Standing Committee on Social Development should conduct a follow up visit to the Kannaland Municipal area to engage relevant stakeholders. The stakeholders should include officials from the Local Municipality, the provincial Department of Social Development and its officials from Kannaland, the Western Cape Education Department and the South African Police Service, to address the challenges raised during the visit.
- 10.4.4 The Standing Committee on Social Development should schedule a briefing by the Department of Social Development, the Western Cape Education Department, the South African Police Service, Departments of Health, the Department of Community Safety, the Department of Local Government, the Department of Transport and

Public Works, and Municipalities, to address social development issues in Calitzdorp. Through this multistakeholder engagements, the focus should be a whole of society approach to deal with social ills in Calitzdorp.

- 10.4.5 The provincial Department of Social Development liaises with the Department of Local Government to establish a suitable, capacitated, and functional office building for the DSD Calitzdorp Service Centre to render its services.

10.5 Resolution

- 10.5.1 The delegation resolved to review all previous Cluster Visit Week resolutions and check what has been implemented.

11. Oversight visit to the Ladismith Library on Friday 3 February 2023

Mr J Mbanga, Department of Cultural Affairs and Sport, and Ms M van Heerden, Library Manager, welcomed the delegation.

Salient points pertaining to the visit

- 11.1.1 The Ladismith Library forms part of a cluster of libraries in the Kannaland Municipality that includes sites in Bergsig, Calitzdorp, Hoeko, Vanwyksdorp and Zoar. Hoeko is the only library that does not have internet connectivity.
- 11.1.2 The Bergsig Library was recently upgraded to the value of R1 650 000,00 via a conditional grant across the 2019/20 and 2020/21 financial years.
- 11.1.3 The Municipality appoints library staff, some of whom do not necessarily have the required qualifications for employ in library services. The Department of Cultural Affairs and Sport reportedly have no input in the recruitment process.
- 11.1.4 The Library has a senior Librarian, two Library Assistants, a library aid and a designated cleaner. The Senior Librarian also services the Calitzdorp, Zoar and Vanwyksdorp libraries.
- 11.1.5 The Library has a membership of 3 606 persons.
- 11.1.6 The Library has several initiatives to engage various audiences from the local community. These include school holiday and after school programmes, literacy programmes, cyclical annual library week programmes, and arts and craft workshops. The Library also hosts book club and does outreach programmes with old age homes in the precinct.

11.2 Requests for information

The delegation requested the Kannaland Municipality to submit, in accordance with the approved organogram:

- 11.2.1 The allocation of permanent and temporary posts for all libraries in the Municipality.
- 11.2.2 The number of posts that are filled and the number of vacant funded posts for all libraries in the Municipality.
- 11.2.3 The client to staff member ratio of all libraries in the Municipality. The number of staff allocated to the service areas of all libraries in the Municipality.
- 11.2.4 The qualifying criteria for incumbents of those positions and the number of staff qualified in terms of the approved criteria.

12. Oversight visit to the Ladismith E-Centre on Friday 3 February 2023

Mr K Groenewald from the Department of the Premier and Mr B Makier, the Centre Manager, presented to the delegation.

The Centre was officially launched in 2010 as the Ladismith E-Community Forum. The location was compact and unsafe and in April 2016, the E-Centre moved to Van Riebeeck Street in Ladismith. Minister Anton Bredell launched the E-Centre was launched in November 2016.

Salient points pertaining to the Ladismith E-Centre

- 12.1.1 There are 10 user stations at the Ladismith E-Centre.
- 12.1.2 The E-Centre assists citizens to make use of computers, gives access to the internet, provides basic computer training, offers accredited e-skills training, and provides access to government information and services.
- 12.1.3 The E-Centre assists users with scanning and uploading documents for job applications.
- 12.1.4 Job seekers are also encouraged and assisted by the E-Centre staff to make use of the SA Youth.mobi programme for posts/learnerships which includes posts for teacher assistants and skill development training. Most job seekers also apply for their tax reference number via the South African Revenue Services as it is a requirement by businesses to have proof of tax registration when applying for work.
- 12.1.5 Parents also make use of the E-Centre to register their children for admissions to schools.
- 12.1.6 To promote youth development, the E-Centre partnered with two high schools to assist matriculants to apply for higher education and training at different institutions, to process learners with National Student Financial Aid Scheme (NSFAS) applications, to access previous examination papers and memos via the WCED website and to apply for the yearly PAY project.
- 12.1.7 Training consists of informal basic computer, E-Learner and ICT International Certificate in Digital Literacy (ICDL) training for all ages. The informal basic training covers computer fundamentals, using files and folders, an introductory Microsoft office course, and using internet and email services.
- 12.1.8 E-Learner training covers basic information technology, drawings, spreadsheets, presentations and web browsing.
- 12.1.9 ICDL training covers online essentials, spreadsheets, such as presentations and IT security.
- 12.1.10 All trainers are trained according to uniform standards for ICDL.
- 12.1.11 The operating hours of the E-Centre is from Monday to Friday from 08:00 to 16:30.
- 12.1.12 The E-Centre is in partnership with Kannaland Municipality, Department of Social Development in Ladismith, SASSA, Department of Labour in Oudtshoorn, NGOs such as Engedi Haven, Clorans Development (recycling and cleaning), Kannaland Local Football Association, churches and the Community Worker Programme.
- 12.1.13 The staff at the E-Centre also offered to assist the community to register on the National Health System for vaccinations and the community also print their vaccine certificates free of charge.
- 12.1.14 The community also sought assistance from the E-Centre to register for the Social Relieve Distress Grant of R350, this also included daily checking of application status, updating bank details and other information as required.
- 12.1.15 The E-Centre introduced a new service in the COVID-19 period, where they made video conferencing meetings via Google Meet and Microsoft Teams available to the community.

12.2 Challenges as reported by the Ladismith E-Centre

- 12.2.1 The E-Centre does not have a generator, so services are not available in load-shedding.
- 12.2.2 The E-Centre space is small, and the training area is open; there is no privacy during training.

- 12.2.3 The E-Centre does not close for training resulting in disruption due to everyday users visiting the E-Centre.
- 12.2.4 The E-Centre needs an air conditioner due to becoming hot in summer and cold in winter.
- 12.2.5 Computer training groups do not always show up for class.

13. Visit to the SASSA Service Office in Ladismith on Friday 3 February 2023

Ms Nonkonyana, the South African Social Security Agency's (SASSA) Local Office Manager in Oudtshoorn, welcomed the delegation and led a walkabout at the SASSA Offices in Ladismith and briefed the delegation on SASSA programmes in Ladismith and Kannaland subdistrict. She indicated that the SASSA Eden Karoo District is one of the five SASSA districts in the Western Cape. There are three SASSA Local Offices in the Eden Karoo District, namely, George, Oudtshoorn, and Beaufort West Local Offices. The SASSA Kannaland Service Office, situated in Ladismith falls under the Oudtshoorn Local Office and it operates from the Kannaland Thusong Centre in Ladismith.

13.1 Salient points pertaining to the visit to the SASSA Offices in Ladismith

- 13.1.1 The Kannaland Service Office in Ladismith serves a population of 24 767 persons from areas such as Ladismith, Nissenville, Kannaland NU, Zoar, Calitzdorp, and Van Wyksdorp.
- 13.1.2 It was reported that only one cash pay point is available in Kruisrivier, which serves less than 35 beneficiaries, and this is the only area that does not have alternative payment facilities such as banks.
- 13.1.3 The SASSA staff in Kannaland are part of the staff establishment of the SASSA Oudtshoorn Local Office and five staff members are working in the Kannaland Service Office in Ladismith.
- 13.1.4 The staff complement at the SASSA Kannaland Service Office consists of one Senior Grant Administrator and four Grant Administrators. They provide all SASSA programmes that include applications for the SASSA grants, beneficiaries, and SASSA Education Programme.
- 13.1.5 The Kannaland Service Office serves 20 to 40 clients on a busy day, mostly, Disability Grants applicants and fewer clients on normal days. Calitzdorp was reported to be a busy area and staff members from Ladismith also service the Calitzdorp area on two conservative days per week.
- 13.1.6 The inflow of SASSA clients in Calitzdorp was mostly to access the Child Grant, Old Age Grant, and Disability Grant.
- 13.1.7 All other grant applications can be done online; however, the Disability Application Grants are done at the Kannaland Service Office in Ladismith.
- 13.1.8 The delegation was informed that SASSA utilised municipal facilities for service delivery, however, some of the buildings are not conducive for use. SASSA has a lease agreement with the Kannaland Municipality to utilise the Kannaland Thusong Centre; SASSA also has a Memorandum of Understanding with the municipality to utilise the Calitzdorp Town Hall, however, the building is dilapidated and non-compliant with Occupational Health and Safety standards.
- 13.1.9 The Municipality granted SASSA temporary access to the newly renovated Bergsig Library in Calitzdorp for four days a month. A room was offered to SASSA, unfortunately, the one room in the library was not conducive because SASSA clients had to stand outside. It was reported that SASSA was trying to get an office space in Calitzdorp.
- 13.1.10 It was reported that there was an agreement with the Department of Local Government to provide SASSA and DSD office space in Calitzdorp in a form of a Thusong Centre, unfortunately, the Municipality did not avail adequate building. The plan was to open a Thusong Centre in Calitzdorp to provide services in one centre.

- 13.1.11 The hall in Zoar was also vandalised and not conducive for utilization. SASSA has been allowed to utilise the Sports Centre which is far from the community. In Kruisrivier, the service point was closed, and there is no alternative venue apart from the school.
- 13.1.12 According to Social Grant System, by December 2022, the Kannaland Municipality issued payments to a total of 7 482 grant beneficiaries.
- 13.1.13 There are two SASSA pay points left in the whole of Kannaland and due to a low number of people using the SASSA pay points, SASSA was planning to close the pay points as they were not cost-effective.

13.2 Challenges reported during the visit to the SASSA Offices in Ladismith

- 13.2.1 The municipal facilities in Zoar and Calitzdorp are dilapidated.
- 13.2.2 The ablution facilities for disabled persons are not in working order at the Thusong Centre.
- 13.2.3 The Kannaland Municipality's tax clearance status was not successfully verified since September 2022. This resulted in non-compliance with DSD requirements in Calitzdorp and Zoar.
- 13.2.4 Non-compliance with DSD requirements in Calitzdorp and Zoar by Kannaland Municipality starting from their tax clearance status that was not verified successfully since September 2022 although the office initiated the procurement process by June 2022.
- 13.2.5 There is a limitation of available medical practitioners for the George, Oudtshoorn, and Beaufort West areas. It was reported that SASSA was in the process of appointing more doctors for the areas.
- 13.2.6 The Kannaland Service Office in Ladismith does not have a server and this hampers the ability to work online.
- 13.2.7 Loadshedding and the lack of alternative power arrangements, hinder the workflow at the facilities.
- 13.2.8 There is a small number of Disability Grant applications received by SASSA in Kannaland.